THE QUALITY OF REHABILITATION THERAPY
(OCCLUSION, PHYSICAL, SPEECH)

Improvement Recommendations

1. Evaluate rehabilitation therapist or company on their compatibility with facility culture, mission, and vision.

2. Therapists are involved in creating and executing the plan for each resident.
   - Realistic goals are set with the resident and family.
   - Discharge goals are determined when appropriate.
   - Post-discharge plans are established for rehabilitation, when discharge is planned.
   - Arrangements are made for equipment needed upon discharge as appropriate.
   - If the resident is not being discharged, realistic goals for improvement or maintenance are established.
     - Plans are developed for rehab CNA care once therapy has been discontinued.
     - Rehabilitation is provided to ensure each resident can achieve their “highest practicable level” of functioning.
       ✓ This will likely be provided by nursing and nursing assistant staff in accordance with plans developed in conjunction with therapy.
       ✓ Passive and active range of motion are performed for residents unable to participate in rehabilitation activities.

3. Determine how to best meet resident and families’ needs in the therapy process:
   - Therapy program accommodates wishes and preferences of residents.
     - Therapist properly evaluates residents on their needs and goals (i.e., climbing stairs, preparing meals.)
     - Therapist plan of care incorporates resident’s goals and wishes.
     - Residents are kept informed of changes in therapy plan.
   - Family members have opportunities to participate in the resident’s therapy program.
     - Family members are kept informed of changes in therapy plan.
     - Family members are a part of initial assessment and therapy plan (e.g., meeting with therapist.)
     - Family members are invited to participate and motive their residents when appropriate.
     - Therapy program and how it supports the resident goals, has been explained to residents and their family.
   - Therapy area is clean and well maintained.
   - Therapy area is equipped with adequate equipment, of various types, to effectively accommodate each resident’s therapy needs.
   - Therapy equipment is kept in good repair.
   - Sufficient therapy equipment is available to meet all resident needs.
   - Therapists are respectful towards residents.
     - Any complaints from residents are investigated and resolved.

4. Hold therapists accountable to facility standards, this may be done through:
• Watching interactions between therapists and residents.
• Discussing therapy with residents when doing rounds.
  o See improvement document “Responsiveness of Management.”
• Reviewing resident feedback on surveys.
• Discussions with family and resident councils.

5. Establish privacy practices that honor residents:
• Ensure that practices honoring the privacy of residents are in place and being followed.
  o Residents are optimally covered for procedures and treatment.
  o Therapists avoid discussing residents with others not involved in residents’ care.
  o Resident/family issues are not discussed in public areas.
• Monitor the activities of the therapists to ensure adherence to privacy policies and practices.
  o Ensure that therapists are oriented to the privacy practices of the facility.