

Abstract #4

Stroke Systems of Care Model Priority Area (choose one): Rehabilitation

Has this abstract been reviewed for submission in the past? No

Has this abstract been presented previously? No

Does your abstract include data from the AHA/ASA Get With The Guidelines-Stroke Patient Management Tool? No

Have you received approval for use of the GWTG-S Data in your presentation from the GWTG Publications Committee? Respondent skipped this question

Project Title: Expanding the Stroke Continuum of Care: Challenges to re-engaging the patient

State(s) Represented: New Hampshire

Project Narrative to be listed in the summit program (3-5 brief sentences). The Neuro Recovery Clinic was established to provide patients with stroke the opportunity to meet with Case Management and Certified Therapeutic Recreation Specialists after discharge in order to identify remaining gaps in care and connect them with beneficial resources. Although Clinic attendees have reported high satisfaction with the service, the Clinic has faced challenges with patient attendance. Multiple approaches have been taken to engage more patients in the Clinic. The cumulative effect of the various interventions applied has resulted in an increase in the percentage of patients participating in the Clinic. The results of this ongoing improvement project have created a comprehensive approach to re-engaging patients into an extended continuum of care.

Purpose/Background: Patients with a diagnosis of stroke have the potential to make gains years after their stroke. Once they are discharged from their inpatient, homecare, and outpatient services, they do not always have the benefit of routine assessment by healthcare professionals. The Neuro Recovery Clinic was established to provide patients with stroke the opportunity to meet with Case Management and Certified Therapeutic Recreation Specialists after discharge in order to identify remaining gaps in care and connect them with beneficial resources. Although Clinic attendees have reported high satisfaction with the service, the Clinic has faced challenges with patient attendance. Using the plan/do/check/act model, multiple approaches have been taken to engage more patients in the Clinic.

Objectives: To describe multiple approaches used to increase patient attendance at a Neuro Recovery Clinic.

Design/Methods- All statistical methods should be described, including statistical tests utilized to determine the significance of the results: Since the inception of the Clinic, an interdisciplinary group has identified barriers to patient participation and has implemented a number of interventions. The interventions, thus far, have included various appointment reminder systems, an alternative delivery method of Clinic, expansion of Clinic locations, timing of Clinic referral, and composition of services provided during Clinic. Percent of discharged patients with a stroke who attend the Neuro Recovery Clinic is tracked, along with percent of patients who were scheduled to attend, reasons for on

attendance, and patient satisfaction. The success of each intervention was measured based on percentage of patients attending Clinic and the rate of patient satisfaction.

Results: The cumulative effect of the various interventions applied has resulted in an increase in the percentage of patients participating in the Clinic. The group continues to make adjustments in an effort to meet its goal of having 50% of patients discharged with a diagnosis of stroke attend the Clinic. Overall, 98% of survey respondents found the resources helpful and 97% of survey respondents would recommend the Clinic to others who have had a stroke.

Conclusions/Implications for Practice: The results of this ongoing improvement project have created a comprehensive approach to re-engaging patients into an extended continuum of care. It was found that stroke survivors benefit from frequent appointment reminders using a variety of methods of communication, as well as the option of where to receive the service. Patients who expressed that they were doing well found value in sharing their successes and some pursued training as a peer visitor. The levels of patient satisfaction and their responses to the resources received as part of the Clinic communicate the value of the service being provided. Giving patients the chance to re-enter the continuum of care at various stages of recovery allows them to explore opportunities to enhance function, improve overall daily activity, and expand their access to the community.