



CASE STUDY:

EXPERIENCES THROUGH INFINITY REHAB'S
2019 LEADERSHIP ACADEMY

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Years of ideas, research, and passion about leadership within Infinity Rehab came together in the creation of the Infinity Rehab Leadership Academy. Scholars enrolled in the academy engage in on-site and distance learning designed to transform Infinity Rehab employees into successful leaders. The curriculum matches our core values with key leadership practices proven effective in navigating real world challenges.



During the year-long academy, scholars spearhead a project that stems from an area of opportunity or challenge specific to the community they work in. These projects tackle real-life business challenges that affect them and their facility directly. They also positively impact the lives of patients, clinicians, and partners in the facility. Through this program, Infinity Rehab is developing leaders who are truly making an impact. Often, new standards and outcomes evolve from these projects that are so revolutionary and beneficial that Infinity Rehab implements them company-wide.

Therapists across several of our communities were members of the 2019 Leadership Academy. A synopsis of several of their projects are outlined below.

RUNNING IN LIKE A BEAR

Wendde Kneram, OTR/L

Director of Rehab, Prestige Care and Rehabilitation Center of Anchorage, Alaska

With a rotating and always changing therapy staff, Wendy was aware of the lack of education and awareness to the Native Alaskan culture and how it affected our delivery of rehab services, relationships, and outcomes. Not only did it affect the clinician's relationship with a resident but also the working relationship with Native Alaskan employees in the facility.

By forging these relationships, residents thrive towards reaching their goals of maximum potential with an ultimate goal of returning to their communities as varied as Anchorage, small towns, or remote bush villages. With the help of a local stakeholder, Wendy set forth to bring cultural awareness and sensitivity to the skilled nursing setting to enhance the privilege of serving Native Alaskan Elders. There were three in-services provided to the rehab staff from the Native Alaskan Consortium and what emerged was a cultural understanding to slow down, allow rapport building and storytelling, and allowing the therapy process to be more patient-driven.

IDT COLLABORATION AND CELEBRATION OF PATIENT GOALS AND OUTCOMES

Lorana Ard, MS, CCC-SLP

Senior Director of Rehab, Prestige Care and Rehabilitation of Sunnyside, Washington

Lorana identified a knowledge gap and sought out to increase the interdisciplinary knowledge of therapy core measures and outcomes so there is a collaborative celebration of patient achievements. Additionally, she was able to expand the education of outcomes to upstream providers to increase her community's referral base. Lorana speaks at the local hospital on behalf of the facility and Infinity Rehab focusing on evidenced-based interventions and quality measures that have high-impact on patient outcomes.

Her next steps include individualized pins with patient quotes (obtained from comment cards near end of stay), and modifying the project with her second, smaller building with different clientele. Lorana plans to continue the Sunnyside success story project and move forward with sending out outcome scorecards to referring physicians with the support of the admission coordinator.

PASSION FOR THE QUALITY OF PEOPLE'S LIVES: EXTENDING THE REACH OF OCCUPATIONAL THERAPY INTO LONG-TERM CARE

Andrea Betts, OTR/L, MOT

Director of Rehab, Avamere Rehab of Clackamas, Oregon

Occupational therapy practitioners have a specific skill set and holistic approach, which puts us in a unique position to impact the quality of life of long-term care patients. Andrea used her passion as an OT to develop a program to target meaningful engagement among long-term care patients. As a result, self-efficacy scores for social participation and roles increased by three times the minimal clinically important difference (MCID), giving Andrea a powerful metric to move forward with enabling others.

She successfully implemented these trials at her facility and neighboring programs with ecstatic OT support and immediate buy-in. Andrea has already begun her next steps by working with the quality team to develop Infinity's long-term care programming initiative.

ADVANCED LEARNING FOR INFINITY'S CORE MEASURES

Diane VanGorder, PTA

Director of Rehab, Avamere Transitional Care of Sunnyside, Oregon

Infinity Rehab is well underway in rolling out its clinical model, though Diane continued to have challenges with adherence among her staff. Drawing from her own learning experiences, she was able to recognize the importance of changing her approach when communicating and training her staff. Improving core measure implementation by teaching therapists in their preferred learning style was the key to Diane's success.

She continues to look for opportunities to volunteer her leadership skills to assist others who may be experiencing a similar challenge, and opportunities within Infinity Rehab to further refine leadership skills.

PUTTING PATIENTS TO WORK: THE ALL-INCLUSIVE THERAPY EXPERIENCE

Terin Hill, PTA

Director of Rehab, Village Health Care

Terin realized that therapy time is precious, and only a small interaction of the patient's day. What would it look like to give patients an opportunity to practice skills and improvement movement when they were not in therapy?

A simple task sheet was developed and implemented that allowed patients, their families, and floor staff quick and easy access to various activities that can be completed throughout the day. Simple but with big results! These activities are chosen with the goal of increased patient engagement in the rehab process, as well as increased pace of progress and improved patient satisfaction.

Terin's next steps are to expand this great resource to other programs and customize it to patients in various settings and cultural backgrounds.

EXCELLENCE IN DISCHARGE PLANNING

Boone Reavis, MS, CCC-SLP

Director of Rehab, Prestige Post-Acute and Rehab Center, McMinnville, Oregon

Re-hospitalization rate has always been a focus in the industry, and even more so now with associated penalties issued by CMS. And clinicians want what is best for the patients they serve. Boone, as a Director of Rehab, completely understood these perspectives. He sought out to empower his staff and the patients to improve the comprehensive nature of discharge planning and expose newly discharged patients to resources in the community. This allowed patients to have the best discharge plan in order to keep them as safe as possible in the home setting they desire.

Leading his team through growing pains with a resonating mantra "we can do hard things," Boone achieved the results all parties strived for and to keep progress moving forward, he is going to continue to improve the process. Patient and family feedback have proven to be invaluable and will broaden the information available to the surrounding rural communities his team serves.

Interested in learning more about Infinity Rehab's professional development programs, irresistible culture, and outstanding clinical outcomes?

CONTACT US OR EMAIL

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