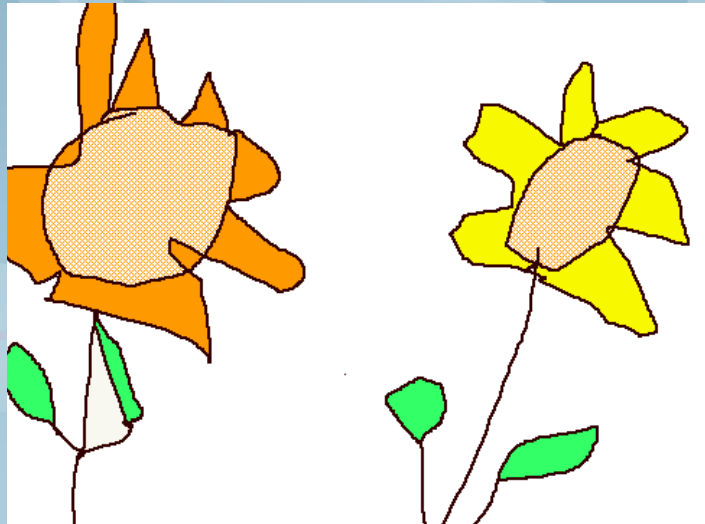


THE EVOLUTION OF A DEDICATED ADMISSIONS THERAPIST



South Metropolitan Area Health
Service

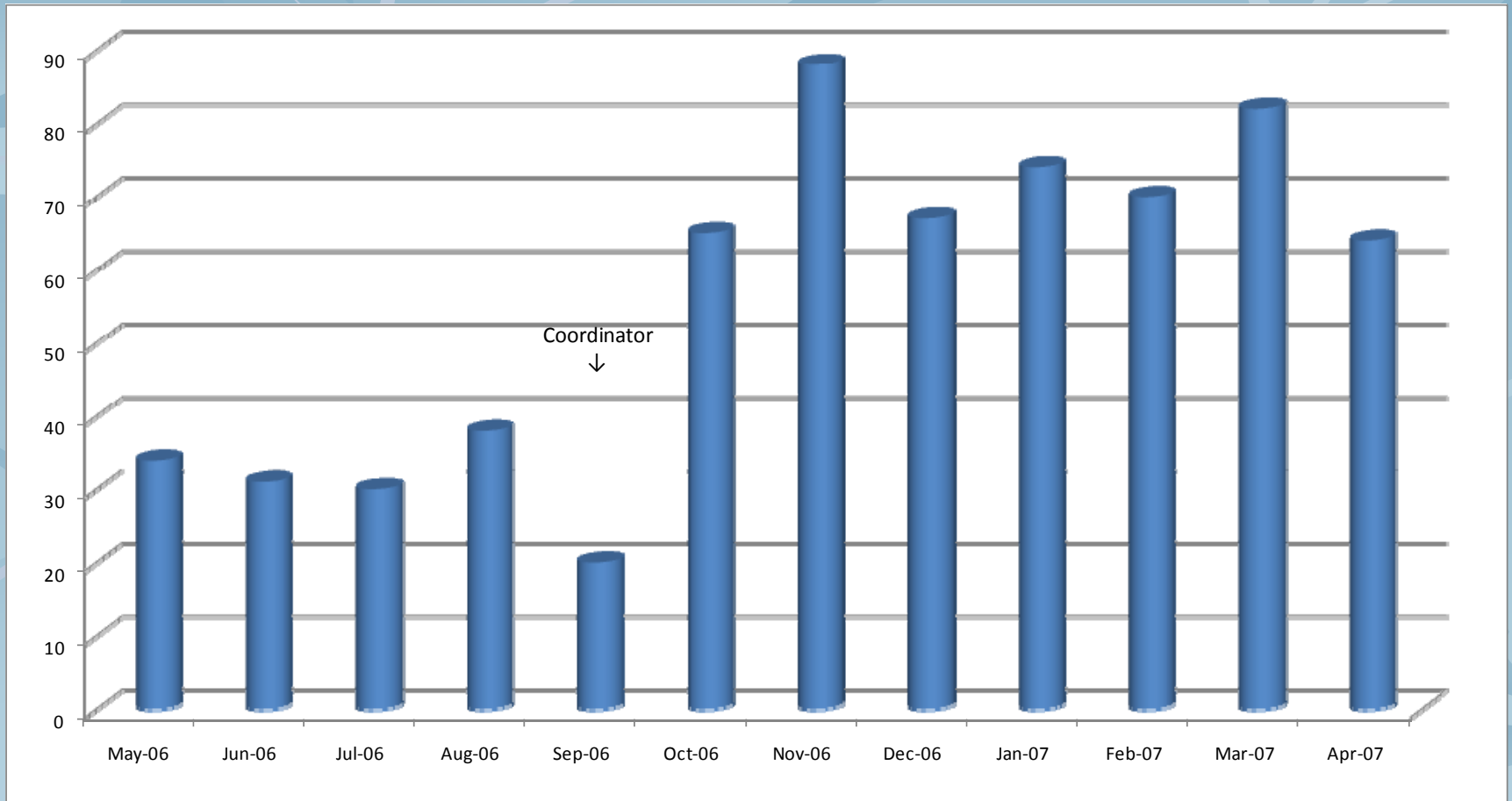
Rochelle Hoggan

RITH History

- RITH commenced as a pilot project in SMAHS in July 2005 with;
- 1 x program manager
- 2 x physiotherapy
- 1 x occupational therapy
- 1 x social work
- 1 x administration staff



Referrals to RITH FHHS



Why we needed an admissions therapist.

- The number of referrals to the program was exceeding what could be effectively managed.
- Patient screening was not consistent.
- Coordinators were not available to support staff as they were too busy taking referrals.
- Administration tasks were not being completed or done efficiently such as discharge summaries and collection of relevant paperwork.

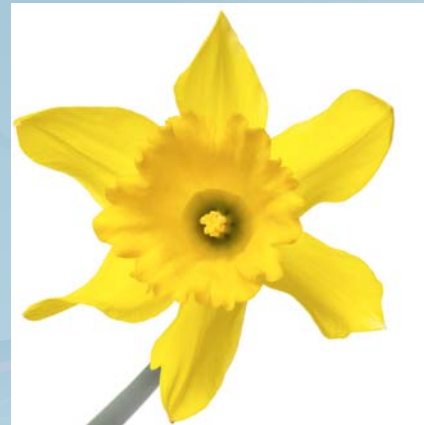
The RITH Team

- Area Manager (across both sites)
- Coordinator
- **ADMISSIONS THERAPIST**
- Occupational Therapy
- Physiotherapy
- Social Work
- Speech Pathology
- Dietetics
- Therapy Assistants
- Administration
- Medical Input (Geriatric Medicine)

