

## IMPROVEMENT GUIDE

## Quality of Rehabilitation Therapy

Rehabilitation is provided to ensure each resident can achieve goals to be discharged to home or reach their “highest practicable level of functioning” and quality of life. Therapy can include occupational, physical and speech therapy. Factors positively associated with good outcomes or restored function for residents include a commitment to providing appropriate therapy by facility staff.

### Improvement Recommendations

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1. Evaluate therapist or company on their compatibility with facility culture, mission, and vision.
  - Therapists treat residents with respect.
  - Therapists are accountable to facility standards.
  - Monitor interactions between residents and therapists.
  - Include therapy topic during rounding discussions and in resident and family council meetings.
2. Complaints from residents and families are investigated and resolved.
  - Therapy area is designed to meet the needs of residents.
  - The area is clean and well maintained.
  - Therapy area is supplied with sufficient equipment to accommodate various needs of all residents.
  - Equipment is kept in good repair.
3. Therapists are involved in creating and executing the plan for each resident.
  - Realistic expectations and goals are established with residents and family. Ensure the scope and intensity of therapy is appropriate for individual residents.
  - Discharge goals are determined and agreed upon by all participants as appropriate.
  - Post-discharge plans are established including arrangements for any needed equipment.
  - For residents not being discharged to the community plans are developed for ongoing care, including passive and active range of motion for residents not active enough for rehabilitation.

4. Determine how to best meet resident and family's needs in the therapy planning.
  - Evaluate residents on activities of daily living and individual goals.
  - Accommodate wishes and preferences of resident.
  - The therapy plan is explained to residents and families as related to residents' goals and abilities.
  - Family members are invited to participate in initial assessment, the therapy planning, and residents therapy program.
  - Residents and families are kept informed of changes in therapy plan.
5. Ensure residents privacy is honored during procedures and treatment.
  - Ensure therapists are oriented to the privacy practices of the facility.
  - Resident and family issues are not discussed in public areas or with others not involved in the residents' care.
  - Residents are optimally covered for procedures and treatment.

### **Guided Discussion Topics**

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Conducting a guided discussion with a focus group or panel of employees, family members, and residents promotes collaboration, diverse viewpoints, problem-solving, engagement, clarity, alignment, and knowledge sharing—all of which contribute to the development of more effective and well-rounded action plans.

The questions below will assist in a guided discussion to help drill down to the root issues that may be impacting residents and family members based on the facility's most recent survey results. NRC Health recommends conducting guided discussions post survey on topics that the facility wishes to address for improvement.

### **CULTURE**

1. How does the community ensure that therapists or therapy companies hired align with the community's values, culture, mission, and vision?
2. In what ways are therapists trained to demonstrate respect, compassion, and empathy towards residents during therapy sessions?
3. How are the therapists held accountable to the community's standards and expectations for delivering high-quality care?

### **ENVIRONMENT**

4. What measures are taken to create a clean, comfortable, and well-equipped therapy environment?
5. How is the therapy area organized and stocked with appropriate equipment to cater to the specific needs and goals of the residents?
6. Are regular audits or inspections conducted to ensure the therapy area is in optimal condition and that equipment is well maintained?

## **TREATMENT PLANS**

7. How do therapists establish clear, realistic, and measurable goals in collaboration with residents and their families?
8. How are therapy plans adjusted or modified based on the changing needs and abilities of residents to optimize their outcomes?
9. How do staff and therapists arrange for ongoing therapy either at the community or at home and how do they address the potential need for equipment after the initial therapy program?

## **MEETING RESIDENT AND FAMILY NEEDS**

10. How are families actively involved in the initial assessment, goal setting, and decision-making process regarding their loved ones' therapy?
11. How does the therapy team communicate progress and changes in care while allowing families to be part of the next steps in decision making?
12. How does the community family input to identify areas for improvement and implement changes in their loved one's therapy program?

## **HONORING PRIVACY**

13. How does the community ensure the preservation of residents' privacy and dignity during all therapy procedures and treatments?
14. How does the therapy team prioritize providing a comfortable and private environment for residents during therapy sessions, ensuring they feel safe and secure?
15. What policies or procedures are in place for instances where a resident of the family feels that their privacy has been violated?

## **ACCESS TO THERAPY**

16. How does the community ensure that residents receive consistent and uninterrupted access to therapy services, even during transitions or changes in their care?
17. How are therapy services coordinated and communicated effectively when residents move within different levels of care within the community (e.g., from independent living to assisted living)?
18. How does the community collaborate with external rehabilitation providers or home health agencies to ensure a seamless transfer of therapy services when residents transition back home?