



Toronto Rehab

Advancing Rehabilitation

Enhancing Quality of Life

**An interactive example
about**

**Where to focus efforts
to improve service and
next steps**

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Presentation Objectives

1. To demonstrate the use of the worksheet template for priorizing areas to improve
2. To discuss the next steps toward making improvement using client perspectives data.

The Example is from Complex Continuing Care

The sample exercise is taken from
Family perceptions of care in CCC

(CCC Patient and Family Survey results are presented in
IDEAS web site in same format as Rehab results)

Domains for CCC Patient and Family Satisfaction

Patient Indicators	Family indicators
Living environment	Global quality
Food and food services	Living environment
Activities	<i>Communication with staff</i>
Staff	Patient care and services
Dignity	Activities
Autonomy	
Medical care and treatment	
All patient survey questions	

Where/how to focus on an area to improve?

Thinking steps...

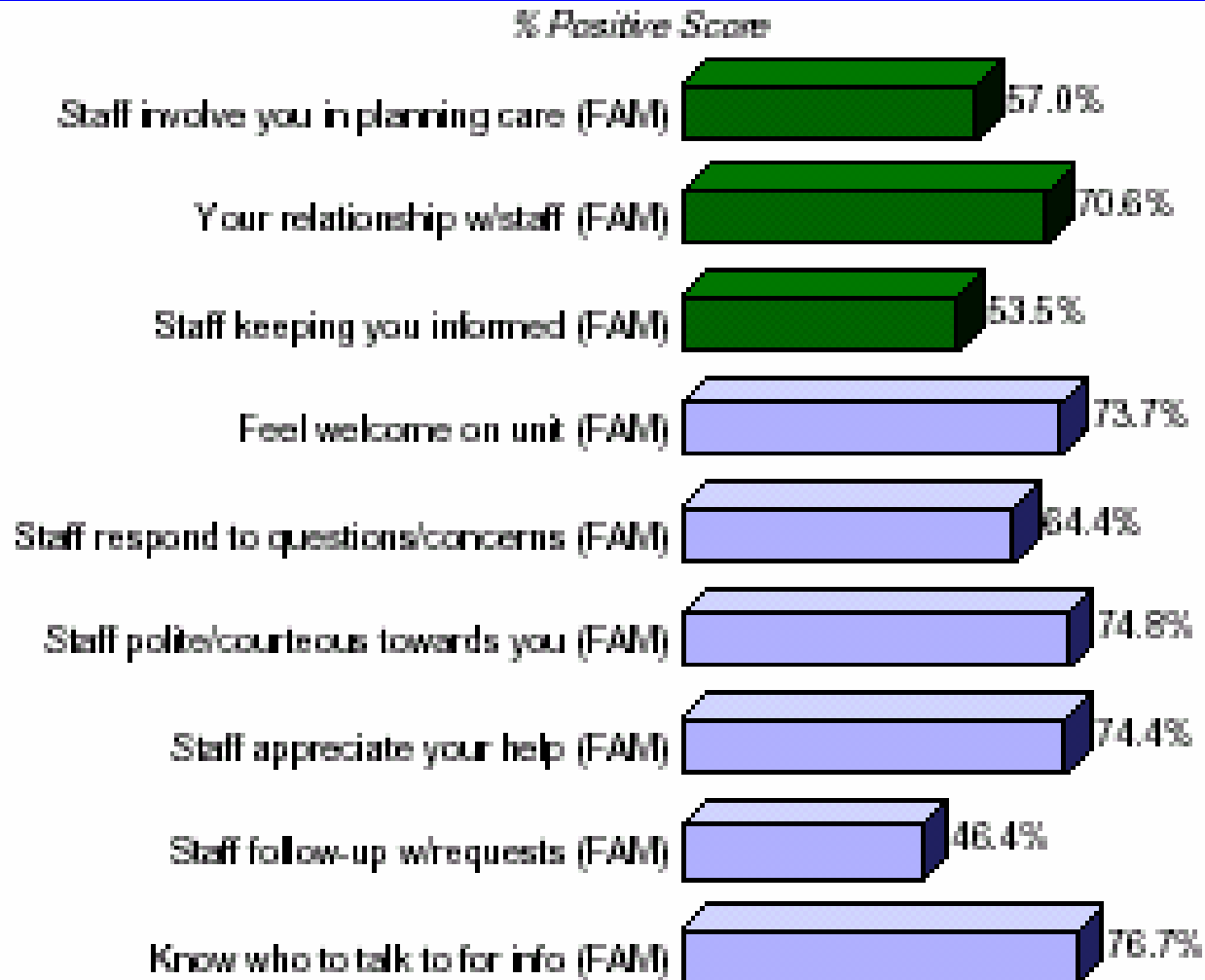
- 1. What do we think are important issues?**
 - *a clinical issue that keeps surfacing*
 - *What are the most important issues to our patients?*
- 2. What are the low scores?**
 - *Based on year to year trends*
 - *Based on Peer Comparison*
- 3. Are the verbatim comments helpful? - suggest a need for improvement?**
- 4. Can we validate the survey results with clients and staff?**