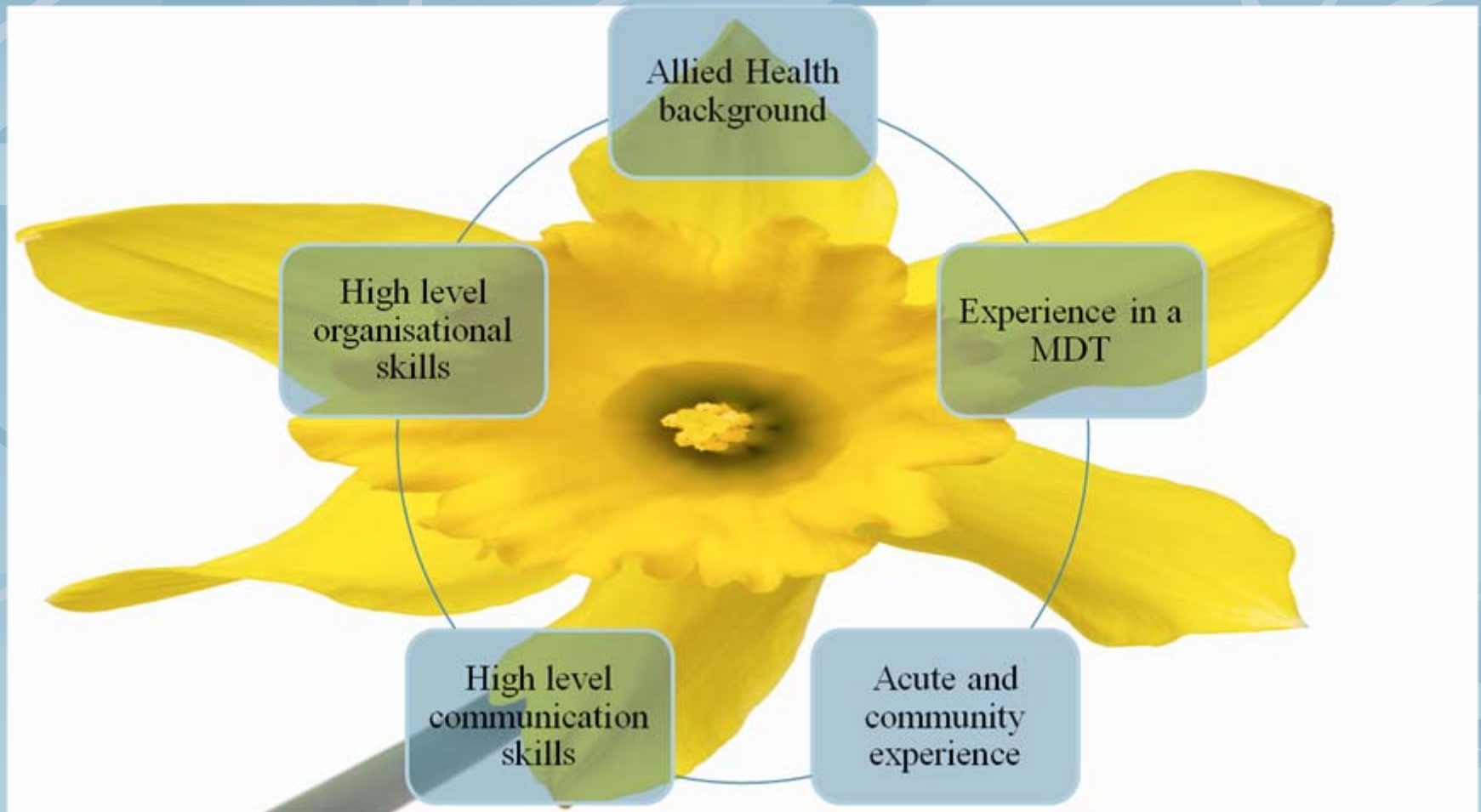


Who is the face of RITH?

- We believe our admissions therapist position to have a significant impact on how well our service operates.
- As a primary contact for stakeholders to the service the admissions person needs to be chosen carefully.



What skills do RITH admissions staff have ?



Duties of the admissions therapist.

- Screening/acceptance of referrals via phone/notes and liaising with ward staff.
- Attending relevant team meetings
- Coordinates management of clients
- Liaises between referees and RITH staff
- Maintain whiteboard

Duties of the admissions therapist.

- Acts as a consultant to RITH staff in routine and complex client case management.
