



Western  
Health

# Restorative Care

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# RESTORATIVE CARE-

Focus on wellness not illness

**It is not a new concept.....**

\* focuses on maximizing an optimal level of functioning enabling individuals to regain/retain their independence following the debilitating effects of illness or injury such as stroke, major joint surgery, musculoskeletal disorders/fractures , and prolonged hospitalization.



# BACKGROUND

- 2012/13 funding was received to reconfigure and upgrade space in Corner Brook Long Term Care Home to create 14 bed unit.
- Planning phase environmental scan
  - target group- adults 65 years and older with inpatient stay > 10 days at WMRH
- Implementation and evaluation plan established for the new program

# ELIGIBILITY CRITERIA

- Medically stable
- Clients must be able to tolerate 30 minutes of moderate to low intensity therapy 5 days per week
- Clients must demonstrate the potential to tolerate being up in the chair 1 to 2 hours, 2-3 times/day

# ELIGIBILITY CRITERIA

- Clients must be motivated, able to participate and have attainable goals
- Clients must be able to follow visual and/or verbal commands
- Blaylock risk assessment screening score (BRASS) of  $>9$  but  $< 25$

# Blaylock Risk Assessment Screening Tool (BRASS)

- 10 item scale identifies patients at risk prolonged hospital stay
- Score 0-40
  - 0-10 low risk
  - 11-20 moderate risk
  - 21 and > high risk



November 21, 2013 first client was transferred from WMRH to Restorative Care CBLTC Home.



# YEAR ONE: AT A GLANCE

## ACTIVITY:

- 68 clients admitted to program  
November 2013-November 2014
- LOS in acute care prior to admission to  
restorative care
  - Mean 33 days, Median 22 days
  - Range 4 to 244 days



# YEAR ONE: AT A GLANCE

## ACTIVITY:

- BRASS scores
  - Average 19
  - Range 10-25
- 54 clients discharged from restorative care in first year
- Average LOS in restorative care
  - 55 days
  - Range of 2-159 days

# YEAR ONE: AT A GLANCE

## DEMOGRAPHICS OF CLIENTS

- 47/68 – 69% female
- 21/68 – 31% male
- Average age 81
  - range 56 to 96 years\*



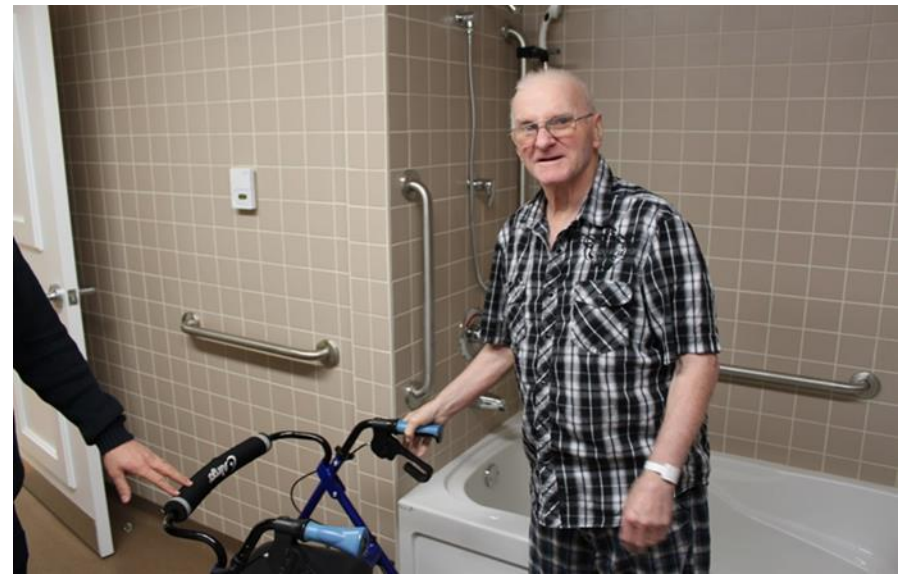
# EVALUATION OBJECTIVE

To determine whether RCU implemented in Western Health will have a positive impact on client outcomes, discharge destination and health system utilization

# FUNCTION

- Barthel Index of Activities of Daily Living
  - Score on Admission
    - Average 53
  - Score on Discharge
    - Average 80

Significant ( $p < 0.5$ )



# FEAR OF FALLING

- Falls Efficacy Scale- International (FES-I)
  - FES- score range from 0-64, higher scores, greater fear reported.



# FEAR OF FALLING

- 20/53 completed on admission
  - Average score on Admission 39
  - Average score on Discharge 33
- Significant change ( $p < .05$ )



# DISCHARGE DESTINATION

Discharge Destination	Number of Clients
Home (pre admission living arrangement)	38 (70%)
Protective Community Residences	1 (2%)
Personal Care Home New	2 (4%)
Personal Care Home- Enhanced Pilot	1 (2%)
Long Term Care	1 (2%)
Acute Care	3 (6%)
Expired	2 (4%)
ALC waiting LTC	5 (9%)
ALC waiting PCH	1 (2%)



# CLIENT EXPERIENCE

## The Client Centered Rehabilitation Questionnaire (CCRQ)

- Perception of outcomes
- Family involvement
- Emotional support
- Coordination and continuity and physical comfort





# CLIENT EXPERIENCE

Clients reported overwhelmingly positive responses related to all domains of the CCRQ

“I cannot thank the Restorative Care Team enough for the love, kindness and wonderful rehab that R. received, our lives would be so different without them. God Bless each and every one of you; you certainly are special people, I wish that everyone who has an injury that requires rehab could be sent to Restorative Care, what a phenomenal place with phenomenal people.”

# CLIENT EXPERIENCE

## Goal Attainment Scale

- Modified scoring approach –not weighted in terms of relative importance
- Goals identified on admission, and achievement scored on discharge

# CLIENT EXPERIENCE

Clients identified 3-5 goals

- Independent with toileting
- Improve ability to do personal care
- Improve mobility/ambulation
- Improve overall functional abilities
- Prepare snacks/meals
- Arrangements to live independently



# CLIENT EXPERIENCE

- Goal Attainment Scale at Discharge
  - 11% clients achieved less than their desired outcome
  - 57% achieved their desired outcome
  - 25% exceeded their desired outcome
  - 8% greatly exceeded their desired outcome

# SYSTEM CHANGE

## LTC applications generated at WMRH

- 22% reduction in number of applications generated in acute care for LTC
- Nov 1, 2012 to Oct 31, 2013 – N= 105 assessments received from WMRH
- Nov 1, 2013 to Oct 31, 2014 – N=82 assessments received from WMRH

# SYSTEM CHANGE

## Alternate Level of Care

- Increase in number of days
  - (pre=9328 days, post=13,312 days)
- Increase in number of cases
  - (pre=165, post =190)

# SYSTEM CHANGE

## Length of Stay Restorative Care

- Total client days=2897
- Average 55 days, range 2-159 days
- Median 42 days

# TEAM FUNCTIONING

## Team effectiveness questionnaire (TEQ)

- Response options 1-5, 1 being not at all or very rarely to 5 being very well or all the time
- Results on each of the eight clusters of qualities averaged 3.68 to 3.95





# NEXT STEPS

- Follow the clients 12 months discharged to identify living arrangement.
- Compare our experiences to that of other programs
- Refinement of indicators:
  - Readmission rates to Restorative Care 60 & 120 days post discharge.
  - Readmission to acute care 60 & 120 days post discharge home.
  - Waitlist and waiting time for Restorative Care

