

Program Enhancement and Improvement Plans
Medical Rehabilitation Program
February 1, 2017

Finding	Analysis	Planning	Action
Increased number of neuropsychological testing referrals with diagnosis of dementia.	Patients with a potential dementia related diagnosis would benefit from only traveling to our location once.	Neuropsychological testing for dementia patients will be a specialized battery that will allow patients to have testing completed in one visit. One day a month has been designated for this.	To be implemented immediately.
Completion of intake paperwork causes a delay in appointments starting on time.	Patients have been asked to arrive at least 15 minutes before start time to minimize delay in treatment.	Pursue turning intake paperwork hard copy into electronic format to have completed prior to appointment via Patient Portal or on a tablet. Send paperwork that does not require witness signature along with neuropsychological questionnaires in monthly packets.	Potential implementation by July 2018. To be implemented December 1, 2017.
Previously, therapists complained re need to rewrite notes and copy over the Plan of Care from one document to another.	Documentation Workbook was created for each service, which links patient demographics, goals, and other relevant details to other pages and forms in order to reduce time spent on duplicating information.	Investigate Raintree's electronic documentation system. If deemed appropriate, staff training would be required.	Converted to electronic medical records utilizing Raintree. Continuous monitoring of documentation to ensure adequate for therapists' needs.

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High level of “No Shows” and cancellations for neuropsych evaluation appointments, especially with adult clients.	While progress had been made with the previously established procedures, neuropsych remains a key concern because scheduled slots are potentially hours long.	Receptionist will make reminder call 48 hours prior to appointments to. If she does not reach them, a message will be left, and a call will be made again on the following day.	To be implemented immediately.
A growing trend has been identified in regards to certain insurances not covering speech therapy for a variety of diagnosis.	Patients and/or their parents opt to not seek treatment due to their insurance non-coverage or exclusions of these services.	Pursue strategies to secure funding for non-covered or excluded services.	President/CEO to develop grant proposals to assist covering therapy treatment sessions.
Staff noted that we are still experiencing the previously observed problem of incomplete referral information. Medical records have often not been received from referral sources on a timely basis prior to evaluations.	Incomplete referral information creating unnecessary delays in insurance precertification and scheduling.	Will create a standard form to fax to referral sources upon receipt of any new referral without the requisite supporting documentation.	Effective immediately, standard prescription form includes request for medical records pertinent to services being requested. Will re-assess effectiveness of this change in April 2018.
Need for a Spanish-speaking speech & language pathologist and physical therapist.	In order to meet the diverse cultural needs of our patients, it would be helpful to have a therapist who is conversationally fluent in Spanish.	Will strongly consider this factor when hiring new therapy staff.	No firm action at this time.

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<p>Neuropsych provider productivity levels have consistently been low, which has prevented the scheduling of additional patients per week.</p>	<p>This is due to the amount of time required to write comprehensive reports.</p> <p>The neuropsych department has consistently been aware of the need to increase its productivity levels and has worked with administration on a number of strategies towards this goal.</p>	<p>Start time for all testing will be made earlier to allow for more uninterrupted writing time. This will also allow for the scheduling of more initial diagnostic interviews.</p> <p>A scheduling system will be created to allow for designated testing days and writing days. Established protocol to “swap” writing days for missed testing days due to cancellation or to no shows.</p> <p>Look into alternate report writing tools to allow for quicker and more efficient report writing and turnaround time to directly enable increased productivity levels. This may include possible use of transcription software and use of Raintree.</p>	<p>The department will continue to experiment with new report formats.</p> <p>Directors of Neuropsychology and Medical Rehabilitation will discuss writing tools to increase efficiency and productivity.</p>
<p>Need to significantly increase number of referrals being made to the Medical Rehabilitation program, as hospitals continue trend of self-referral unless patient presents as uncompensated care.</p>	<p>Partnership with providers would significantly increase our ability to better serve the Greater Hartford community.</p>	<p>Contact providers to determine if collaboration is possible for outpatient rehab services.</p>	<p>Referral sources are educated on the services we provide.</p>