

Experience Implementing Best Practices in a Stroke Support Organization

Suzanne Smith-Bayley, OT Reg (Ont)
National Manager, After Stroke and
Professional Practice



Conflict of Interest Statement

- I have no conflicts of interest to declare with this presentation.

Objectives

- 3 Canadian stroke best practice recommendations (www.strokebestpractices.ca)
 - Personalized Navigation Support
 - Peer Support
 - Web Based Technology
- Identify Challenges & Solutions



March of Dimes Canada



Mission

To be Canada's leading service provider, resource and advocate, empowering people with disabilities to live and thrive in communities nationwide

www.marchofdimes.ca



After Stroke: Together, we dare to believe in a brighter future for every stroke survivor

Vision

A world where everyone impacted by stroke can recover and live life with renewed purpose and optimism and inspire others to do the same

Mission

We deliver person-to-person support, educational opportunities and innovative community-based programs that provide a connection to humanity, hope and life after stroke

Navigation Support

Personalized, timely, communication across transitions between care providers

Peer Support

Awareness of and linking to peer support across the continuum

Web Based Technology

Use of telemedicine (video) to increase access to ongoing support, healthcare , rehabilitation following transitions to the community



www.strokebestpractices.ca

Key Challenges Across Programs

Awareness and adoption of programs

Widespread geography of Canada

Resourcing to support program delivery

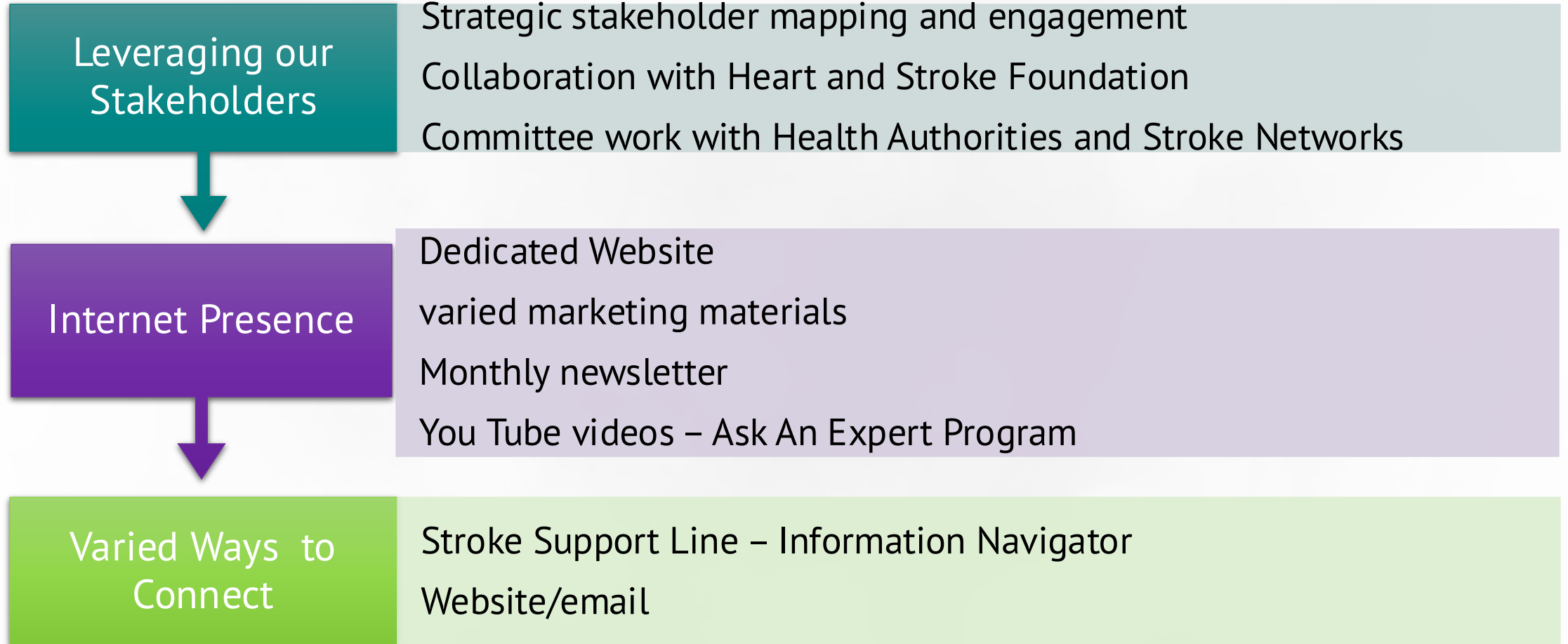
Sustainable funding and data demonstrating impact*

Caseload management

Staff competencies and training

* Exhibit Booth Poster # 66 Data to Dollars: Stroke Support Funding Strategies

Awareness of Programs



Adoption/Uptake of Programs

Sharing of Information

- Modifying referral forms
- Request for rehab summary notes

Timely response to referrals

- Centralized intake role
- Creation of Stroke Support Line

Reconnecting with clients

- Process flow to reconnect with clients who are not yet “ready”

Caseload Management

Balanced and Equitable Caseloads

- Understand caseload data
- More than just a number

Understanding Coordinator Limitations

- Level of intensity of client work
- “Other” workload demands

Referral Response Times

- Consistency in response across Canada
- Share information with referral sources

Staff Competencies & Training

Staff across wide
geography

- Consistency with onboarding and training
- Group based virtual training

Varied education
and work
experience

- Competency Assessment Tool
- Tailored training opportunities (individual and collective)
- Exhibit booth #61 & #65

Resourcing to Support Program Delivery

Consistency in Delivery

- Hospital Peer Connections
- Streamline staffing.
- Creation of a national peer support coordinator role
- Minimize training costs

Group Focus and Time Zone

- Create groups based on gaps identified by clients
- Offer groups at times that meet a variety of time zones

In Person Groups

- Launching of a new peer support network
- Creation of a peer support toolkit
- Exhibit Hall: An Experience-Informed Design Approach to Developing a Post-Stroke Peer Support Network"

Overcoming Geographic Boundaries

Expanding

- Expanding our reach
 - Equitable access for underserved populations/remote regions
 - Eliminates transportation challenges
 - Easily connecting clients to one another

Supporting

- Supporting client technology needs
 - Meet with members of our technology team
 - Individualized support
 - Prepares clients for virtual programs

Resourcing

- Resourcing program delivery
 - Wide range of evidence informed group based virtual programs with less staff

Key Takeaways

Awareness and
adoption of
programs

Widespread
geography of
Canada

Resourcing to
support program
delivery

Sustainable
funding and data
demonstrating
impact*

Caseload
management

Staff competencies
and training

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ssmith-bayley@marchofdimes.ca

