

# Enhancing Activities in Complex Continuing Care

“Scorecards, Dashboards and Corporate  
Information...The Journey Continues”

January 26, 2004  
Bridgepoint Health

# St. Joseph's Health Care London (SJHC)

## Who We Are...

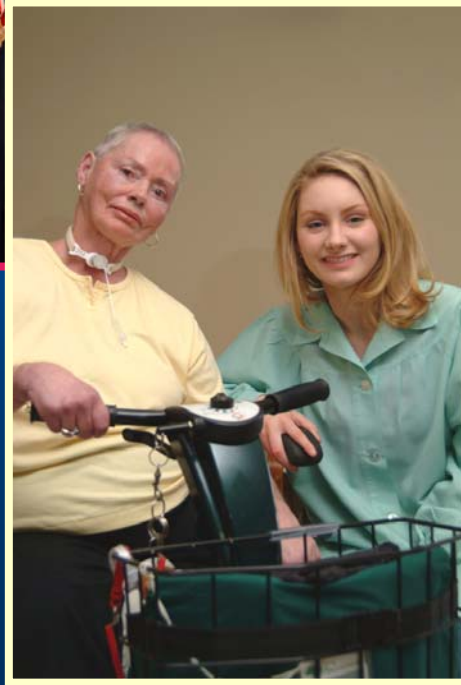
- Multi-site organization
- Over 5,000 staff
- 1,500 + beds
- 400,000 ambulatory visits

# St. Joseph's Health Care London

## Who We Are...

- Parkwood Hospital
- St. Joseph's Hospital
- Mount Hope Centre for Long Term Care
- Regional Mental Health Care, London
- Regional Mental Health Care, St. Thomas
- Lawson Health Research Institute
- Multiple satellite locations

# Parkwood Hospital



- Complex Care
- Veterans Care
- Rehabilitation
- Specialized Geriatrics

# Complex Continuing Care



- Continuing Care-63 beds
- Respite Care-7 beds
- Palliative Care-10 beds

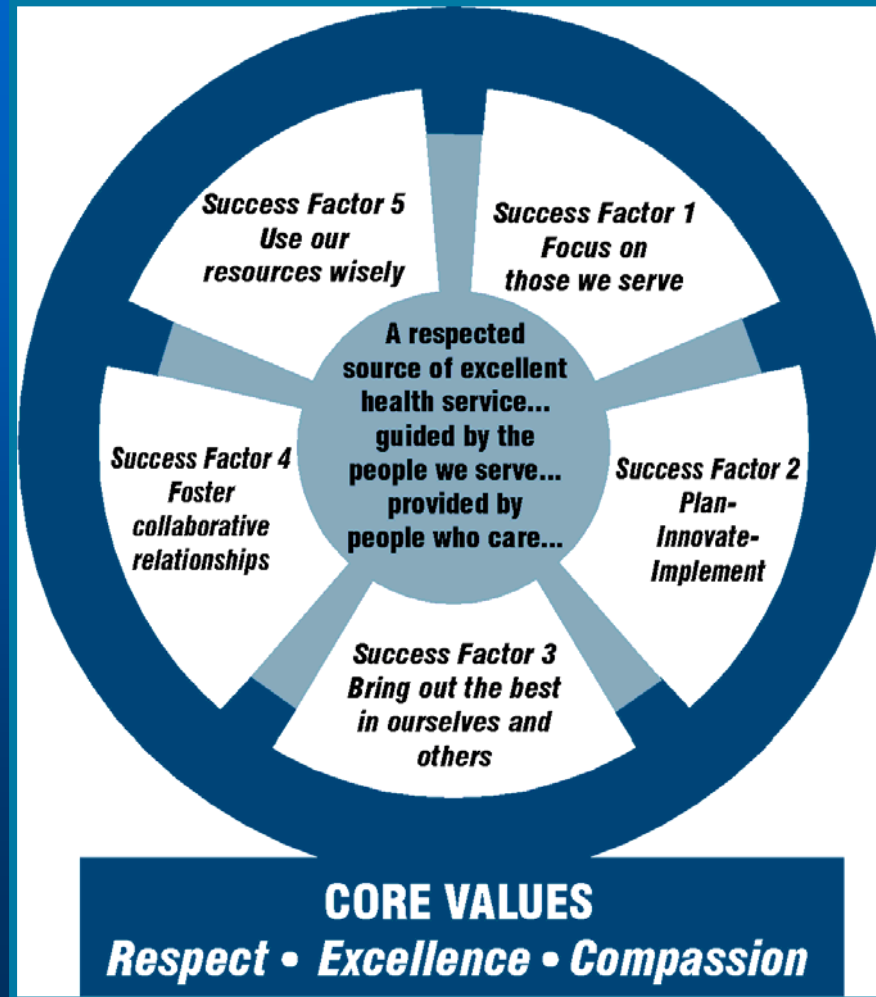
Continuing Care provides service to...

