

HOW VA LONG BEACH SPINAL CORD INJURY VETERANS FEEL ABOUT THEIR CARE

PATIENT SATISFACTION

Before discharge patients are asked to complete an anonymous satisfaction survey about their stay at VA Long Beach SCI. They are asked to rate satisfaction with their overall care at the hospital. Survey responses are grouped into five categories; respect, service responsiveness, informed choice, participation, and overall value.



In 2017, patients served in all programs rated their care **89 out of 100**. They were most satisfied with service times, understandable communication, respect of culture, and receiving assistive technology.

When patients were asked if they would recommend VA Long Beach to others, **93%** responded that they would.

Patient feedback is important to us. The VA Long Beach SCI Rehab Program reviews patient satisfaction surveys annually. We also compare ourselves to benchmarks of other SCI rehab programs to help make our program better.



VA LONG BEACH SPINAL CORD INJURY REHABILITATION PROGRAMS

STAKEHOLDER REPORT FISCAL YEAR 2017

OUR MISSION

We offer comprehensive rehabilitation programs and services that address the individual needs of each person served. This includes inpatient and outpatient programs for Veterans with traumatic or non-traumatic spinal cord injury (SCI) or disorders of the spinal cord (i.e., multiple sclerosis). The VA Long Beach SCI/D Rehab program is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

The team is composed of physicians, therapists, nurses, case managers, social workers, and psychologists dedicated to specialized care of persons with a spinal cord injury. Educational classes are designed to teach the patient and family members/ caregivers about SCI. Patient rooms, nursing units, and therapy gym space are specifically designed and equipped to meet the unique needs of a person with spinal cord injury.



Our programs focus on optimizing abilities and function by providing specialized medical management, nursing care, and therapy services. Through an interdisciplinary team approach we provide individualized specialty care, education, and training to prepare patients, family members, and caregivers for discharge.

WHO WE SERVE

In 2017 one person participated in Outpatient Medical Rehabilitation (OMR), and 32 patients participated in all inpatient rehabilitation programs. Six participated in the Bridge to Home (BTH) and Bridge to Independence (BTI) programs. Twenty-six of these individuals participated in acute rehabilitation:

Non-Traumatic SCI: 12 patients (48%)

- Examples: myelopathy, tumors

Traumatic SCI: 14 patients (52%)

- Examples: motor vehicle accident, falls



CHARACTERISTICS OF PERSONS SERVED

- In FY 17, of the participants in SCI Rehab Programs, 88% were male; 12% were female.
- The average age was 59 years old. Veterans ranged from 23 – 89 years old.

WHO QUALIFIES FOR PARTICIPATION IN REHAB PROGRAMS

- Medically and neurologically stable
- Benefit from intensive, interdisciplinary team approach
- Motivated
- Realistic and achievable functional goals that can be made within a reasonable time
- Projected discharge to a home environment



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 Spinal Cord Injury/Disorders
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IN COMPARISON TO NATIONAL DATA

REHABILITATION LENGTH OF STAY (LOS)

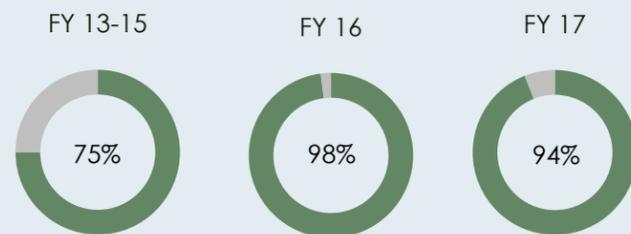
On average, the inpatient rehabilitation length of stay at VA Long Beach SCI Rehab was **42 days**. Patients may stay longer or shorter depending on their level of independence, equipment needs, or other factors. The average number of visits for the OMR program during FY17 was 14.

EFFECTIVENESS OF REHAB PROGRAM

The Functional Independence Measure (FIM) is used to help quantify the gains patients make during rehabilitation. It also helps us to compare VA Long Beach outcomes to other rehab programs. The graph below represents how VA Long Beach FIM motor achievements compared to the VA Spinal System of Care FIM motor achievements.

AVERAGE FIM GAIN

VA Long Beach participants gained an average of **24.6** points. The average gain across the VA Spinal Cord System of Care (VASCSC) FY 09 – 14 was 25.6 points. Therefore, Long Beach rehab patients achieve very similar outcomes (**94%**) as compared to other Veterans with SCI.



GOALS

The rehabilitation process begins by setting patient goals. The team works with the patient to develop goals that are individualized to the Veteran's unique needs and health condition(s). These goals help the team in development of a treatment plan and communicate progress towards discharge. After discharge from inpatient rehab, most patients continue working towards their goals through outpatient therapy programs.

- In FY 17 **58%** of patients met their expected FIM goals.

FOLLOW-UPS

Follow-up visits at 90 days and 1 year after discharge are completed for every patient. For most people with an SCI it is common to experience a slight dip in function after returning home.

- On average VALB patients were able to sustain all the gains achieved during rehab with **no change** of loss in function at 90 days after discharge from inpatient rehabilitation.



HOW MUCH THERAPY DO PATIENTS RECEIVE?

AVERAGE NUMBER OF TREATMENT HOURS

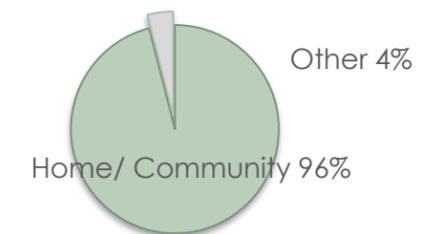
Therapy services include physical, occupational, kinesiotherapy, recreation therapy, and psychology. Each member of the team evaluates the patient's needs and partners with them to help develop the plan of care.

- On average, patients receive up to three to four hours of therapy per day, six days a week among all disciplines. This may include group therapy/ educational sessions.
- Rehabilitation nursing services and other medical care needs are key components of the rehabilitation process. These are important in transitioning the skills learned in therapy to outside of therapy sessions. These services may require attendance or participation of family members/ caregivers to maximize independence, training, and/or recovery.
- Scheduled therapy sessions may begin as early as 7 a.m. and can occur as late as 5 p.m., depending on patient goals. There are opportunities to participate in therapeutic activities every day of the year.

HOW MANY SPINAL CORD INJURY PATIENTS GO HOME TO THE COMMUNITY?

DISPOSITION AT DISCHARGE

The rehab team works with the patient and family members/ caregivers to help the chosen discharge disposition environment be safe and appropriate. Most often patients are discharged home; however, some patients stay longer at VA Long Beach to make sure that all equipment is in place for a safe and successful transition to the community. Some patients may go to a transitional setting such as a board and care or other post-acute care services. In 2017, **94%** persons served were discharged home or a community-based location.



UNPLANNED SERVICE INTERRUPTIONS

Occasionally patients with medical complications have to return to a higher level of acute care for further medical care. At times these transfers are unplanned and are called interruptions in service.

VA Long Beach SCI Unplanned Service Interruptions	
FY 13 - 15	4%
FY16	5%
FY17	0%