Working with the prioritization Worksheet







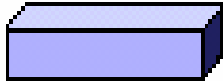




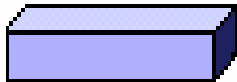

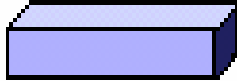



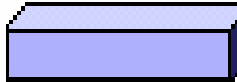








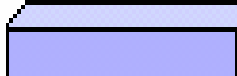
Dimension	2 Items Lowest Percent Positive	Significant difference from Previous Period? (↑ or ↓)	Correlated to overall of Care? (Y or N)	Is it an area for Improvement (In top ten?) with lowest % positive (Y or N)	Upper Left Corner of the Grid? (Y or N)	Significantly Different from HP? How much? (↑ - xx% or ↓ - xx%)	Significantly Different from Average? How much? (↑ - xx% or ↓ - xx%)	For Units Significantly Different from Corporate Average? How much? (↑ - xx% or ↓ - xx%)
Coordination	Repeat info to different staff							
	One person coordinated care							

Questions in the Communications Domain Of the CCC Family Survey



Items in the Lowest Percent Positive Group

Is the item of interest in the lowest percent positive grouping?
Is the item of interest significantly different from the previous period?

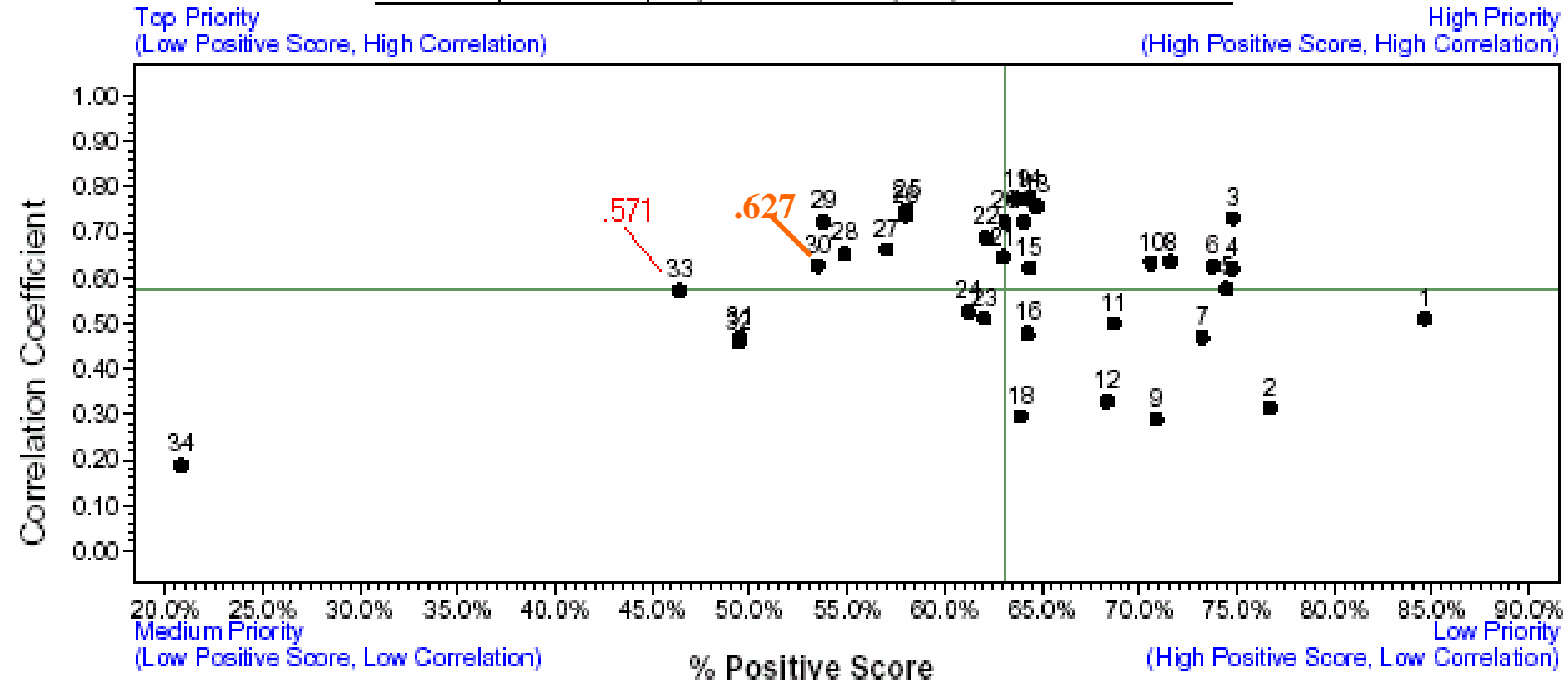
Previous Period	Detail	Canada CCC Average	Canada CCC/LTC Average	HP Canada Large Hospitals
	<i>% Positive Score</i>			
29.7%	Enough staff for resident needs (FAM)  20.8%	31.8% 	31.8% 	58.3% 
55.1%	Staff follow-up w/requests (FAM)  46.4% 	69.3% 	69.1% 	83.7% 
43.5%	Enough entertainment (FAM)  49.4%	58.8%	58.5%	87.1% 
49.3%	Enough activities for resident (FAM)  49.5%	61.5% 	61.3% 	79.7% 
59.0%	Staff keeping you informed (FAM)  53.5% 	78.2% 	78.0% 	92.3% 
60.3%	Told people care is excellent (FAM)  53.8%	72.8% 	72.8% 	85.0% 
52.3%	Take proper time to feed resident (FAM)  54.8%	53.3%	53.4%	66.1%

