An Organizational Model & Process of Clinical Best Practice in Rehabilitation & Complex Continuing Care

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Clinical Best Practice at Toronto Rehab

- Organizational priority
- Several strategies
- Underlying framework
  - Definition
  - Model and process
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Definition

- An interprofessional approach to planning and delivery of patient care that is patient centered, research and outcome-based, refined through quality improvement and benchmarking, and compatible with system policies and resources

(Adapted from Brown 2001)
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Model & Process

- developed to facilitate a systematic and consistent approach to best practice;

- defines the process of best practice in the context of rehabilitation;

- goal to shorten path between best knowledge and clinical practice and link to patient needs and outcomes;

- guides in identifying patient needs, reviewing present practice, determining best practice priorities, facilitating and implementing best practice, as well as evaluation of patient-based outcomes and sustainability.
Internal Context

Patients & Families

- Values and beliefs
- Needs/wants/expectations
- Goals
- Personal experience
- Psychological and emotional influences
- Readiness and openness to change
- Skills and abilities
- Impairments, activity limitations and participation restrictions
- Socioeconomic and cultural influences
- Educational background
Professional training
Professional standards, guidelines and regulations
Continuous professional development
Clinical experience
Knowledge and skills
Values and beliefs
Readiness/openness to change
Peers/opinion leaders
Commitment to advancing practice
External Context

- Practice environment
- Societal priorities
- Government priorities
- Practice environment
  - resources
  - infrastructure
  - culture
  - management support, values and commitment
  - leadership
  - strategic directions
  - partnerships
  - technology
- Societal priorities
- Government priorities
External Context

- Practice environment
- **Societal priorities**
  - cultural diversity
  - accessibility
  - disability rights
  - caregiver needs
  - changing demographics
  - urban health
  - advocacy
  - infection control

- Government priorities
- Practice environment
- Societal priorities
- Government priorities
  - Funding
  - Policy
  - Legislation
Toronto Rehab Clinical Best Practice Process

1. Prepare
2. Evaluate
3. Implement and Facilitate
4. Sustain
5. Review Present Practice
6. Gap Analysis
7. Determine Best Practice
8. Patient Need
Defining Patient Need

- Best Practice Process starts with defining patient need

- May be identified through needs assessment, clinical data review, patient satisfaction results, patient incident/experience or other indications of needed practice change
Toronto Rehab Clinical Best Practice Process

1. Patient Need
2. Prepare
3. Evaluate
4. Implement and Facilitate
5. Sustain
6. Review Present Practice
7. Determine Best Practice
8. Gap Analysis
Review of Present Practice

- Objectively examine current practice within local setting
- For example:
  Assessments & treatments used, team processes & communication, documentation, type of practice (uni, multi, interprofessional), education (patient & staff)
Toronto Rehab Clinical Best Practice Process

- **Preparation**
  - Evaluate
  - Sustain

- **Determine Best Practice**
  - Literature review
  - Environmental scan
  - Benchmarking
  - Expert consultation
  - Opinion leaders
  - Peers

- **Gap Analysis**
  - Implement and Facilitate

- **Patient Need**
  - Review Present Practice

- **Evaluate**
  - Sustain
Determine Best Practice

- Literature review (relevant literature, systematic reviews & CPGs e.g. RNAO)
- Environmental scan
- Benchmarking
- Consultation with experts, opinion leaders and peers
Gap Analysis

- Identify differences between present practice and best practice
- Questions to consider:
  Where are we now?
  What are our strengths?
  What can we build on?
  Where do we need to be?
  What do we need to do to get there?
Toronto Rehab Clinical Best Practice Process

- Patient Need
- Review Present Practice
- Determine Best Practice
- Gap Analysis
- Prepare
- Implement and Facilitate
- Evaluate
- Sustain

- Identify resources
- Identify enablers
- Stakeholder engagement and buy-in
- Identify and address barriers
- Identify champions
- Identify education needs
- Implementation plan
Prepare

- Identify resources & enablers
- Stakeholder engagement & buy-in
  (this can & should start earlier)
- Identify & address barriers
- Identify champions
- Identify education needs
- Implementation plan
Patient Need

Review Present Practice

Determine Best Practice

Gap Analysis

Implement and Facilitate

Targeted implementation
Evidence-based change strategies

Prepare

Evaluate

Sustain

Toronto Rehab Clinical Best Practice Process
Implement

- Targeted implementation
- Evidence-based change strategies
Toronto Rehab Clinical Best Practice Process

- Patient Need
- Review Present Practice
- Gap Analysis
- Determine Best Practice
- Implement and Facilitate
- Prepare
- Sustain
- Evaluate

- Process measurement
- Outcome measurement
- CQI
- Research

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Everything Humanly Possible
Evaluate

- Evaluate from many perspectives
- For example:
  - At individual patient level
  - At the team level
  - Evaluate the initiative - Process measurement
  - Outcome measurement
- Can lead to further CQI & research initiatives
Evaluation of Clinical Best Practice Initiative

- **Outcome Measures:**
  - Specific to the initiative e.g. pt need/practice change
  - Measures should be easy to attain
  - Set realistic targets & share results regularly with team

- **Process Measures:**
  - Identify measures & targets for each step of the initiative
Toronto Rehab Clinical Best Practice Process

- Prepare
- Implement and Facilitate
- Evaluate
- Sustain
  - Reminders
  - Feedback
  - Education
- Determine Best Practice
- Gap Analysis
- Review Present Practice
- Patient Need
Sustain

- Remember Clinical Best Practice is an ongoing process → Sustainability takes you back to Patient Need: Is this need being met by the changes that were implemented?

- Strategies for Sustainability:
  - Reminders
  - Feedback
  - Education
Conclusions

- Approach
  - Systematic
  - Consistent
  - Evidence-based

- Clinical Best Practice always starts and ends with the patient!
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