Implementing the Rehabilitation Model of Care in Community Rehabilitation: Transformation Through Innovation

The Future of Community Rehabilitation
Clients and families are in the driver’s seat throughout their rehabilitation journey and say:
- “I have the ability to function and live well in my community.”
- “I know where to go - access points are clear and coordinated.”
- The services meet my needs.”
- “I am progressing and there is a plan to help me achieve my goals.”
- “I have caring and skilled providers.”

The METHOD

- Defining the Problem
  - Inequitable access
  - Uncoordinated care
  - Ill defined way-finding

- Understanding the System
  - Partnered to develop the model:
    - Rehabilitation leaders
    - Clinicians
    - Patients and families

- Designing and Testing
  - Innovation Learning Collaborative Methodology
  - Local PDSA cycles
  - Webinars, teams connect and share

- Implementing and Sustaining
  - 18 early adopter teams
    - Collecting data
    - Implementing standardized services, advancing the R-MoC
    - Sharing processes, lessons learned, and advice

- Spreading Change
  - In 2018-2019
    - > 80 sites collecting data
    - > 35 sites for standardized services

TARGETS FOR 2017-18

The RESULTS

- 97% ACCEPTABILITY
- 82% APPROPRIATENESS
- 64% EFFECTIVENESS

The LESSONS

- START SMALL Enables provincial and local responsiveness and collaborative problem solving
- ADJUST AND ADAPT Flexibility and adaptability to local context is needed to overcome obstacles and keep moving forward
- CONNECTION COUNTS Change happens through connection - between and among clients, clinicians, leaders, partners, and supports. Relationship and trust are key. Connect people to practice and tools. Connect strategy and operations.

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