- Adults 18+
- London/Middlesex
- Medically complex chronic or progressive illnesses requiring intervention by the interdisciplinary team

# Complex Care Team

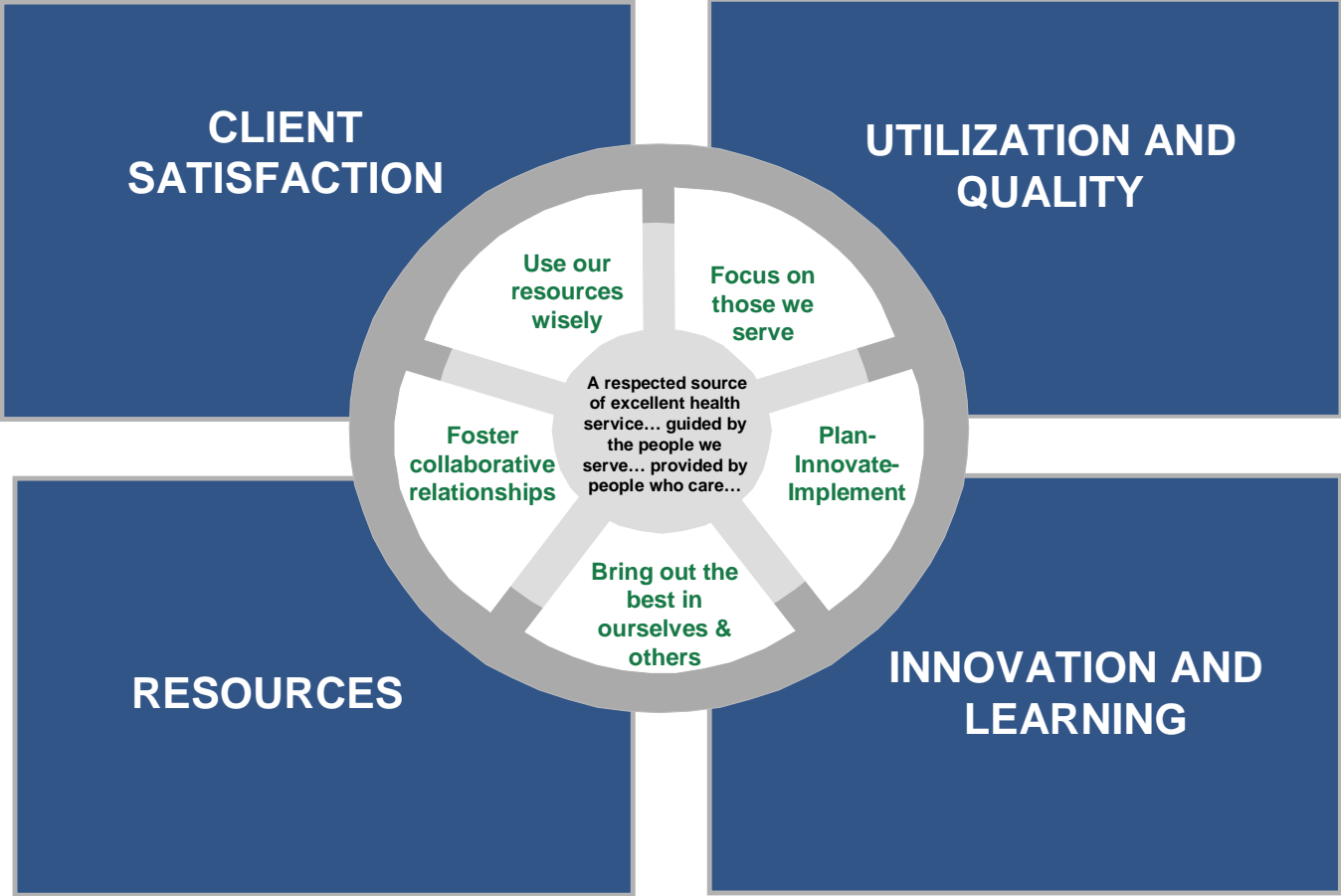
- Patient
- Family Members
- Physician
- Nursing
- Physiotherapy
- Occupational Therapy
- Social Work
- Therapeutic Recreation
- Pharmacy
- Spiritual Care
- Respiratory Therapy
- Speech Pathology
- Music Therapy
- Volunteers

# SJHC Accountability Framework



# BALANCED SCORECARD

## St. Joseph's Health Care London



# Balanced Scorecard - SJHC

## Aligned Internally

- Accountability Framework
- Mission/Vision/Success Factors

## Aligned Externally

- Hospital Report Series
- CCHSA Quality Dimensions
- Many other organizations

# Data Sources

- Client Satisfaction
  - Smaller World Patient Survey
  - Smaller World Family/Most Significant Visitor Survey
  - Internally developed surveys
- Utilization & Quality
  - MDS
  - Health Records
  - Incident Reporting

# Data Sources

- Resources
  - Workload data
  - Financial data
- Innovation & Learning
  - Staff surveys
  - Tracking of initiatives/education

# Balanced Scorecard

(example of indicators)

<p>Client Satisfaction</p> <ul style="list-style-type: none"><li>- Overall quality of care</li><li>- Activities domain</li><li>- Autonomy domain</li></ul>	<p>Utilization &amp; Quality</p> <ul style="list-style-type: none"><li>- Fall rate</li><li>- Late loss ADL's</li><li>- Restraints</li></ul>
<p>Financial</p> <ul style="list-style-type: none"><li>- budget variance</li><li>- direct cost per RUG weighted patient day</li></ul>	<p>Innovation &amp; Learning</p> <ul style="list-style-type: none"><li>- % staff attending patient centred care training</li><li>- % staff attending MDS training</li></ul>

# Patient & Family Satisfaction

# Overview

- Survey conducted by Smaller World
- Surveys completed
  - 1998
  - 2001
  - 2003