- Manages casual and isolated staff.
- Performs integral administration duties such as discharge summaries, collecting referrals.
- Organises weekend services and handover between tertiary sites.

Referrals to Rehabilitation in the Home



Where do referrals come from?

Admissions therapist FHHS

Fremantle Hospital
including Kaleeya

Armadale -Kelmscott
Health service

Rockingham District
Hospital

Homelink (NMAHS)

Admissions therapist RPH

Royal Perth Hospital
including Rehabilitation
campus (SPC)

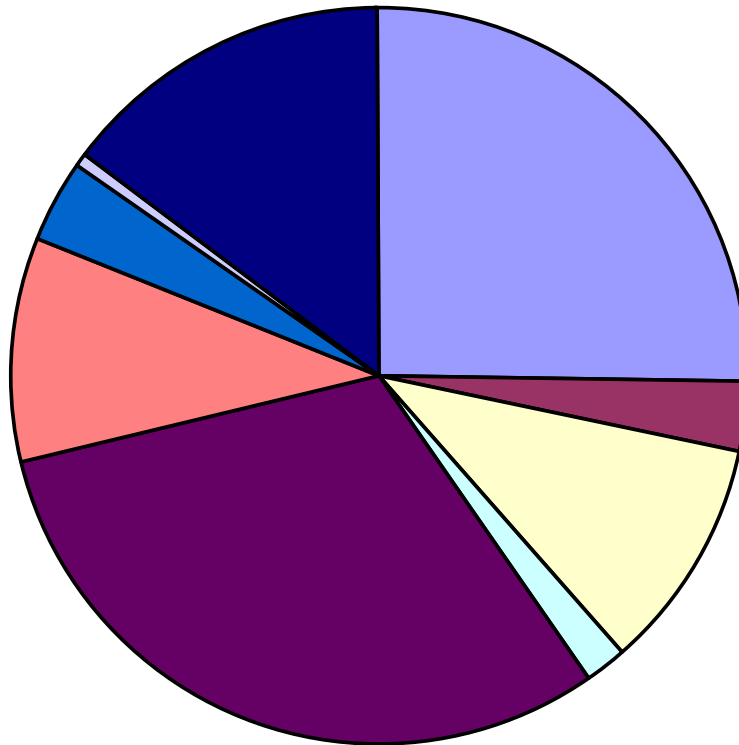
Mercy Restorative
hospital

Swan Districts hospital

Bentley Hospital

Homelink (NMAHS)

Patient Groups



- Gen med
- Gen Surg
- Neuro
- Neuro Surg
- Ortho
- Geriatrics
- Stroke
- Resp
- Other

