



# Director's Report 2018/2019 and 2019/2020

**By Angela Dye, CEO**

We have had a great year at IRP in 2018. We have had a physiotherapist who have been with IRP for many years and has decided to retire. We don't like to see Pat Gray go but we wish her well in her new adventure of retirement. Good luck and wonderful travels.

We have hired a few new therapists in late 2018 and early 2019: Four Occupational Therapists, two Physiotherapists, one Social Worker and two Kinesiologists. We welcome them and hope that they enjoy working in the community for Integrated Rehab Professionals.

We have expanded our reach in the community by increasing our number of Falls Prevention classes in Uxbridge and Pickering and Ajax.

The following represents outcomes of goals from last year and then some new goals for the future with the goals and outcome of goals presented.

## OUTCOMES OF GOALS OF 2017

1. Prepare the responses to the Recommendations of the CARF survey completed in November 2016 and observe and contemplate all consultative advice.

**Outcome: Recommendation Responses have been completed.**

2. Prepare for Automated Provider Reporting for Equipment ordering and liaise with Procura/CompliaHealth and the LHIN for successful "go live" with this initiative.

**Outcome: Completed with orders for equipment ongoing and uploaded successfully.**

3. Prepare all business functions for the transition initiatives when the CECCAC transforms into the LHIN over the year of 2017. Be certain that SPP and Management team of IRP are ready for this transition and can meet the challenges that may arise. Attend meetings/on-line webinars regarding transition

**Outcome: All transition initiatives were completed without any issues.**

4. Continue to procure private work for IRP therapists in three new proposals:

- Region of Durham, Long Term Care Homes: 4 Homes, 3-5-year contract.
- Care Giver Education with S.R.T Med-Staff for CE LHIN area. 2-year contract.
- Three new Retirement Homes: Provision of Physiotherapy Program

**Outcomes: IRP was successful in procuring a new Retirement Home in Peterborough. We were not successful in the two other procurements. However, we have been successful in increasing our falls prevention programming in Pickering/Ajax and Uxbridge areas.**

## GOALS FOR 2017/2018



1. Continue to procure private contracts to increase IRP work. Falls Prevention and Retirement Home contracts would be beneficial.
2. To be successful in Level 3 or 4 Prequalification in Therapies. This will occur again in 2019.
3. Once again collaborate with other agencies to provide applicant teams in preparation for bundled service.

**Outcome: In 2018, IRP collaborated with VHA, CarePartners, Nightingale Nursing and SRT MedStaff.**

4. Start revision of Policies and Procedures: Reading, changing and adopting new and revised Policies and Procedures in preparation for CARF accreditation in 2019.

**Outcome: In late 2018, the process of revising Policies and Procedures of IRP and PSM was initiated and is continuing.**

5. To be more participatory in the Rehabilitation Care Alliance, in preparation for improved therapy liaison experiences.

**Outcome: Completed**

6. Work with the LHIN in QIP initiatives; especially collaborating on follow up measures to Falls Notifications to make differences to patients who have had falls.

**Outcome: IRP collaborated with the CELHIN in Falls Prevention initiatives and in Stroke Case Path progress. Susan Teengs is providing education to all therapists in Durham Region on Stroke Education.**

## GOALS FOR 2018/2019

**Prepare for Accreditation**

**Prepare for Ontario Health Teams**

1. Complete all APR (Automated Provider Reporting) in cooperation with the LHIN & Procura.
2. Join three Ontario Health Teams and Collaborate with them successfully: Durham, Scarborough and Peterborough.
  - Be prepared to invest in Digital Health within the team
  - Be prepared to hire quickly if necessary (with help of Clinical Consultant and OT lead)
  - Be prepared to change our communication processes within the team.
  - Be prepared to involve the clinic if necessary.
  - Be ready to adapt to any initiatives needed within the team.
3. Prepare for CARF Accreditation:
  - Revise and Create Policies and Procedures (this is a 1.5 year process)
  - Send new policies and revised policies to all staff in 6 emails organized into topics
  - Check all written requirements for policies and check education initiatives to determine where we need to improve.
  - Promote an OT into the role of Lead OT in order to assist with education initiatives and OT supervision.
  - Organize all education initiatives