# Methods

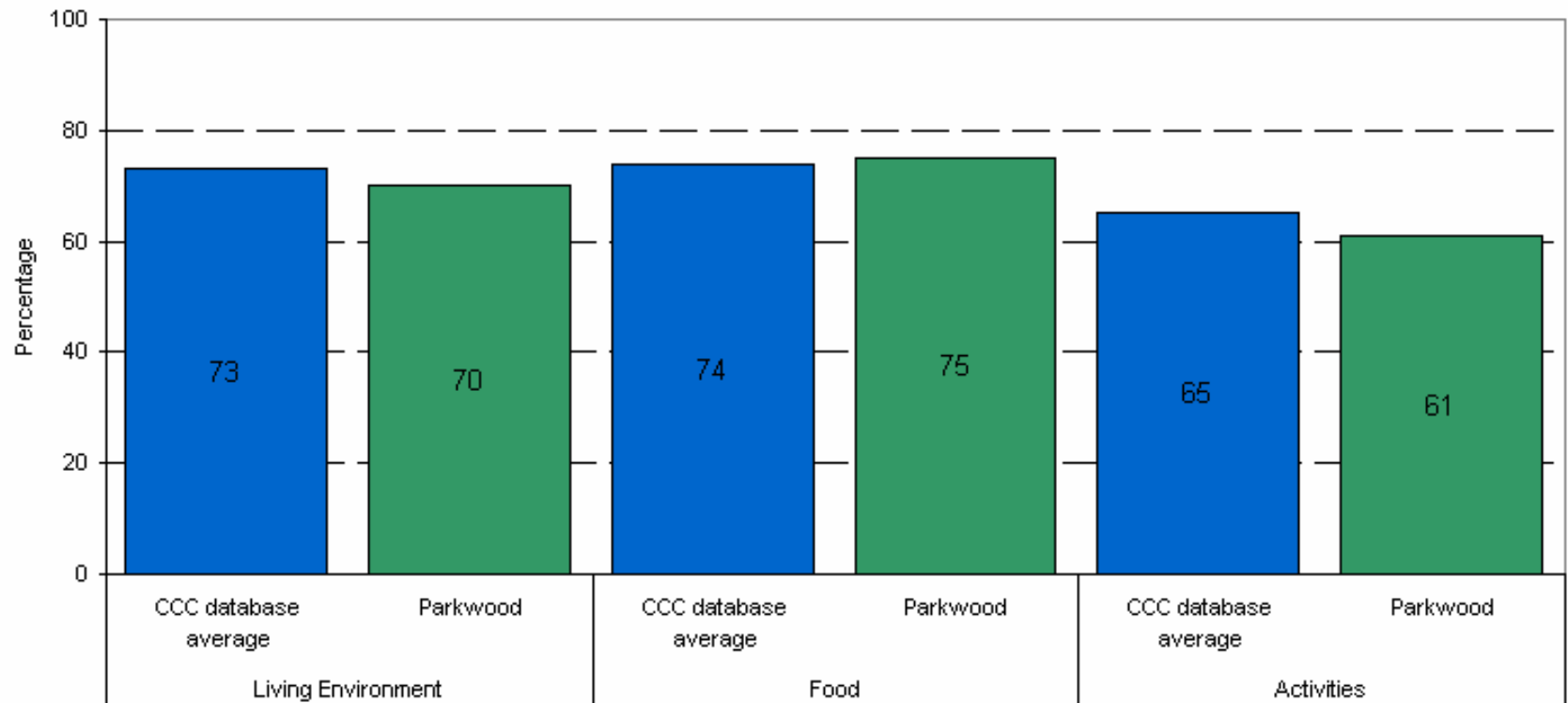
- Patient Survey
  - ~ 65 questions
  - 7 Domains of care
  - Data collected using paid interviewers
- Family (Most Significant Visitor) Survey
  - ~ 36 questions
  - 6 domains of care
  - Data collected using a mail survey

