Person centred care using goal setting to increase the effectiveness and efficiency of stroke rehabilitation

Thérèse Lebedis
Consultant Occupational Therapist in Stroke
NHS Grampian
24th May 2018
To outline the use of Quality Improvement methodology as a vehicle for learning and action aimed at service improvement

To understand the impact of using goal setting to deliver person centred stroke rehabilitation
Comparison of length of stay using person centred rehabilitation

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SRU = Stroke Rehabilitation Unit
Method
Model for Improvement
Dr W Edwards Deming
Aim – Each person in the stroke rehabilitation services in Grampian will experience person-centred rehabilitation using goal setting

By the end of September 2017, person-centred goal setting will be utilised by 95% of new admissions (under care of TL) on the stroke rehabilitation unit (West) at Woodend Hospital to manage their rehabilitation, resulting in a reduction of median length of stay by 10%.

Outcome

Primary Drivers (what)          Secondary Drivers (how)          Change ideas

Patient and family carer experience person centred rehabilitation using goal setting

Regular meetings with MDT to define & set goals and inform rehabilitation plan

Patient is invited to have family member/s friend attend goal meeting

Goal meetings are lead by team member experienced in goal setting

Use a goal setting process / flow chart to focus discussions and to plan actions at MDT

Goal setting training is available for all staff groups

Goal setting process

Goal record is documented in an accessible format

Goal are documented in a patient held record & held by the patients bedside

The use of structured goal setting paperwork will ensure accessibility for all patients and support goal setting treatment outcomes

Information is shared

Discharge report includes goal record

Patient receives a copy of their goals

Patient goal summary is reported as part of discharge information to professionals and to the patient

’PLAN’
### Aim – Each person in the stroke rehabilitation services in Grampian will experience person-centred rehabilitation using goal setting

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Primary Drivers

Goal setting process

Secondary Drivers

Goal record is documented in an accessible format

Goal are documented in a patient held record & held by the patients bedside

Change idea

The use of structured goal setting paperwork will ensure accessibility for all patients and support goal setting treatment outcomes.

**MandDS**

**Goal Setting**

North Ayrshire Stroke Unit

<table>
<thead>
<tr>
<th>Task Title</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Patient Adherence to Stroke Rehabilitation Unit</td>
<td>1.2</td>
<td>Introduction/Explaination of goal setting process</td>
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<tr>
<td>1.3</td>
<td>Assessment</td>
<td>1.4</td>
<td>First Goal Setting Meeting</td>
</tr>
<tr>
<td>1.5</td>
<td>Patient identified priorities for rehabilitation with team + long term goals</td>
<td>1.6</td>
<td>Goal is Documented</td>
</tr>
<tr>
<td>1.7</td>
<td>Short Term Goals</td>
<td>1.8</td>
<td>Actions to support goal agreed</td>
</tr>
<tr>
<td>1.9</td>
<td>Date for Review/Agreed</td>
<td>1.10</td>
<td>Goal review meeting (once per fortnight or as appropriate)</td>
</tr>
<tr>
<td>1.11</td>
<td>New Goals Set</td>
<td>1.12</td>
<td>Final Goal Meeting</td>
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<tr>
<td>1.13</td>
<td>Goals Reported in Discharge Report</td>
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<td>Documentation Filed</td>
</tr>
</tbody>
</table>

**NHS Grampian**

**Goal Setting Process – Stroke Rehabilitation Unit**

- **ADMISSION TO STROKE REHABILITATION UNIT** → Meet Team Members
- **ASSESSMENT** → Staff assess your current abilities. Together, you identify areas which require rehabilitation.
- **GOAL SETTING WITH YOUR TEAM** → Your team will work with you throughout your Goal Setting process. Together you identify personal priorities for realistic rehabilitation goals. Your family may be involved in these discussions.
- **DISCHARGE AIM** → This is your long term goal that will be worked towards during your stay.
- **SHORT TERM GOALS** → Small steps required to reach your long term goal
- **REVIEW** → Regular review to discuss your progress with your team. New goals are set.
Goal Setting – Stroke Rehabilitation Unit
NHS Grampian

Admission

Assessment

Goal Setting

Set Goals
1. . . . .
2. . . . .
3. . . . .
4. . . . .

Discharge Aim
- Your long term goals

Short Term Goals
- Small steps to reach your long term goals

Review
- Discuss progress
- As you reach your goals, you will set new goals

Meet the team

NHS Grampian

Contact: therese.ebedis@nhs.net
Patient feedback – goal setting

“Much more 21st century”

“Excellent”

“Heaps better”

“People need to know about this and it helps to explain goals”
AIM

• By the end of September 2017, person-centred goal setting will be utilised by 95% of new admissions on the stroke rehabilitation unit (SRU) West, under the care of TL at Woodend Hospital to manage their rehabilitation.

• **Outcome** - This will result in a reduction of the median length of stay of 10%.
# Impact to the organisation - Length of stay using person centred rehabilitation

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<td>20</td>
<td>6</td>
<td>119</td>
<td>38</td>
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Run chart -Stroke Rehabilitation Unit - Length of Stay

April – Sept 2017

Median LOS SRU in 2016 = 46 days

10th April 2017
Goal setting began

Median = 39

Consecutive patient admissions
Does the consultant occupational therapist provide effective clinical leadership on the SRU?

“yes – AHP consultant provides effective clinical leadership and is able to lead complex situations/discharges. Supports MDT timely & effective decision making”

“.....excellent clinical leadership skills which helps keep the patients, families and the MDT members informed and working alongside her. As a result the flow is smooth and time wastage is reduced”

“The advantage of therapy background is that they are pretty interdisciplinary wired and focussed on practical, efficient and timely solutions”
Conclusion

• The introduction of person centred goal setting achieved patient and staff satisfaction and indicated a 15% reduction in the median length of stay on the unit

• Quality improvement methods are an effective way of testing out change ideas for service improvement
Thank you

therese.lebedis@nhs.net