

CVA/Stroke Strategic Tactics 2015 -2018

Enhance Ease of Use

Eliminate barriers that prohibit Orlando Health from being the easiest place to give and receive care

- **Monitor accessibility on an ongoing basis**
- **Enhance collaboration and communication processes between all aspects of the continuum of care.**

ACTION PLAN:

1. Improve cost efficient access to interpretation services.
2. Quarterly Continuum of Care Meetings
3. Provide opportunities for improved hand-off to each site in the continuum of care
4. Regular monitoring the availability of DME to all rehab departments; implement satellite DME closet for more immediate access.
5. Training with patient transport team, environmental services, respiratory, dialysis, and hospitalists regarding OHRI therapy schedule.
6. Partner with local equipment company to receive equipment donations for OHRI distribution intended for unfunded patients. Assist APMC in assessing and potentially developing a pediatric inpatient rehabilitation program.
7. Access to computer documentation across continuum including Home Health and Health Central.

Embrace Quality and Safety

Be an organization that is recognized locally and nationally for quality and safety

- **Develop our programs towards functional outcomes and patient care satisfaction while embracing transparency.**
- **Identify and report patient safety concerns specific to CVA/Stroke in a timely and transparent fashion.**
- **OHRI will demonstrate outcomes that are equal to or greater than regional or national measures for CVA/Stroke**
- **Implement standard work when at all possible.**

ACTION PLAN:

1. Research utilization of outcome measures for our specialty CARF programs to more specifically reflect patient gains. (APTA EDGE)

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2. Determine need for additional/condensed patient and family education handout
3. Continue collaborations with radiology staffing to perform Modified Barium Swallow Studies during inpatient rehabilitation.
4. Ongoing Functional Independence Measure (FIM) training and education for consistent quality and accuracy of patient outcomes.
5. Quarterly FIM test and education for rehab and nursing.
6. New employee training for all OHRI staff led by Nursing and Rehab educators.
7. Reduce instances of Fall and Harm events at OHRI through the development of a Safety Regulation team to lead this action.
8. Collaboration with other IRF's to improve safety strategies; thus, reducing harm events.
9. Increase client survey returns by 20% to improve quality of services and patient satisfaction.
10. Implement a Pilot Study to determine if a "second shift therapy team" to perform reverse ADL's, feeding/swallowing, recreational and gait therapy will be beneficial to our patients and improve outcomes.
11. Remain current with the latest research in order to apply EBP and obtain improved outcomes.
12. Stroke swallow screen sustained education by SLP and online learning with adequate implementation
13. Transfer/handling training for RNs specific to CVA patients.

Earn Physician Loyalty

Be a good, trusted partner for physicians

- **Develop structure/processes to increase clinician/physician collaboration and communication**
- **Ensure the involvement of physician partners in clinical and non-clinical process changes that will affect them or their patients.**

ACTION PLAN:

1. Seek opportunities for quarterly Physician meet and greets at various corporate venues.
2. Collaborate with the Acute Care team and participate in interdisciplinary rounding.
3. Continue rehabilitation team presence at various corporate and unit-specific meetings such as; Trauma Quality meetings, Neurosurgical Collaborative Council, Neuro/Trauma Gemba huddles, Floor Triad, BOLT meetings, etc.
4. Collaborate with physicians and other rehab team members to establish a TIA clinic.
5. Enhance our communication with physicians regarding initiatives, opportunities for grants, EBP, CVA specific focus groups, etc.

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Drive Growth, Development and Innovation

To grow and regain our market share, and to do it with innovation by thinking and doing things differently

- **Foster awareness of our programs through participation in community events and educational seminars.**
- **Seek out cost effective means of promotion such as electronic and social media, support group involvement, etc.**
- **Investigate opportunities to expand outpatient services into the community.**
- **Streamline and improve discharge processes**

ACTION PLAN:

1. Explore opportunities for developing a day program for OHRI inpatient graduates
2. Implement and develop a Rehabilitation Technology program across the continuum
3. Develop adjunct programs (Ex. ARMEO, Independent Strengthening Program, Gait Lab, etc.) to enhance treatment beyond the minimum inpatient rehabilitation requirements
4. Increase team member participation in community outreach events
5. Partnering with Orlando Health's home health division to create protocols for specialty diagnosis training in an effort to ensure transitional carry-over of skills remains seamless.
6. Continue to explore opportunities for grants, external funding, equipment trials, etc.
7. Explore opportunities for research and encourage/reward active participation by team members.
8. Increase team member participation in community outreach projects/presence
9. Obtain grant funding for return-to-work programs following a CVA in partnership with local university (UCF)
10. Host conference and/ or educational courses
11. In-service sub-acute facilities, SNF's and Home Health agencies (i.e. Select) on OHRI's available services for continued therapeutic intervention.
12. Partner with community organizations and provide educational presentations related to CVA prevention and tips on accepting those returning to work following a CVA
13. Improve CVA documentation in Sunrise to better identify stroke patients and to establish a Rehabilitation specific DC summary.
14. Determine the demographic need for an additional CVA support groups
15. Work with the OH marketing team to develop OHRI social media opportunities.

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Strengthen Economics

To be a place that is financially healthy. Providing affordable, high quality healthcare to consumers, employers and insurers

- **Create an environment of inquiry in which all clinicians apply the best available evidence to lower costs and improve the delivery of care based on benchmarked quality outcomes.**
- **Improve interdisciplinary teamwork among the rehabilitation teams to facilitate greater collaboration, integration and communication.**

ACTION PLAN:

1. Develop mode for information sharing between site therapists once patient accepted/scheduled for next treatment site.
2. Improve OHRI processes, LOS, and efficient delivery of services through quality, evidenced based practice.
3. Continue focus groups with involvement of all OH rehab. sites.
4. Work with community partners to serve program graduates for opportunities to reduce 2* impairments via exercise and mobility training.
5. Increase participation in community projects/presence
6. Obtain OH sponsor community support and prevention groups for our CARF specialty programs.
7. Host conference or educational courses. In-service sub-acute facilities, SNF's and Home Health agencies (i.e. Select) on OHRI's available services for continued therapeutic intervention.
8. Regularly scheduled OHRI open houses for prospective clients/families, vendors, OH staff, and providers/stakeholders.
9. Increase community educational presentations
10. Improve documentation in Sunrise to better identify CVA patients and to establish a Rehab specific DC summary
11. Increase participation with current CVA support group from all rehabilitation sites.

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Become the Best Place to Work

Enculturate the principles of transformational leadership and shared decision making for all clinicians

- **Support and develop educational opportunities fostering advanced specialized clinical practice skills and certifications while pursuing mechanisms to prevent loss of these valuable specialists.**

ACTION PLAN:

1. Develop a bi-monthly rehabilitation newsletter between all sites to include accomplishments, initiatives, therapist spotlights, etc.
2. Develop plan for therapy, nursing, and nursing assistant staff retention.
3. Support and encourage team members publications to various audiences
4. Continue providing a platform for new ideas/ initiative of all team members.
5. Marketing and recruitment of experienced clinicians