# Survey Results - 2001

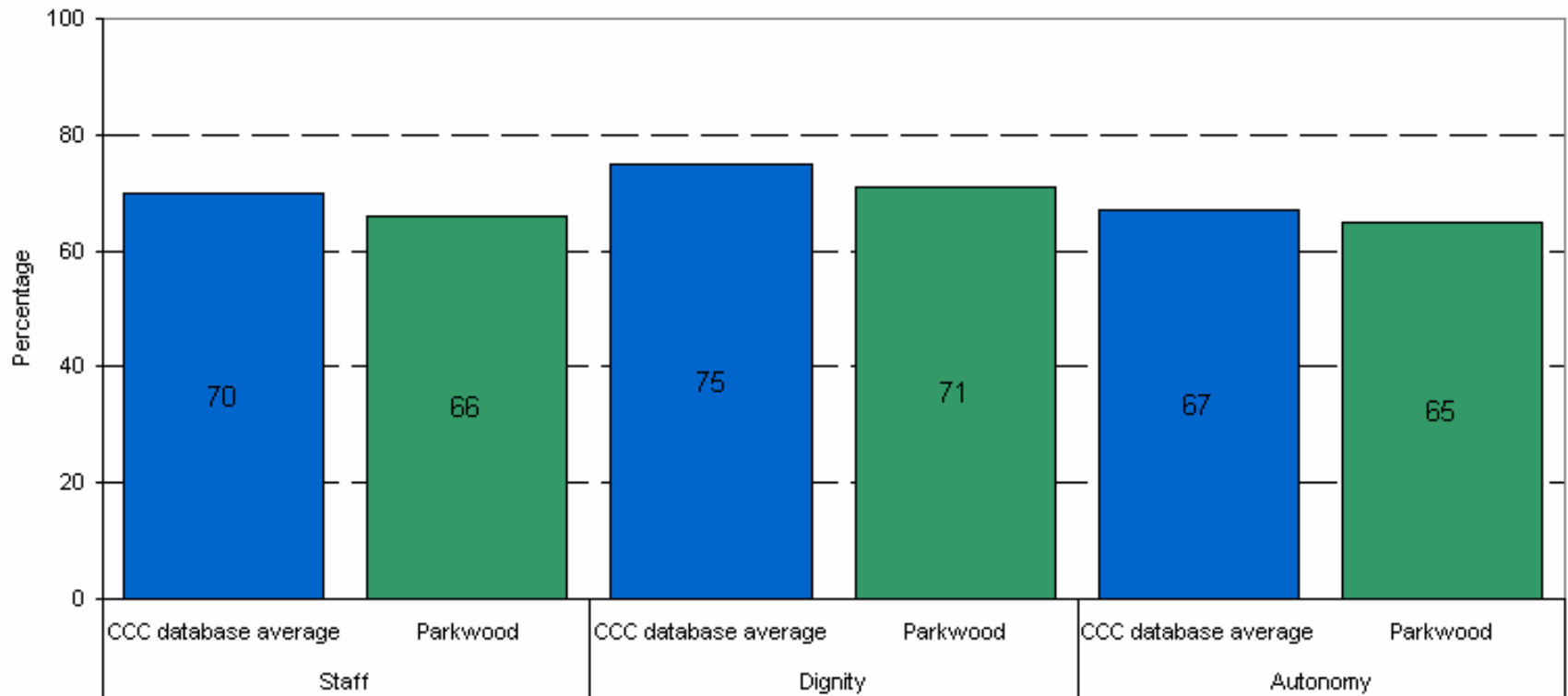
## Response Rates

- Patient Survey
  - 63% (38/60)
- Family Survey (Most Significant Visitor)
  - 48% (28/58)

