Title: SHORT STAY REHAB PROGRAM: AS PART OF IMPLEMENTING A COMMUNITY BASED POPULATION HEALTH MODEL, AN ADULT SHORT STAY REHAB CASE MANAGEMENT TEAM WAS DEVELOPED TO SUPPORT REHAB CLIENTS WITH PREDICTABLE OUTCOMES AND RECOVERY TIMES

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PURPOSE: To provide specialized case management in supporting clients with rehabilitative needs as they transition to self-care by providing the necessary CCAC supports, intervention and teaching along with a range of home and community based services. A specialized team, called Short Stay Rehab, was developed to manage adult clients requiring in home rehabilitation with a predictable outcome and recovery time. The goal of therapy is to return the client to optimal functioning.

RELEVANCE: Adults requiring therapy related to a specific diagnosis or incident, e.g. post hip fracture, joint replacement, and recovery from injury, can be supported in their own home. This strategy supports in-home rehab while freeing up hospital beds for patients with acute care needs while improving hospital flow. It also allows for capacity at rehab facilities for complex clients with high care needs such as clients with strokes. Using the orthopedic scorecard, the Short Stay Rehab team brings specialized knowledge, training and skills to better manage and support adult rehab clients discharged to home following total joint replacements.

METHOD AND ANALYSIS: Adult clients requiring in-home rehab were grouped into 4 specialized caseloads.

INITIATIVE SCOPE: The Short Stay Rehab team is made up of four Community Case Managers with a rehabilitation background. The team is centralized and they manage caseloads of 175-250 adult rehab clients.

FINDINGS: The volume of clients on the Short Stay Rehab team increased as a result of better streamlining of clients at the point of intake. The cost per client at discharge, length of stay, use of service pathways and discharge dispositions also improved.

DISCUSSION: By utilizing best practice guidelines, this model yields better client outcomes for the adult rehab population. Best practice pathways utilize evidence to support care and help to standardize rehab care in the community. By grouping clients with similar care needs and utilizing specialized service providers, we are able to demonstrate improved outcomes for both clients and staff alike. Case Managers reported that they have improved job satisfaction working within a specialty caseload and with a specialized population. They received specialized training and education to specialize in rehabilitation for the short stay rehab population. Population based models match Case Management intensity to client needs. System navigation is provided by specialized Rehab Case Managers.