



**DIRECTOR'S REPORT ON INTEGRATED REHAB
PROFESSIONALS
AGENCY GOALS AND ATTAINMENT**

By Angela Dye, CEO

Dear Colleagues,

Our Service Provider Personnel stepped up in 2021 by continuing to follow Ontario Health guidelines, becoming triple vaccinated and keeping our very vulnerable patients safe during their visits to our patients' homes. Our Service Providers remained healthy and any who did have the very contagious variant of Omicron remained vigilant during that time and self-isolated.

IRP therapists have endured the hardships of wearing PPE, the detailed screening procedures and the "not knowing" who you are encountering in your job environment that comes with this global Pandemic caused by COVID 19 and its Variants. We have lived the "unannounced tests of emergency procedures" as listed in CARF Accreditation daily since last February/March 2020 and continued this year into 2021.

The Omicron Variant and Covid 19 continue to be the story of 2021. Our Clinical Consultant has trained and retrained our SPP of IRP on the selection of appropriate PPE, when to change and how to dispose; correct donning, doffing technique; fit testing and appropriate use of an N95 mask; conducting a Point of Care Risk Assessment; importance of screening patients prior to face-to-face interactions; personal and patient masking practices; hand hygiene; and social distancing practices. IRP has procured our own Fit Testing Machine and the training that goes with it and fit tested each therapist in 2021.

IRP is continuing to prepare for our CARF Accreditation for October 2022 and is updating Policies and Procedures, continuing with virtual in-services and staff meetings, and receiving feedback during Zoom meetings.

Our HIS@H program is continuing with very vulnerable patients being assisted in their homes while awaiting Long Term Care placement. We believe that we are making great strides with these patients, and they are very thankful for these intense services. This is an exciting program where we feel we can really make differences in these patients transition to home and in their progress to be more independent and/or have better function.

In 2021, 24 therapists of IRP attested to the privacy and security demands as well as training via videos from Ontario Health in order to have access to the Connecting Ontario Clinical Viewer. I believe that IRP is the first Service Provider organization to achieve this access.

Integrated Rehab Professionals remains active in the Scarborough Health team and present in the Durham Health Team. We have representation on two main committees – 1. Defined Patient Population and 2. Performance Measurement –Quality Improvement and Continuous Learning. In January 2021, the Steering Committee of Scarborough Health Team was successful in their application for

an Ontario Health Team and are now an Ontario Health Team. IRP looks forward to working with both Scarborough and Durham Health teams.

Thank you, Angela Dye, CEO

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

GOALS FOR 2021

1. Complete Post-Accreditation recommendations
2. Continue with training and competency assessments/training and feedback from therapists
3. Build Patient satisfaction, safety culture and risk awareness of Covid 19 and Variants
4. Performance and Improvement
5. Migrate IRP's One Mail to new Email Provider Tera Mach
6. Continue to improve collaboration with HIS@H program to produce excellent outcomes.
7. Create a more efficient APR/Assessment document for SPP to use.
8. Collaborate with Scarborough and Durham Ontario Health Teams

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1. Complete Post Accreditation QIP and complete Recommendations of Surveyors
 2. Employee training and competency is paramount with ongoing feedback integral.

1. Having attained a three-year Accreditation status, we have responded and continue to respond to CARF on the six recommendations that they advised to IRP and will implement the surveyor's advice on these recommendations.

1. Set up a means to evaluate and analyze competencies of therapists, as newly hired staff and for all current staff, with timeframes and frequencies. Organize a competency chart and have therapists complete their self-assessments with comparisons to IRP's clinical supervisor and OT Lead's evaluations of competencies in different standards of care.

Outcome: Completed

- IRP Therapist Clinical Competency Summary chart has been created and is used especially at hiring.
- Therapist Competency Assessment is carried out at hiring.
- Samples of Annual Training & Education of SPP are collected annually
- Samples of Training & Education of Clinical Consultant, OT Lead and Director 2021 are collected annually
- Education Inservice Summary 2019 – 2021

2. Prepare for and train for drills of unplanned emergency situations, complete evacuations and analyze.

Outcome: 50% complete (Completed Infrastructure and Medical Emergency). Yet to do are Bomb, Shooter and Violent Patient drills.

3. An analysis of trends of all formal complaints.

Outcome: Completed...now included in Annual Report

4. Documentation of Orientation of Personnel

Outcome: Completed

5. Complete advance directives on all patients.

Outcome: Completed

6. Assist the client to develop an emergency plan and disaster preparedness

Outcome: Completed especially related to COVID 19 plans

3. Improve patient satisfaction, the service safety culture and risk awareness of Covid 19 and Variants.

Indicators are based on job functions for therapists in the community. The indicators provide results for process analysis to improve competency for better patient care. Patient Satisfaction survey, Staff Satisfaction survey, Chart Audits, Quarterly Reports to HCCSS includes Missed Care, Reports Submissions, Complaints, Adverse Events, Risk Events and Annual Reporting on all of the above.

[Client Satisfaction Survey Form](#)

[Staff Satisfaction Survey Form](#)

[Chart Audit form](#)

[Quarterly Reports to HCCSS](#)

[Complaints Chart](#)

[Covid 19 Policies and Procedures including Directive 6 stages of guidelines.](#) Train staff on all aspects of Pandemic: PPE, Screening, share updates, monitor ease of usage/implementation of PPE and screening procedures.

Outcome: Completed twice in 2020 and once in early 2021 and continuing into 2022

4. A translation of our performance data into improvement actions. Feedback from co-workers, administration and patients to drive improvement.

[Scorecard](#)

[Performance Standard Report for Improvement](#)

[SAMPLE of Joint Supervision](#)

Outcome: Ongoing

5. Migrate IRP's One Mail to new email provider – Tera Mach.

Migrate IRP's One Mail to new Email Provider Tera Mach

Completed

6. Continue to collaborate with other organizations to produce good outcomes with the HIS@H program.
7. Create a more efficient APR document for SPP to use.
8. Collaborate with Scarborough and Durham Ontario Health Teams.

6. Ongoing and producing excellent outcomes. The HISH program is still developing and is slowly being expanded to more therapists in the program.
7. Completed for all disciplines.
8. Ongoing Collaboration Outcome: IRP has continued to work diligently with the Scarborough Health team over the years of 2020 and 2021 and continue to do so. We continue to receive information from the Durham Health team via email.

STRATEGIC PLANNING AND GOALS FOR 2022

1. Prepare for CARF Accreditation in 2022
 - a. Complete on- line survey and select dates and purchase Manual and on line manual.
 - b. Update Policies and Procedures with new ones created for Pre-Qualification and from Annual Report.
 - c. Involve staff in preparation/in-services/and share new policies and procedures with staff.
2. Human Resource Capacity - Continue to evaluate workforce, hire when needed and consider incentives.
3. Complete Annual report
4. Continue to attend OH meetings in Scarborough and keep up to date with Ontario Home Care Association initiatives and training.