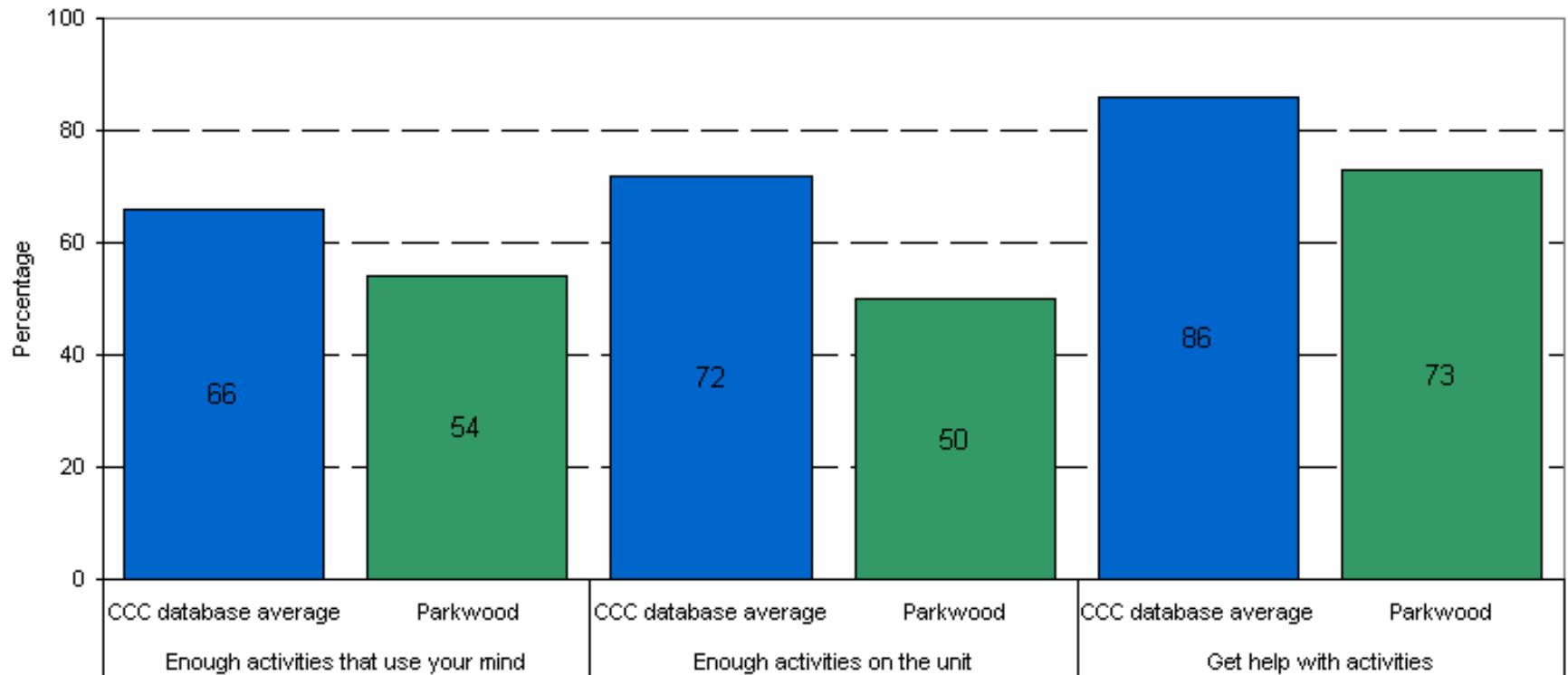
# Survey Results - 2001



# Survey Results - 2001



# Activity Items - Example



AIM

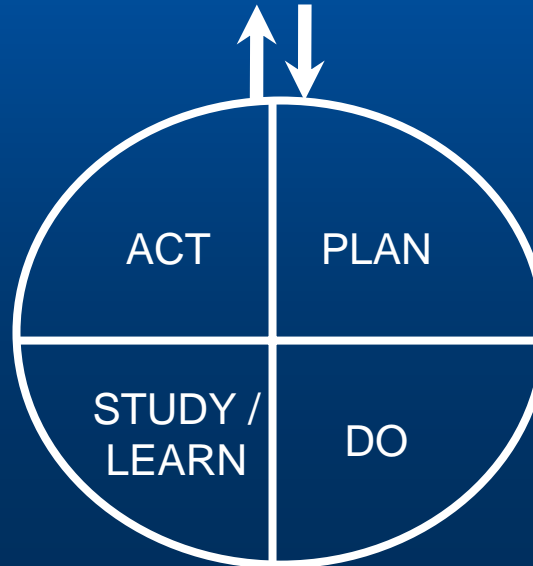
What are we trying to accomplish?

MEASUREMENT

How will we know that a change is an improvement?

CYCLE FOR LEARNING AND IMPROVEMENT

What changes can we make that will result in improvement?



# What are We Trying to Accomplish

- Opportunity for improvement in the activity domain identified in 2001 patient satisfaction survey
- Global Aim
  - Improve long stay patients quality of life by meeting their needs related to therapeutic recreation interventions

# What are We Trying to Accomplish

- Specific Objectives
  - Increase the number and variety of therapeutic recreation activities
  - Increase patient participation/satisfaction, and increase family participation/satisfaction with therapeutic recreation activities

