

Community Rehabilitation Centre Implementation of a STAT Clinic (Specific Timely Appointments for Triage)

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CRC Program and Evidence

Grampians Health

- CRC program and streams
- Complex client cohort

Neurological rehabilitation:

- Timely
- Goal directed
- Client centred
- Multidisciplinary and holistic
- Context specific
- Evidence based (National Stroke Foundation Guidelines¹)



1. Stroke Foundation (2022). Clinical Guidelines for Stroke Management. Melbourne Australia.

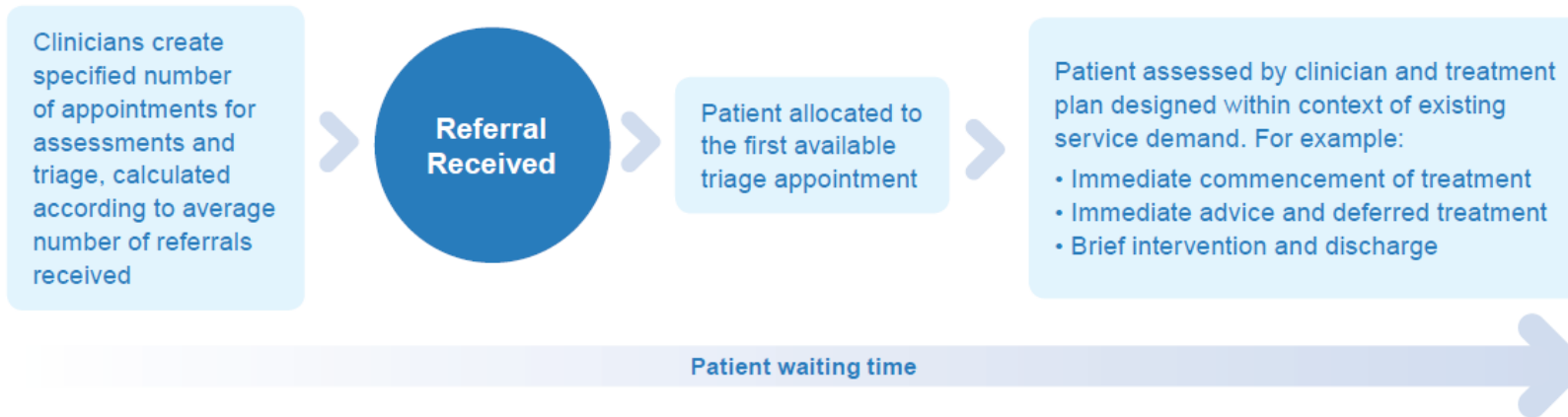
The Problem

- Growing waiting list in 2021
- Long wait times to commencing within program
- Suboptimal client outcomes once intervention commenced because of time elapsed
- Reduced understanding of specific client needs
- Overall long episode of care length



- Amalgamation of previous program quality improvement work
- STAT clinic model
- Development of generic consistent multidisciplinary initial clinical assessment
- Team leader and program manager engagement
- Program change

Specific Timely Appointments for Triage (STAT)



Traditional Model: Waitlist and Triage



The overall program aim was to implement the STAT model.

Objectives

- Definitive client needs identified
- Improved program flow/reduced waiting time
- Minimise number of within episode of care referrals
- Supervision and clinical support
- Potential for referral closure following STAT clinic involvement for some clients

- Commenced mid 2021
- 10 hour a week position
- 4 clinical outpatient slots
- 1-1.5 hours in length
- Priority client cohort identified

Within appointment:

- Completion of MDT initial assessment
- Goal identification
- Commencing intervention provided

STAT clinic patient data recorded and tracked- 5 month collection period

37 clients seen for STAT clinic face to face appointment

1-3 appointments

40% did not require any further CRC intervention → **referral closed**

1 within episode of care referral generated

Waiting list length reduced

- CRC OT → **71%** waiting list reduction
- Other influencing factors

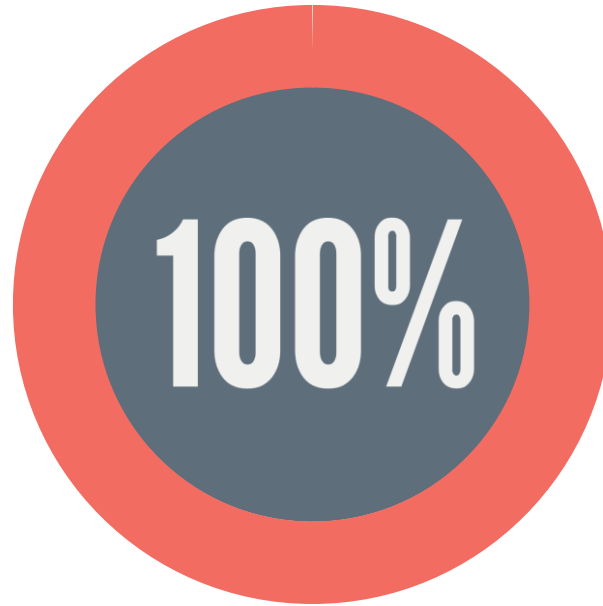
Results

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Satisfaction

Needs identified

Intervention satisfaction



Results

Patient Comments

Grampians Health

“The exercise program I was given for my arm was really helpful. It gave me a good starting point whilst I waited to be seen by the therapists.”

“Great to have an appointment in person.”

“It was good to know that fatigue following a stroke is normal and that I hadn’t caused it”

“The staff member I saw made me feel very comfortable and was knowledgeable about stroke”

“Access to the fatigue and sleep modules was very helpful.”



Discussion/Conclusion

Grampians Health



Positive client and program outcomes for our service



Sustained implementation



Upskilling for broader team members

Thank You

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