

# Quality Report Card

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REHABILITATIVE CARE – INPATIENT AND HOME CARE



## LMH's Acute Inpatient Rehabilitation Celebrates Performance Day

An illness, accident or injury can completely change the way a person performs day-to-day activities. The Acute Inpatient Rehabilitation Unit at Licking Memorial Hospital (LMH) offers qualifying patients specialized care including different types of therapy to assist in the process of regaining needed life skills. During the two- to three-week stay, patients undergo skilled therapy for at least three hours, five days per week. Before a patient is released to their own home or another care facility, they are required to participate in Performance Day – a day of celebration and evaluation to showcase the ability to perform daily self-care activities.

The staff members in the Acute Inpatient Rehabilitation Unit are directed by a physician and include specially trained nurses, social workers, dietitians, and physical, occupational, and speech therapists, who focus on living skills to prepare the patients to care for themselves. An individualized treatment plan and program is developed for each patient based on a thorough evaluation by each team member at the time of admission. At that time, the team members offer a detailed score on the patient's ability to complete tasks such as walking, bathing, interaction with others and getting into a vehicle. Each discipline involved in the patient's care assists in maximizing function and independence.

Individualized goals are created for each patient based on the initial evaluation and the next step for the patient. The most common goal is to assist the patient to

gain independence so that they can be discharged to their own home; however, some may need further care and can be transferred to a care facility. To the patient, the team members become cheerleaders, coaches and support as well as teachers. Together, the team estimates a date for discharge and will inform the patient when to expect to participate in Performance Day.

Performance Day is scheduled the day prior to the patient's discharge. A special magnet is placed above the patient's door announcing the special occasion. After weeks of work, the patient is asked to care for their own personal needs for a 24-hour period. Staff members are available for the safety of the patient, but simply observe to ensure the patient is capable of performing day-to-day care. Again, the team evaluates the patient and offers a score on their performance based on therapeutic criteria. For the patient, it is an opportunity to build confidence and comfort in knowing they can perform the skills necessary to return home. At the end of the 24-hour period, both patient and staff witness the results and successes gained from the rehabilitation efforts. The staff members also prepare a departure gift with useful tools and other items for the patient to celebrate the event.

The Acute Inpatient Rehabilitation Unit is located on the LMH Sixth Floor and consists of eight beds. To qualify for services, patients must be able to tolerate at least three hours of therapy five days per week and have the ability to achieve rehabilitation goals in a reasonable time period. Patients may be referred to Acute Inpatient Rehabilitation by their physicians, social workers, family members, insurance representatives, case managers or themselves. Potential candidates are patients who have difficulty with, balance or coordination, swallowing, mobility, or daily activities, such as eating, grooming, dressing, bathing, homemaking, memory or judgment or speech.



# Patient Story – Marcia Downes



With a history of rheumatoid and osteoarthritis, Marcia Downes anticipated experiencing joint issues during her lifetime. Osteoarthritis is a degenerative joint disease that develops over time due to overuse, injury or repetitive movement. It is commonly referred to as a wear and tear condition. In an affected joint, cartilage wears away, becomes frayed and rough, and the protective space between the bones decreases. Rheumatoid arthritis is an autoimmune disorder in which the body attacks itself, and can affect multiple joints at one time, damaging normal tissue, such as cartilage and ligaments, and softening the bone. The cartilage damage results in painful, swollen joints.

Three years ago, Marcia was suffering from chronic right hip pain and visited Kevin Ouweleen, M.D., of Licking Memorial Orthopedic Surgery. Dr. Ouweleen referred her to the Licking Memorial Hospital (LMH) Pain Management Clinic, a patient-centered practice of progressive pain management procedures performed by an anesthesiologist. Treatments are tailored to each patient and can include a single approach or combination of medications, therapies and injection procedures.

In an effort to ease her struggle with tremendous pain, she underwent several rounds of nerve block injections at the Clinic. During this time, she took a trip to Italy. "Unfortunately, I experienced numerous difficulties walking and hiking during the vacation," Marcia explained. "My mobility was greatly hindered, and I could barely handle the pain. I knew it was time to take a different course of action and resolve my issue."