# How Will We Know That Change is an Improvement

- Increase in patient % positive scores between 2001 and 2003 for..
  - Activity domain
  - Individual activity questions
- Increase in family % positive scores between 2001 and 2003 for..
  - Individual activity questions
- Participation rates
- Monitor change in patient function

# How Did We Find Out What Changes We Wanted to Make?

- Therapeutic Recreation needs survey completed in August 2002 – patient/ family/ staff
- 48% patient/ family responded
- 26.7% staff responded

# Changes continued...

- Survey included;
  - Program time and type
  - Days of involvement
  - On site and off site
  - Group size
  - On unit resources
  - Fee for involvement

# What Changes Can We Make That Will Result in an Improvement?

- Group TR activities implemented – September 2002
  - Discussion
  - Bowling
  - Ceramics
  - Baking
  - Special Events
  - Community Outings

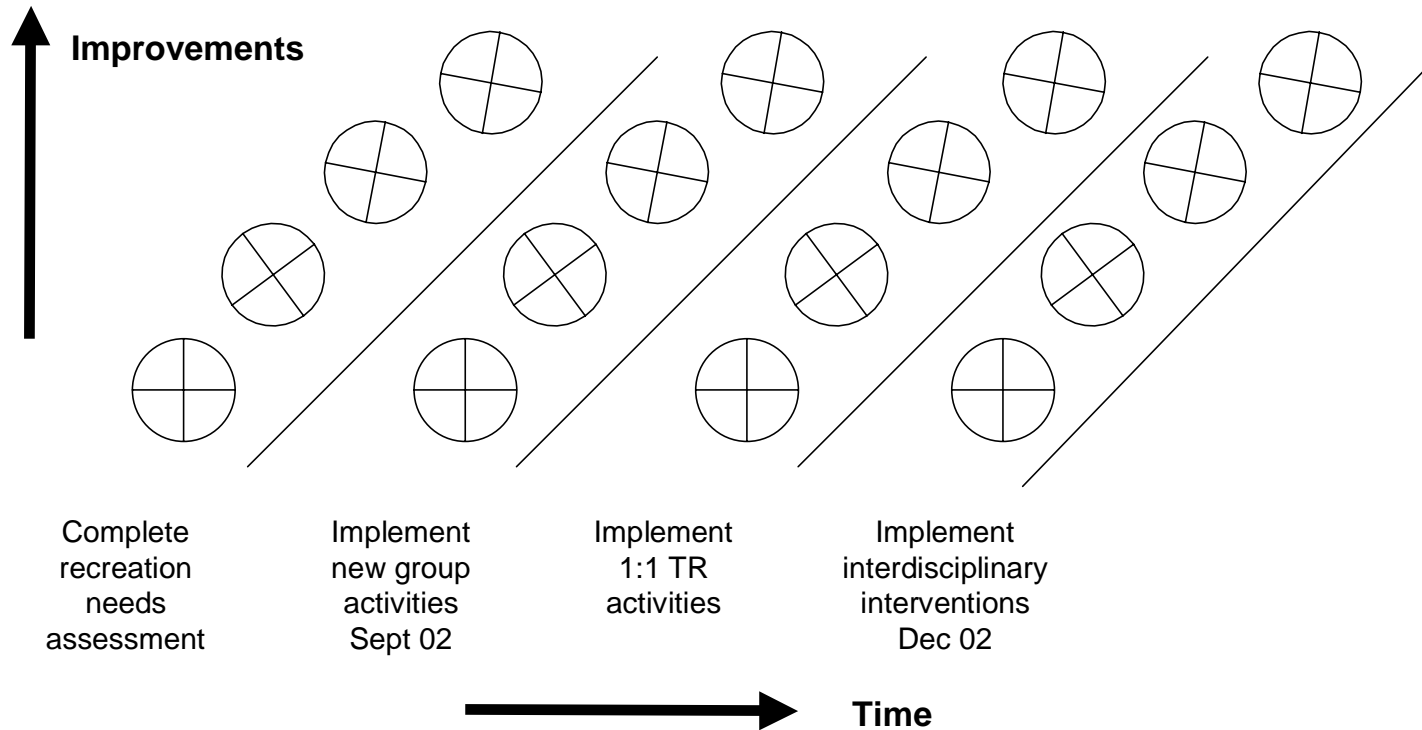
# Changes continued...

