



Prisma Health–Upstate

FACILITY: Prisma Health Greenville Memorial Medical Campus – Roger C. Peace Rehabilitation Hospital Outpatient Therapy – Main Campus

DATE: November 19, 2020

SERVICE:
Roger C. Peace Outpatient Therapy Main Campus Services
DEPARTMENTS WITHIN SERVICE:
Physical, occupational and speech therapy in outpatient at Roger C. Peace Main Campus
PURPOSE:
The RCP Outpatient Main Campus Therapy Department supports the mission, vision and values of Prisma Health and is committed to providing the highest quality rehabilitation health services to all patients. Therapy services address concerns with decreased physical, functional, communication and swallowing and cognitive abilities. • Physical therapy focuses on limitations in the areas of strength, range of motion, balance and mobility skills. • Occupational therapy focuses on limitations in the areas of basic and instrumental activities of daily living, cognition, visual/perceptual skills, and upper extremity function. • Speech therapy focuses on limitations in the areas of motor speech, language, voice, swallowing and cognition.
CLINICAL SERVICES:
Patients are evaluated and treated for therapy services after receiving a referral. Evidence based practice is implemented in the treatment of human responses to both actual and potential health problems. An inter-disciplinary health care team collaborates to meet the individualized needs of the patient and family in order to achieve positive patient outcomes and customer satisfaction. Therapists along with the case manager participate in interdisciplinary collaboration through multi-disciplinary rounds.
PATIENT POPULATIONS:
The outpatient department provides therapy services to adult (19-64 years) and geriatric (65 years and up) patients. Pediatric (children 4 years of age and older) and adolescent patients (13-18 years) are admitted to specialty programs once deemed appropriate by evaluating therapist. The department treats a wide variety of injuries and illnesses including, but not limited to, orthopedic, neurological, cardiac, and pulmonary.

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SPECIFIC SERVICES PROVIDED:

Physical therapy is provided by licensed physical therapists and physical therapy assistants within their practice guidelines.

Occupational therapy is provided by licensed occupational therapists and occupational therapy assistants within their practice guidelines.

Speech therapy is provided by licensed speech language pathologists within their practice guidelines.

An Administrative Assistant completes scheduling of outpatients.

A Utilization Review Specialist obtains authorizations beyond initial authorization for care and central referral navigation.

A coding specialist is responsible for the assignment of appropriate codes for RCP therapy encounters.

Case Management is provided by a social worker/case manager.

Psychology is provided by licensed clinical psychologist.

ADMISSION CRITERIA:

Entry into the system begins with a referral from a physician. When a patient presents for assessment, the interdisciplinary team members are mobilized to begin the evaluation process, the services the patient receives depends on the referrals made to the therapy department based on the individual patient needs. The team convenes monthly to collaborate and coordinate the goals and assess concerns or obstacles to the established plan. Family team conferences are scheduled on an as needed basis. The patient/family's input is provided through the case manager, as well as, any member of the team. Referrals to appropriate support agencies are initiated and medical equipment is secured. Post-discharge regimes are established through a collaborative relationship with the patient/family, community services, the family physician, and the follow-up physician visits.

TYPES OF SURGICAL PROCEDURES/INTERVENTIONS PERFORMED:

Outpatient therapy services incorporate a broad spectrum of activities such as direct patient care, education, multidisciplinary collaboration, supervision, teaching and community service.

Therapeutic interventions may include, but are not limited to:

- Evaluation and re-evaluation
- Therapeutic exercise
- Therapeutic activity
- Gait training

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- Balance training
- Vestibular training
- Manual techniques
- Self-care management
- Neuromuscular reeducation
- Cognitive perceptual retraining
- Adaptive equipment recommendation and training
- Speech, language and dysphagia retraining
- Physical agents such as electrical stimulation, ultrasound and iontophoresis
- Wound care
- Lymphedema
- Driver Rehab
- Education

HOURS/DAYS OF OPERATIONS and FREQUENCY OF SERVICE:

Monday-Friday, closed weekends (unless a wound care patient requires service)

- PT 8:00 am- 5:00 pm (clinicians have variable hours)
- OT 7:30 am- 6:00 pm (clinicians have variable hours)
- Speech Therapy 8:00 am-5:00 pm (clinicians have variable hours)

The schedule is flexible to meet the needs of the hospital.