Upon returning home, she discussed her options with Dr. Ouweleen and decided to move forward with a total hip replacement. Total joint replacement is a surgical procedure in which certain parts of an arthritic or damaged joint are removed and replaced with a plastic or metal device, or an artificial joint. The artificial joint is designed to move in the same manner as a healthy joint. Joint replacement is a treatment option when pain is severe and interferes with daily activities and/or work.

"I attended the pre-operative training class for knee and hip replacement patients, and it was excellent," shared Marcia. The two-hour class which is taught by staff members who are directly involved in patient care – a nurse, case manager and physical therapist – helps individuals prepare for surgery and recovery. "It was so interesting to hold the joint in my hands, to see what it was like and what would be functioning as a part of me moving forward," said Marcia. "I am so glad that LMH offers these classes. The extent of information provided truly helps patients understand the entire process, as well as sets their minds at ease. Knowing what to expect and taking an active role in your care certainly helps to ensure the best outcome," she concluded.

In June of 2018, Marcia underwent hip replacement surgery. "The entire process was unbelievably smooth," she stated. "Dr. Ouweleen is terrific! His attitude is upbeat and positive," Marcia remarked. She spent three days at LMH post-surgery. "It was a huge comfort for me to be able to stay at the Hospital after my surgery," said Marcia. "My husband was very appreciative as well. The staff was exceptional, and I was well-prepared upon my discharge." Numerous topics are discussed with patients before they leave the Hospital, such as possible home hazards and how family members can prepare for a safe return; types of resources available for after care; ways to prevent and recognize infection; and strengthening exercises to perform.

As part of her recovery, Dr. Ouweleen ordered home health care for Marcia three times weekly for a month. "My post-surgery and rehabilitative care was very impressive," said Marcia. "It was an all-around terrific experience, from the small size of my scar to my recovery time. I cannot imagine why anyone would go outside of the community for care when we are so fortunate to have such exceptional care offered here at Licking Memorial Hospital."

Marcia returned to work a month after her procedure. She walks every day and continues the exercises recommended by Dr. Ouweleen. A passionate gardener, Marcia loves cooking with her family, often using vegetables and herbs harvested from her own garden or purchased at the local farmer's market. "I enjoy shopping locally. I feel it is very important to support the community and utilize as many local organizations as possible for the services I need."

She enjoys traveling abroad and embarks on two trips annually, usually with her friends. Marcia and her husband have three grown children and five grandchildren. She serves as Executive Director of The Works, Ohio Center for History, Art & Technology, and is an active member of the Licking Memorial Hospital Development Council's Community Relations Committee.



# Rehabilitative Care – Inpatient and Home Care – *How do we compare?*

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare choices.

- 1.** Patients who are undergoing rehabilitation are at increased risk for falls due to factors such as the expectation of increased independence, weakness, and possibly, pain medication. Falls can result in injuries and potentially delay a patient's rehabilitation. All ARU patients receive daily assessments for their level of fall risk and are advised of precautionary measures.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Unassisted patient falls in the ARU that resulted in injury	1	0	0	0

- 2.** Upon admission to the ARU, patients receive a standardized Functional Independence Measure (FIM) assessment, scoring their ability to perform daily skills. The FIM is composed of 18 measures to capture the improvement in an individual's function. The FIM skills are reassessed before discharge. A few of the key FIM skills are listed below. Higher numbers are more favorable.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(2)</sup>
Average amount of ARU patients' functional improvement at discharge				
Overall	26.8	24.1	23.7	30.4
Locomotion (walking or using wheelchair)	2.9	2.4	2.5	2.9
Bathing	1.7	1.6	1.2	1.8
Eating	1.0	0.7	0.9	1.1

- 3.** The goal of the ARU is to help patients, who have experienced an illness or injury, improve their functional status and mobility so that they may return home rather than to a nursing care center.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(1)</sup>
ARU patients discharged directly to home	78%	85%	86.7%	86.3%