- 1:1 TR Activities Implemented
  - Computer skill development
  - Learning new leisure activities
  - Pet therapy
- Varied Locations
  - On unit
  - Off unit
  - On grounds
  - Community involvement

# Changes continued...

- Team interventions with recreation component – December, 2002
  - Spiritual Care
  - Occupational Therapy
  - Therapeutic Recreation
  - Nursing

**Aim:** Improve long stay patients' quality of life by meeting their needs related to therapeutic recreation interventions



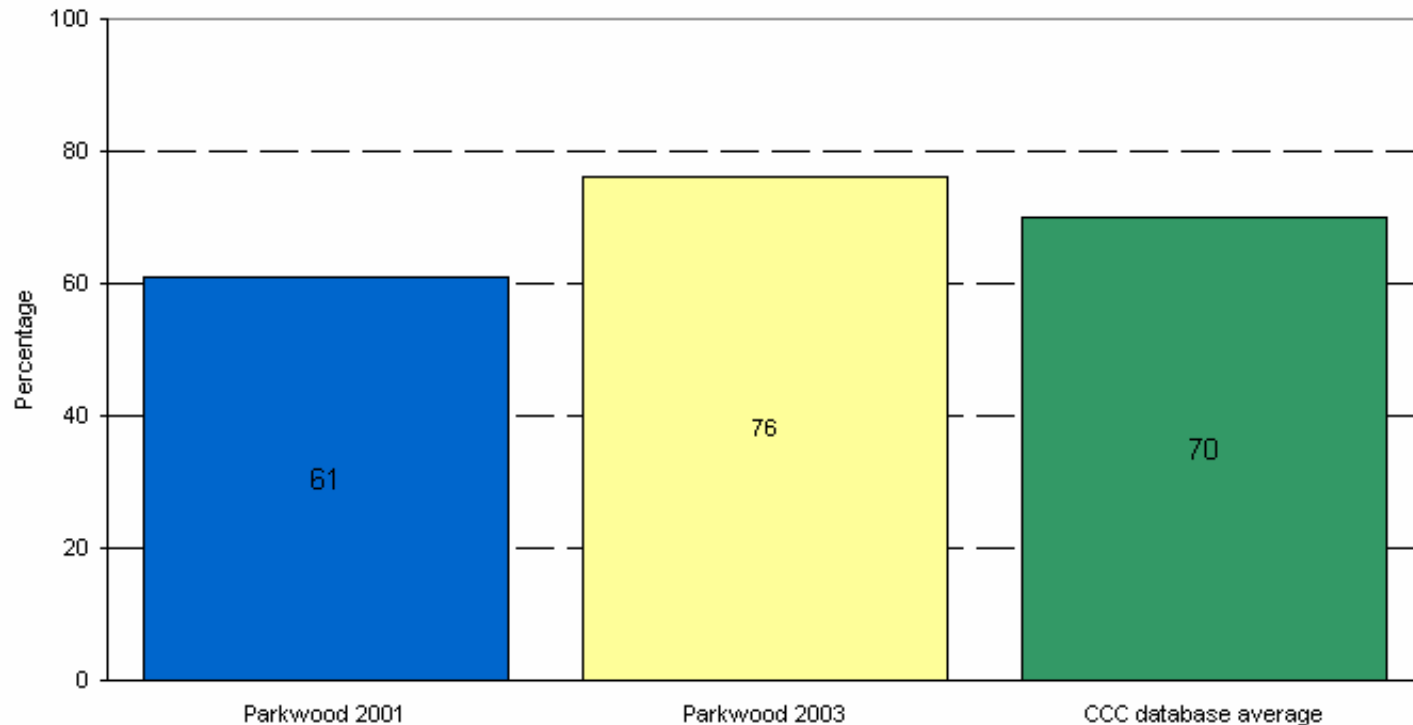
# Survey Results - 2003

## Response Rates

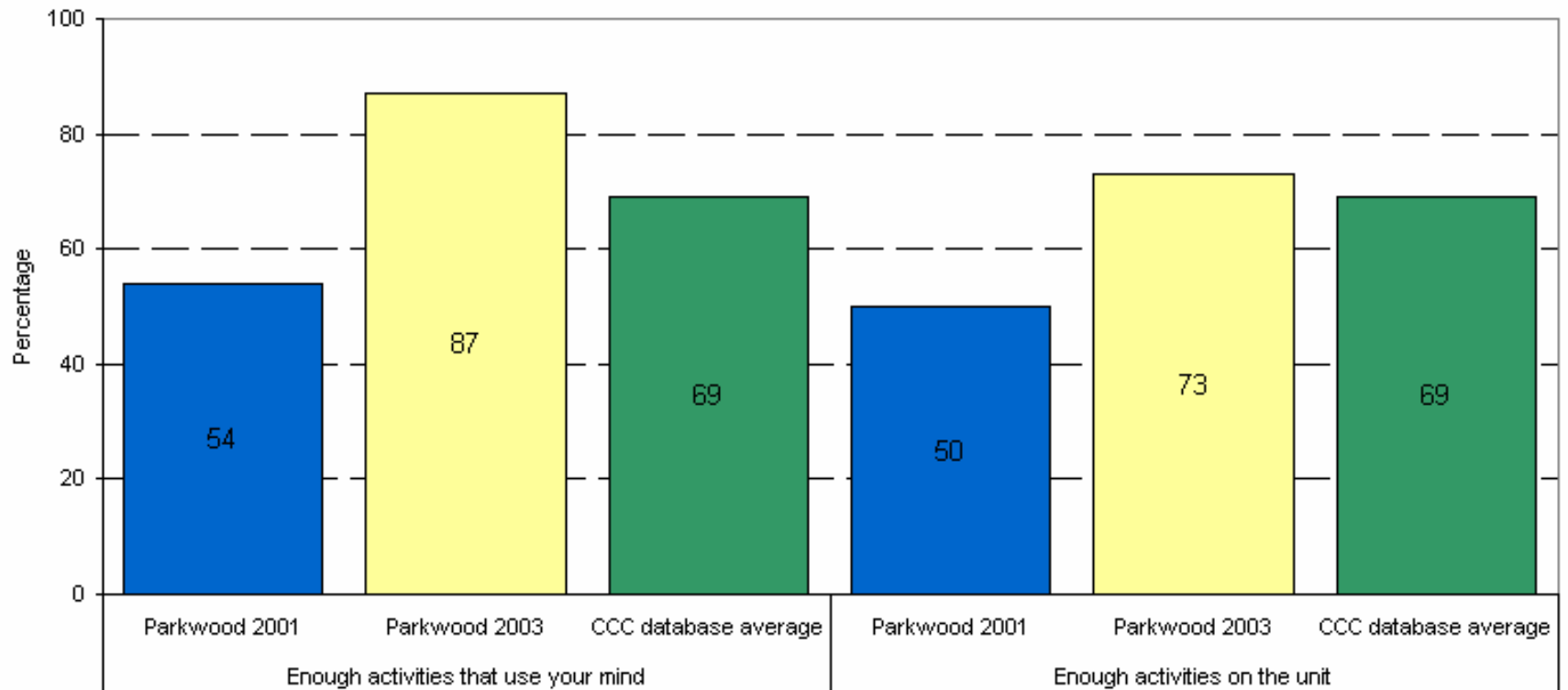
- Patient Survey
  - 61% (38/62)
- Family Survey (Most Significant Visitor)
  - 57% (34/60)

