



# REDESIGNING THE MODEL OF SERVICE DELIVERY ON AN INPATIENT REHABILITATION UNIT – A PARTICIPATORY APPROACH

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# The need for change?

Stakeholder feedback – 50% satisfaction

Resource management – financial, human

Changing physical environment

Evidence – LOS comparisons

# Aim

- **To provide a client centered goal orientated rehabilitation program through an inter disciplinary approach by changing both the formal and informal elements of the structure, systems and culture**

Potential Benefits	Potential Costs
Increased efficiency of service	Disruption to service
Increased client satisfaction	Stress of staff
Increased staff satisfaction	Skepticism of staff
Empowerment of staff (leading to increased innovation)	Retention of key staff
Decreased length of stay	Recruitment of new staff

# Choosing an Action Research Approach

Emphasizes the collective approach

Uses participants own knowledge to effect change

Motivation, empowerment, ownership

Bridges theory/practice gap

Emergent nature allows incremental changes to be made

# Consulting, collaborating, informing

Identify key players & determine level of commitment



Invite whole team participation in development



Communication strategies including forum for feedback



Staged roll-out of processes



Education at each planned stage

# A planned approach

**Culture**  
establishing the  
shared beliefs,  
values and  
assumptions  
within the team

**Structure**  
developing the  
framework to  
support the  
model

**Systems**  
developing the  
processes to  
realise the  
application in  
practice

# Moorong's rehabilitation philosophy

**Working together to  
optimise each person's  
contribution to  
rehabilitation through  
respectful, non-judgmental  
and collaborative two-way  
learning that values  
individual differences**



# The Moorong Model



# Systems and processes

Initial multi disciplinary team assessment



Contact person role



Clinical pathway



Goal-planning



Domain documentation



Multi disciplinary discharge report

# Emerging practices



Time  
tabling  
practice

Joint  
therapy  
sessions

Case  
conference

Learning  
resources

# Developing capabilities

Learning resources (in-services, handbooks, DVD's, hard & electronic copies)

MDT Unit orientation package

Performance review document

# Evaluation

- **Evaluation of model and processes planned using 3 rounds of qualitative interviews with clients and staff commencing end August plus documentation audit over approximately 15 month period with RNRDU assistance**

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