- 4.** Inpatients' level of satisfaction with their healthcare experience is affected by many factors, such as achievement of therapy goals, staff communication skills, nurse response times, and facility cleanliness. To monitor the quality of care, the Acute Inpatient Rehabilitation Unit (ARU) at Licking Memorial Hospital (LMH) offers patients an opportunity to offer feedback through a post-discharge survey. **NOTE: For calendar year 2018, LMH survey methods transitioned from an internal mechanism to the Press Ganey surveys similar to current practices both at the Hospital and with Licking Memorial health care providers. Due to this change, no statistics are available for review. Data shall resume for 2019.**

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Overall patient satisfaction with ARU experience	97%	94%	N/A	98%

- 5.** LMH Home Care provides skilled professional care to patients at home. Services are based on the individual's needs and include a wide range of support, such as therapy, nursing care, medication instruction, pain management, home management, financial needs assistance, emotional support, as well as others. LMH surveys Home Care patients regarding their level of satisfaction to evaluate how well their needs are being met.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(3)</sup>
Percent of Home Care patients rating LMH a 9 or 10	94.7%	90.1%	93.7%	
	95th percentile	68th percentile	92nd percentile	50th percentile

- 6.** LMH Home Care patients often have some degree of physical deficit which can interfere with their ability to walk and quality of life. The Home Care staff provides physical therapy and other support to help patients improve their walking function. In 2015, LMH began tracking patients' improvement to evaluate the effectiveness of the program.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Home Care patients with improved walking function	80%	85%	87%	75%

**7.** Studies have shown that patients are more likely to take their medications properly in the correct dosage and at the correct intervals if they are informed about the importance and purpose of the drugs. LMH Home Care nurses provide medication education to patients and their caregivers. The nurses and therapists also perform medication reconciliation to check for possible adverse interactions or out-of-date drugs.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Home Care patients receiving medication education	98%	100%	98%	100%
Home Care patients receiving medication reconciliation	97%	99%	99%	90%

**8.** Patients who have physical impairments due to illness, surgery or injury may not recognize fall hazards in their homes. Items such as throw rugs, stairs without railings, extension cords across floors and slippery bathtubs are particularly dangerous to recovering patients. The LMH Home Care staff offers a safety evaluation of the patient’s home, as well as an assessment of the patient’s own physical abilities in the home environment.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Fall risk assessment completed for every Home Care patient	99%	100%	100%	100%

**9.** Pain is commonly associated with acute injury and illness. LMH Home Care implements pain interventions to facilitate the patient’s healing and recovery. Pain intervention methods may include medication, exercise, behavioral strategies and other modalities.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Pain interventions implemented	100%	100%	100%	100%

**Data Footnotes:** (1) CASPER Report IRF Facility-Level Quality Measure Report (2) Rehab Metrics Report (3) Press Ganey Associates, “Home Health Care Consumer Assessment of Healthcare Providers and Systems” (HCAHPS) survey results

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## Health Tips – Caregivers Can Help

After an illness, injury or surgery, many patients require assistance from family members or a caregiver in order to return to their own home. During the patient’s stay on the Acute Inpatient Rehabilitation Unit, caregivers are strongly encouraged to be involved in the patient’s recovery. Staff members work to include family members and caregivers in the planning process. Attending therapy sessions with the patient also is helpful. The caregiver can observe how the therapist encourages the patient to practice new skills. Staff members also can offer advice and strategies for in-home care. Being supportive and allowing the patient the opportunity to perform self-care tasks is vital to gaining back independence.



**Licking Memorial Health Systems**  
1320 West Main Street  
Newark, Ohio 43055

Visit us at [www.LMHealth.org](http://www.LMHealth.org).

Please take a few minutes to read this month’s report on **Rehabilitative Care – Inpatient and Home Care**. You’ll soon discover why Licking Memorial Health Systems is measurably different ... for your health!

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