# Survey Results – 2003

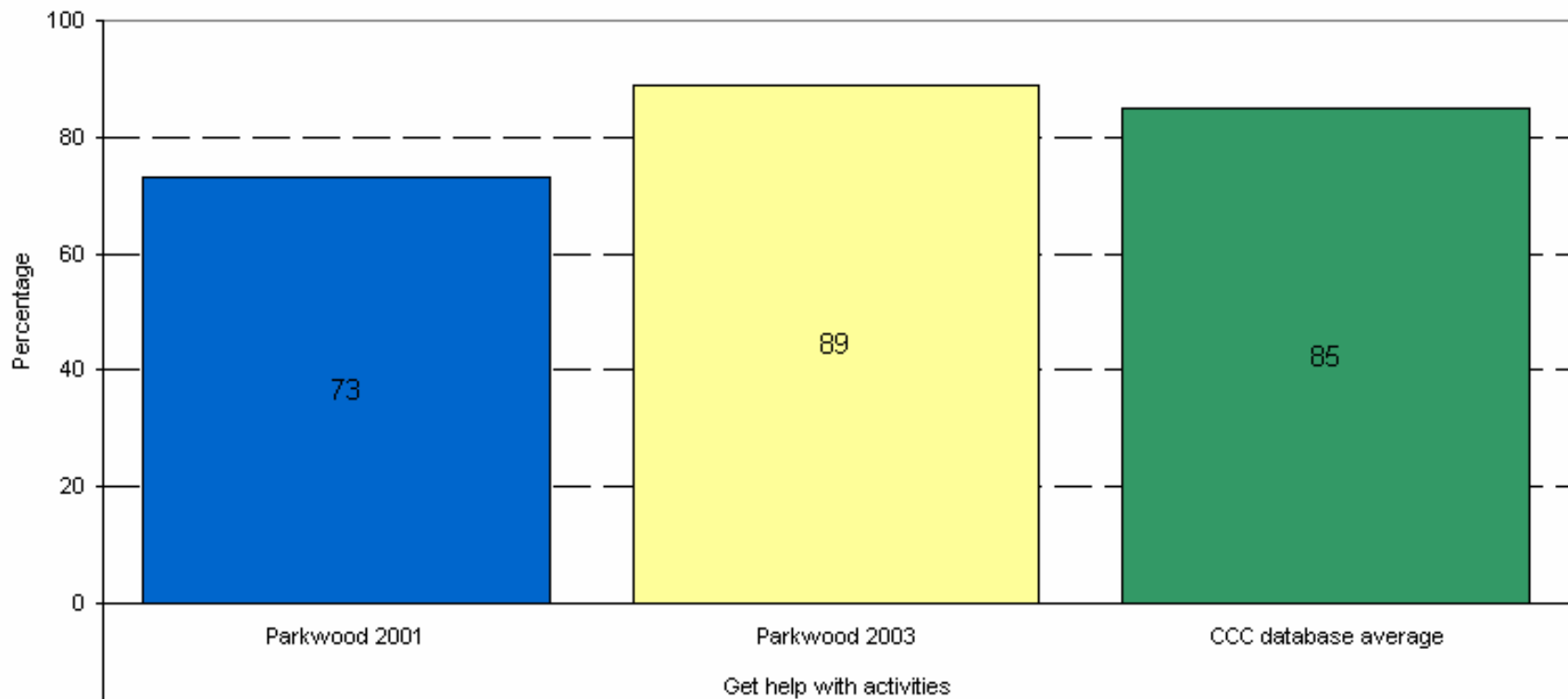
## Activities Domain



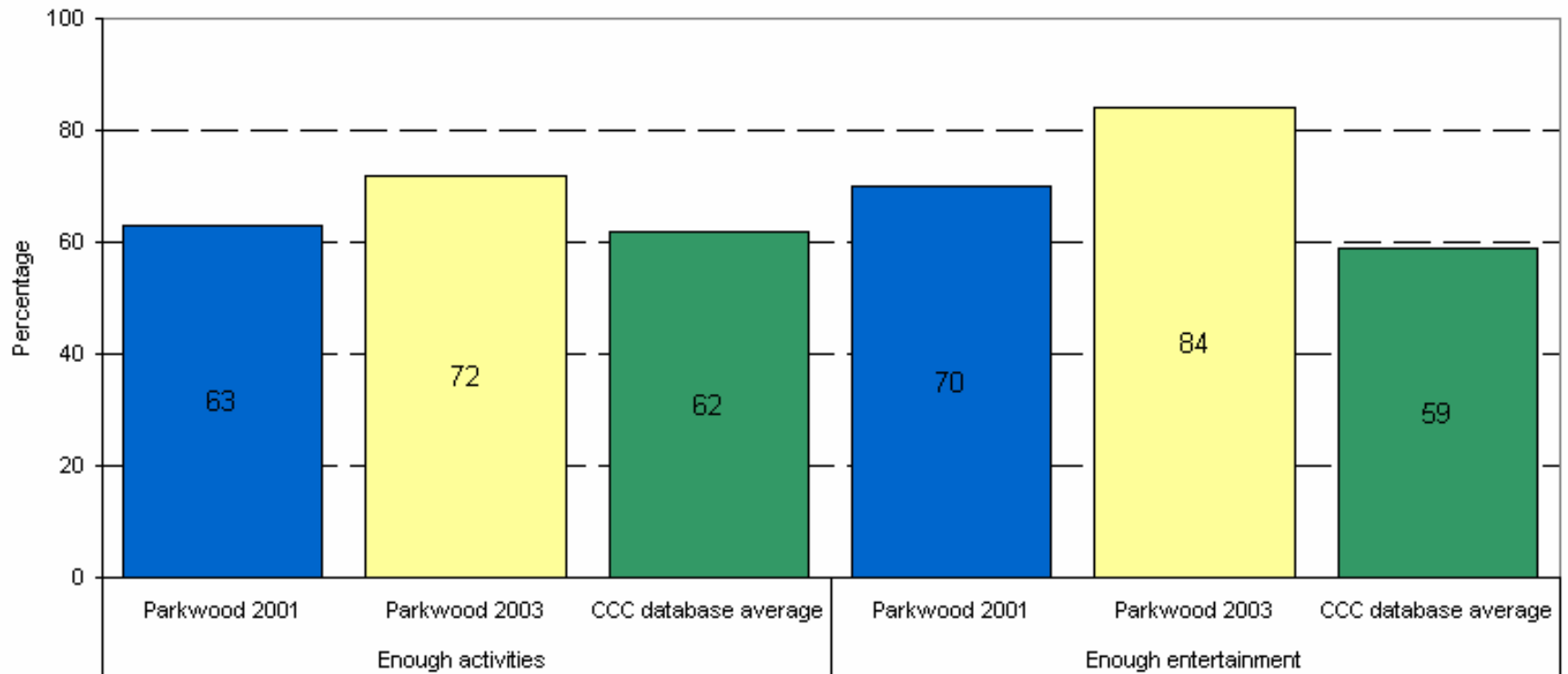
# Activity Items - 2003



# Activity Items - 2003



# Family Survey - 2003



# Results

- 58% of patients involved in groups – 2003
- 42% of patients involved in 1:1 – 2003
- Monitor change in patient functioning
- Quarterly team rounds to review overall patient functioning level

# Next Steps

- Continue to work with team to determine needs for future changes including a low level fitness program
- Sharing and development of resources amongst programs
- Development of community integration programs
- Sustain the gains we have made – patient/family satisfaction survey, 2005

# Questions