Holidays: Department is closed Independence Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Day

In addition, staff work a holiday schedule (5 hour shifts): Martin Luther King Day, Memorial Day, Labor Day and New Year's Eve.

Frequency of service can range from 1-4 days per week based on MD referral, individual needs and accommodating for changes in status.

FEES:

Patients and their families can call (864) 455-7000 and ask for the Patient Accounts Department for a good faith estimate of fees and out-of-pocket expenses for services they may expect at Roger C. Peace Rehabilitation Hospital.

REFERRAL SOURCES:

The majority of our referral come from providers in the Prisma Health system. Additionally, we accept referral from other providers outside the Prisma Health system.

DESCRIPTION OF SPACE:

Physical, occupational and speech therapy take place in the outpatient rehabilitation gym. The occupational therapy Driver Rehab program takes place in the driver rehab offices and on the road in a GHS vehicle. The speech therapists also conduct MBS (modified barium swallows) in the GHS outpatient radiology department located at 1210 West Farris Road.

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SPECIAL EQUIPMENT:

The outpatient therapy department utilizes a wide variety of equipment including but not limited to:

- Adaptive equipment for ADLs such as bath sponges and reachers
- Mobility equipment such as walkers, canes, wheelchairs, and parallel bars
- Balance Master
- BTE
- Dynavision
- Drive Safety driving simulator
- Modalities such as ultrasound, electrical stimulation, and paraffin units
- Manual therapy aids such as massage balls
- Cardiovascular equipment such as treadmills, stationary bike and, NuStep
- General therapy equipment such as hand weights, cuff weights, theraband, balls and toys/games
- Kinesiotape
- Vehicles

LEADERSHIP:

Physical, Occupational and Speech Therapies:

The Roger C. Peace Administrator is responsible for ensuring that a continuum of care for services is provided for each program. The administrator directly reports to the Central Region COO. The supervisor of therapies is responsible for the provision of therapy care and reports to the Manager of Inpatient Rehab.

STAFF COMPETENCY:

Staff competency is evaluated upon hire at 90 days and yearly thereafter with a performance appraisal tool. Annual competencies include hospital-wide and department specific mandatory requirements.

A competency based orientation program is used during orientation to facilitate the development of both the knowledge base in management of patient populations and skills/techniques required in certain procedures. The supervisor of therapies, therapists and new hire work together in planning orientation needs and assess progress in meeting competencies.

Documentation of staff competencies may include: degree, certificates of continuing education, in-service records and performance appraisals.

STAFFING:

Therapy staff consist of:

- Physical, occupational and speech therapists that are responsible for assessment, evaluation, development of a plan of care and treatment of patients. Therapists provide supervision to therapy assistants and students.
- Physical and occupational therapy assistants conduct treatments in accordance with the plan of care set by the evaluating therapist. Therapy assistants provide

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supervision to students.

- Speech Language Pathologists are responsible for assessment, evaluation, development of a plan of care and treatment of patients.
- Two therapy assistants are available to provide physical support with the therapists and to keep environment and equipment clean and ready for use.

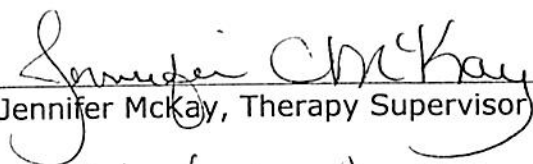
FY2020 OUTCOMES:

Characteristics of patients served:

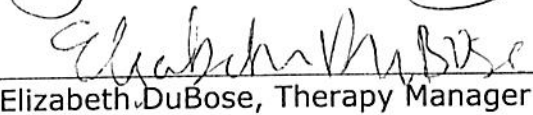
- Average age: 60.65 years
- Number under age 18: 26
- Ratio of male to female: 380 females/332 males
- Patient satisfaction: 95.2% of our patients were satisfied with the care they received

Number of patients served: 712

Number of visits (not including Wheelchair Clinic and Driver Rehab): 11.48


Jennifer McKay, Therapy Supervisor

11-19-2020
Date


Elizabeth DuBose, Therapy Manager

11-19-2020
Date


Adrienne Talbert, Chief Operating Officer

11/19/2020
Date