

# Does Standardized Care Improve Efficiency While Maintaining Client Experience?

## Physiotherapy Standardization: Post Fracture/Post Orthopedic Surgery Treatment

### Why Standardize Outpatient Treatment Visits for Clients with Fracture & Orthopedic Surgery?

Provincial	Red Deer Physiotherapy
Clients know what to expect from services	Clients and staff have shared expectations
Decrease variability in practice	Approach to care varied between therapists
Implement evidenced-based services	Supportive of practice guidelines
Musculoskeletal prioritized by Allied Health Operations	Chronic wait lists and wait times – could the Standard help?
Align with new Rehabilitation Model of Care	1 of 18 early adopter teams in the province (2017-2018)

### Expectations for Client Care



### Basic Episode of Care

1 Assessment and ...  
 Simple Fracture: 3 treatment visits  
 Complex Fracture: 3 additional visits  
 Orthopedic Surgery: 4 treatment visits  
 Complex Orthopedic Surgery: 2 additional visits

Implementing a new provincial Standard at the Red Deer Hospital for clients with functional concerns following fracture or orthopedic surgery (2017-2018)

### Lessons Learned

Client experience remained high while visits were fewer

Implementing the Standard can impact practice in other services and programs

Trend to reduced wait time and wait lists may be partially attributable to Standardization

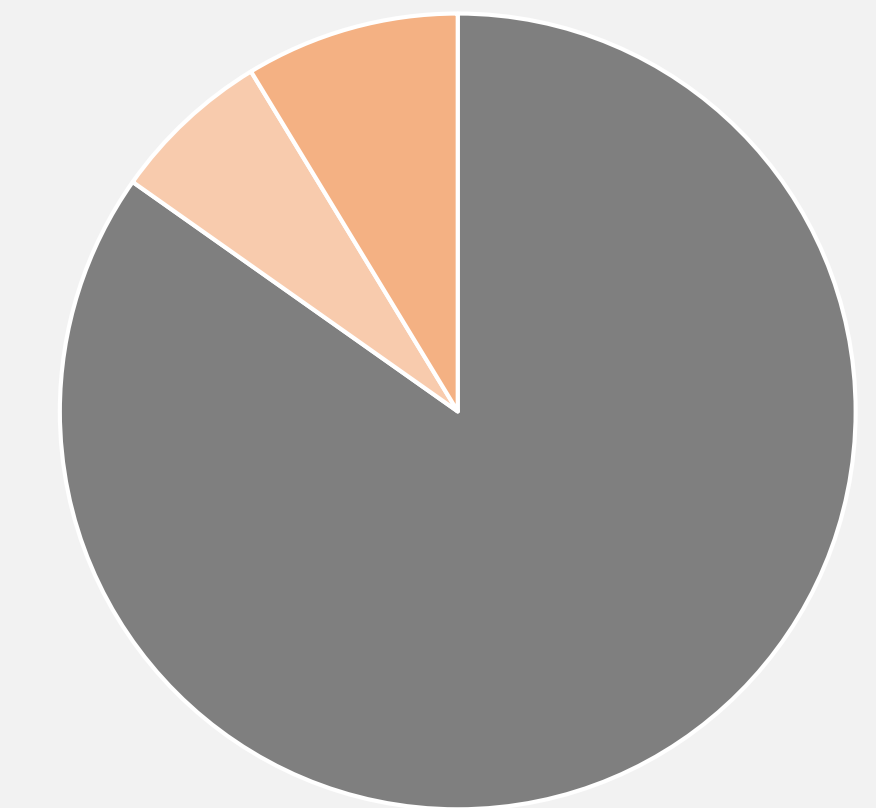
Consider if efficiencies gained leads to reinvestment

### Outcomes – Quantitative

1 Year

92 Clients

- Orthopedic Surgery (78)
- Simple Fracture (6)
- Complex Fracture (8)



### Average # of Visits, End of Year 1

Baseline: Average 8 visits/client



1.83

Simple Fracture



5.13

Complex Fracture



4.04

Orthopedic Surgery

### Quality of Life

83%

EQ-5D-5L

### Client Experience

95%

WatLX™

### Outcomes – Qualitative

- Beginning: "Will a standardized approach meet the needs of our complex clients?"
- End: Clients did well with spaced visits + focus on education and self-management
- Staff and clients liked outcome measures
- Functional goal setting more deliberate: "I want to wash my own hair."
- "My PT provided exceptional advice and treatment to facilitate my rehabilitation."

### What's Next?

#### Red Deer

- Expanded use of iPads
- Shift data entry to front line staff
- Review every 6 months – trends maintained?

#### Central Zone

- Complete evaluation from 11 new sites

#### Provincial

- Use of Standard across AHS
- Explore application in contracted Physiotherapy Clinics