Referral Process

- Admissions person is contacted by phone or page.
- RITH must accept patient onto program and document in the patient notes. Admissions therapist discusses patient with ward staff, screens notes and visits the patient as able.
- Admissions therapist liaises with the ward clerk for patient transfer
- Ward staff complete
 - Referral form
 - Consent form
- Must be planned prior to discharge from hospital
- Medical consultants must be happy to continue to provide care, if needed

Screening

- The admissions therapist must be able to ascertain whether the patients;
- are '*Early Discharge*'
- Demonstrated need for 'home based' rehabilitation *which can not be provided in an out-patient setting*



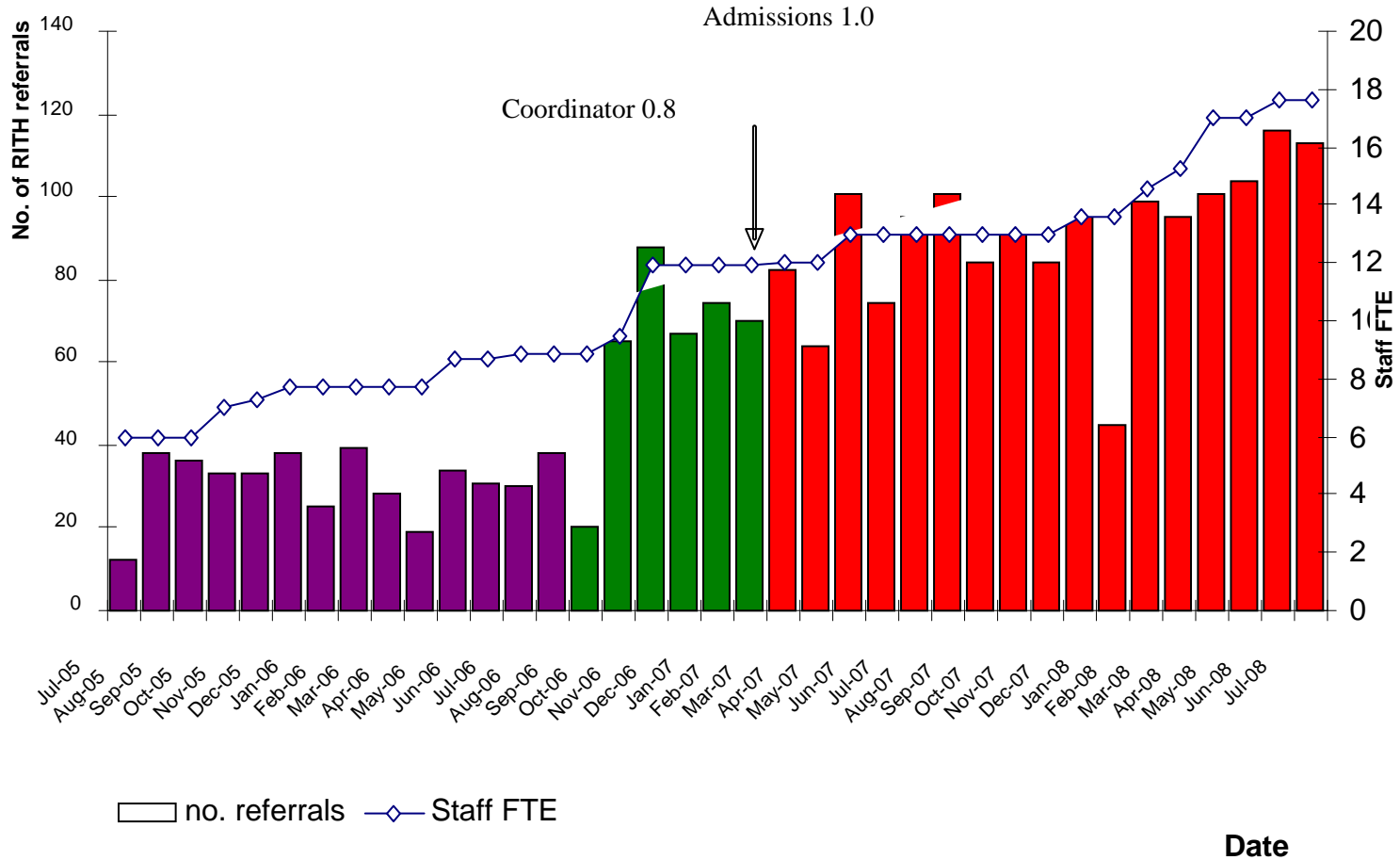
Screening cont....

