

## **Project Title**

Maintenance Rehabilitation Session in Groups

## **Organisation(s) Involved**

St Luke's ElderCare Ltd Jurong East Day Rehab Centre

## **Project Period**

Start date: Jul 2017

Completed date: Jun 2018

## **Aims**

1. Aim for higher staff utilization rate >80%
2. Create adequate time for other clinical or non-clinical work (e.g documentation, attending MDM and other meetings without having cancelling or changing clients' schedule)
3. Utilize/include helpers in rehab sessions

## **Background**

Traditionally Rehabilitation sessions in eldercare has been rendered in an individual session. However, the need for continuation of long term. We have many clients with similar medical conditions or functional capacity and around 80% clients attend DRC in SLEC with caregivers of helpers. Staff need to spend whole day to achieve around 70% utilization and spend lots of time on documentation, infection control etc.

## **Methods**

Fishbone Analysis was conducted to uncover the primary problems. Review needs of maintenance rehab clients – client functional status and caregiver status. Identify clients suitable for Group Therapy. Discuss proposal with client, their family and caregivers to continue therapy in Groups setting. For those that agreed to participate, trial for 2 months. During this period, 2 batches were conducted. After 2 months, review via feedback survey with participants.

## Results

1. Clinical outcomes (Timed Up & Go (TUG) / Short Physical Performance Battery (SPPB) / 2 Minute Walk Test (MWT) review done in 6 months interval and most of the participants have maintained their functional status.
2. Client survey done with first 2 batches after a month of joining group therapy, and all participants were willing to continue in groups and noted having improvement in participation.
3. Physiotherapist (PT) gets more time for assessments and reviews and attend to Day Care needs & Multi-Disciplinary Meeting (MDM); Now, PT is assisting to cover other centres as needed.
4. Now, the team manages with internal coverage most of the time if someone is on leave.
5. Clients' helpers are well utilized in assisting clients in group session.
6. Therapy Aide (TA) is learning to assist in hands-on exercises and liaising with client / family for non-attendance and documentation.

## Lessons Learnt

Re-structuring Maintenance Therapy into delivery via Group setting improves work efficiency without compromising on the standards of care as evidenced by client satisfaction survey and Rehab clinical outcomes.

## Project Category

Productivity, Workforce Redesign

## Keywords

Productivity, Workforce Redesign, Quality Improvement, Quality Improvement Methodology, Eldercare, Rehabilitation, Patient Satisfaction, St Luke's ElderCare, Community Care, Maintenance Rehabilitation, Group Therapy, Caregiver Empowerment, Caregiver Activation, Informal Workforce, Therapy Aid Empowerment, Fish Bone Analysis, Manpower Optimization, Maintain Clinical Outcome

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