

Title	Out-patient team-based models to facilitate integrated patient care
Organisation	Chris Hani Baragwanath Academic Hospital, Gauteng Province
Innovation	The trans-disciplinary screening service involves a single professional (either a speech therapist, occupational therapist or physiotherapist on a rotational basis) using a single screening tool for all areas of functioning. Patients are not billed for this service. A screening efficacy report was developed to evaluate the service as a gate-keeper into the out-patient service and as a trans-disciplinary service. An interdisciplinary out-patient service was established where patients see three professionals simultaneously. A resource file and guiding protocol was developed. A cover page was also developed capturing bio-psychosocial information which allows joint goal setting in discussion with patients and families and consists of joint outcome measures. A file with referral information for organizations facilitating community re-integration through community mapping was collated. An audit tool was developed to peer evaluate the service. Patients were previously booked in separate systems by each department. A coordinated booking system has now been developed. Electronic patient records are kept on a protected Google drive spreadsheet. An online resource library was developed on Google Drive including video learning. Appointed coordinators discuss maintenance and improvement of the services. Skills building in the area of out-patient neuro-rehabilitation, and planning and evaluation sessions were implemented.
Impact	The screening service increases capacity for therapists (improves use of clinical time as one therapist only is needed) thus, decreasing waiting times for patients and allows attendance of singular appointments. The screening service has a 0 to 2 week waiting time implying that post discharge from the hospital, patients can be screened for out-patient services within less than two weeks. Being a gate-keeper allows filtering of appropriate patients (improved appointment utilization). The screening efficacy report highlighted between 0-0,08% inappropriate bookings. It also facilitates decision making on appropriate package of care for the patient. The Inter-disciplinary out-patient service is a seamless system of care with one appointment attended versus three through an integrated, coordinated booking system. This decreases financial and caregiver burden. The average attendance rate for January to April 2020 was 52% compared to 71% in 2021 and reaching 100% in April 2021. It also facilitates community re-integration through community mapping. The implementation of team based models alleviates patient and logistical challenges to rehabilitation proving to be a more integrated care approach. The rehabilitation team at CHBAH advocates for the widespread implementation of the services in low-middle income settings. Team based models with guiding protocols are essential to facilitate coordinated services. Effective systems for patient records, evaluation and monitoring systems allow a continuous model for improvement.