- Can actively participate in goal orientated rehab program
- Adequate home support / formal support services if required
- Function and mobility at safe level for discharge.
- Accessible & safe home environment
- Staff safety



Client Name / UMRN		Suburb	Referral Date	
			Likely D.C. Date	
		ACCEPTED		
Brief Clinical Details				
Services:				
Goals:				
Consultant: Team: Location:	Referrer:	Other MDT:	Written in notes	
			Pamphlet	
			Referral received	
EDS Completed <input type="checkbox"/> Printed <input type="checkbox"/>				
OTHER				

FHHS RITH referrals and Staff FTE



How was the admissions position viewed by RITH staff?

- Initially there were internal difficulties in understanding the limitations and benefits of the screening process and the admissions role.
- The admissions role became the first base of “negative feedback” for difficulties arising with referrals.

How has this been addressed?

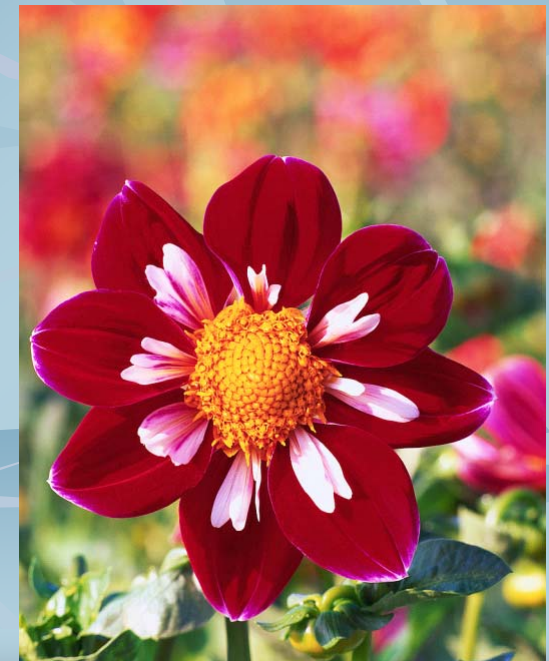
- Team meetings
- Feedback to staff about how KPI's and representation rates were being maintained within targets.
- Rotation of admissions duties between internal staff.
- Referee survey

How well are we doing?

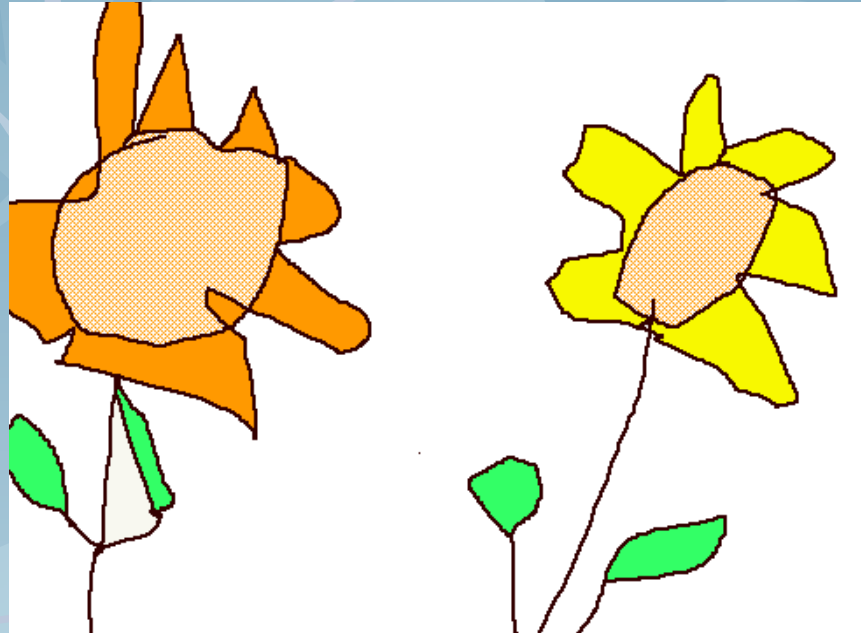
Questions:	strongly disagree	disagree	unsure	agree	strongly agree
RITH staff are very approachable	0	0	0	16 (23%)	54 (76%)
It is easy to refer to RITH	0	3 (4%)	4 (6%)	26 (37%)	37 (52%)
RITH staff respond quickly to a new referral	0	0	5 (7%)	27 (38%)	38 (54%)
RITH staff discuss the most appropriate rehabilitation options for clients	0	1 (1%)	9 (13%)	30 (42%)	30 (42%)



■ Where to now?



Acknowledgements



- Nicki Newton, Area Manager, RITH SMAHS
- Karen Gifford, Admissions therapist, RITH FHHS.