 *A potential area to focus on*

Priority Matrix

Are the items of interest in the quadrant “needing improvement and most important?”

Relationship of "Overall quality of care/services (FAM)" and Overall Satisfaction



33 = Staff followup with requests

30 = Staff keeping you informed

Refining area of focus

Verbatim Comments

(Sometimes helpful sometimes not helpful)

Look at Negative comments and Positive comments

“A very disappointing experience, no call back from the staff, no answers to concerns, no recommendations from staff, no options provided.”

“I find all the specialty services...of an extraordinary high level and that all staff are friendly, accessible and helpful.”

Refining area of focus

“Clarifying the issue”

One method might be to conduct focus groups with patients and families to better understand their issues and suggestions for improvement in specific areas – *Validate findings*

Hold staff discussions to reflect on issues related to service delivery

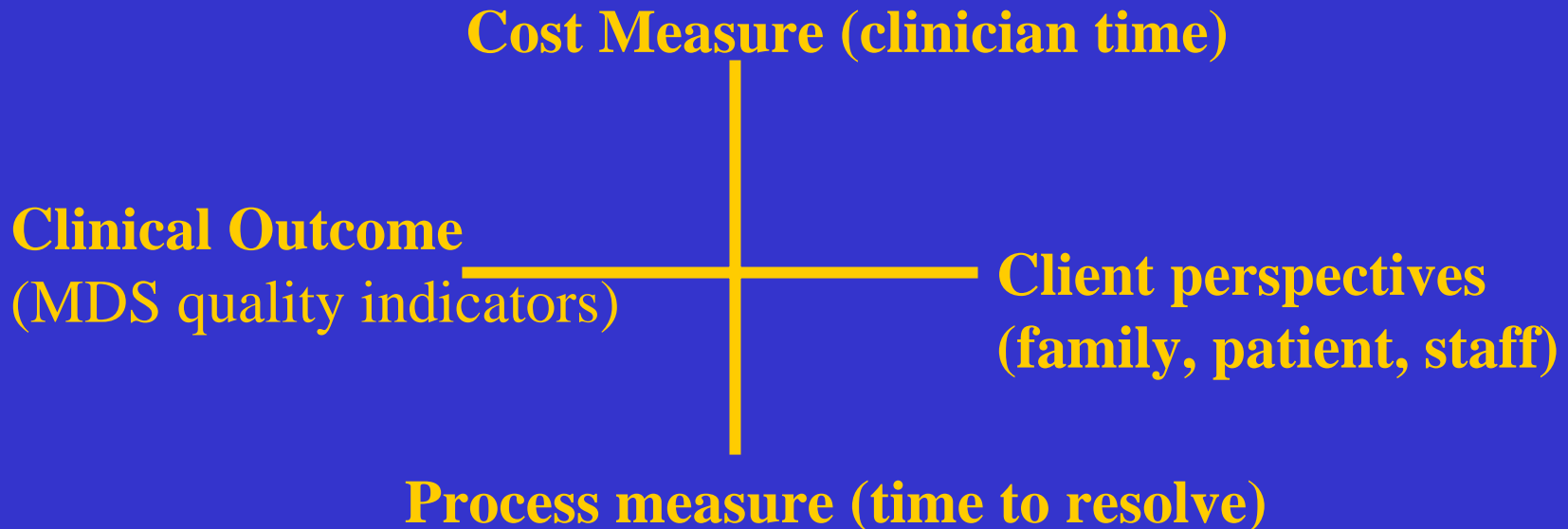


What is the AIM statement for the improvement project?

- After the issued has been clarified, an AIM statement can be developed
- For example “We aim to improve staff follow-up with family questions/concerns in CCC that can’t be resolved immediately.”

Develop Evaluation Measures before implementing the improvement

Example Value Compass



Cycles of improvement

