

REHABILITATION SUPPORT WORKER AND ATTENDANT CARE INTERVENTION – DOCUMENTING NEED AND RESULTS

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Why and What Documentation is Required?



Arbitrators and Judges are being asked to determine whether services are "reasonable and necessary" every day.



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To answer the question, Arbitrators and Judges will look at goals to be accomplished by the services.

- Need baseline listing impairment;
- Need description of services;
- Need plan to get from A to B.



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To accomplish goals, need for the appropriate service provider (RSW, CYW, PSW...)

If RSW or CYW

- ? appropriately qualified
- documentation begins with resume that lists all education, training and experience that would be relevant to the services being provided



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RESUME

Example: If case load currently involves brain injury clients, under **EXPERIENCE** indicate:

"implement rehabilitation plans in consultation and direction of speech language pathologist, occupational therapists, physiotherapists, psychologists..."



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RESUME CONT'D

If PERSONAL SUPPORT WORKER:

"implement personal support care plans under the direction of health care professionals/therapists, ... to enable clients to live safely with the degree of independence possible in their circumstances."



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RESUME CONT'D

Also indicate involvement with Implementation of Life Skills Planning, Job Coaching, Rehabilitation Coaching, Developing Volunteer Activities, Hobbies, Avocational pursuits for brain injured clients.

Append resumes to Treatment Plans



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CREATE A DOCUMENT

"Roles & Responsibilities of RSWs"



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Regular responsibilities

- Implementing all therapy goals into the clients' day to day programming;
- Providing immediate verbal prompting to clients to assist with recalling information and personal navigation needs;
- Providing consistent verbal prompting to assist clients with maintaining focus and attention to the activities and tasks on hand;
- Assisting clients with multitasking duties and breaking down information into small parts to assist clients with processing information accurately;



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Regular responsibilities

- Providing education support within academic settings;
- Providing vocational and /or co-op placement support to assist clients with modifying their daily duties, under therapists' directions;
- Providing immediate verbal counselling support to assist clients with problem-solving issues when they are agitated;
- Providing immediate crisis management support for clients who attempt to harm themselves and/or others;



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Regular responsibilities

- Engaging in role play exercises to assist the client with appropriate social interactions and to assist with communication needs;
- Preventing the client from engaging in dangerous and unsafe impulsive behaviour that can be very inappropriate and/or harmful both personally and to others;
- Providing minor counselling and coaching to families during anxious and unmanageable moments at home;
- Transporting clients to all therapy appointments and participating in therapies if requested by the therapists;



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Regular responsibilities

- Reporting to all therapists regarding client progress and intervention strategies;
- Submitting weekly progress notes to all team members outlining achieved goals, including general observations;
- Submitting progress reports to all team members every 8-12 weeks, in which achieved goals and intervention strategies are documented;



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Ultimately, the role of the RSW is to assist clients to successfully integrate themselves into their home and community environments as safely and independently as possible.



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The role of an Attendant Care Worker is quite distinct from the Rehabilitation Support Worker and includes the following responsibilities:



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P.C. Worker Responsibilities

- Providing basic supervision to client, the attendant may supervise the client throughout the day, but does not have the education or expertise to coach the client on following through with the day to day therapy goals;
- Assisting clients with mobility issues in the areas of bathing, dressing and bathroom routines;
- Assisting ADL's including also conducting everyday household chores, including banking, cooking and grocery shopping on behalf of the client;
- Driving with client's to therapy and doctors appointments if necessary and if the attendant is equipped with a vehicle;
- Calling 911 for any behavioural and/or personal risk issues, as the attendant does not have the skills or training to support clients during periods of crisis.



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P.C. Worker Responsibilities

It is important to highlight that Attendant Care Services are mostly required when clients have severe physical limitations, are compliant and when there are very limited behavioural concerns.

If the client did not have severe behavioural and executive functioning needs, it might be more reasonable to implement an attendant, but it's quite clear that the client has significant safety, judgment and cognitive issues that may pose a threat to her personal wellbeing, as well as the wellbeing of others.



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RESUME CONT'D

CASE STUDY - MINERVA

On November 12, 2005, Minerva, age 10, suffered a severe traumatic brain injury (GCS of 7) and a comminuted fracture to her tibial plateau resulting in internal fixation. Admitted to Sunnybrook initially, Minerva suffered a large front subdural hematoma and a contusion to the temporal lobes. Minerva was discharged to Bloorview Kids Rehab where she remained until discharged into her family's care in June 2006. RSW/CYW was approved under Treatment Plan lasting three months. Now time for a further Treatment Plan to be submitted and the Occupational Therapist has called Lawlor having been asked by the adjuster to provide documentation to support ongoing RSW/CYW. CYW assists speech, occupational therapy and physiotherapy.



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ACCIDENT BENEFIT DOCUMENTATION



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What documentation would help to secure approval of the Treatment Plan?

Narrative Progress Report setting out goals

- a) of supervising health care practitioner / professional
- b) for RSW assistance with implementing treatment



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Memorandum summarizing discussion
with each healthcare practitioner

- a) physiotherapist
- b) occupational therapist
- c) speech pathologist



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Documentation – Create a list of interventions
by RSW / CYW to support goal.

Example: Ride independently on bus

- ride on bus with client
- ride on bus with client up front CYW at rear
- client on bus, RSW follows by car
- client gets bus from home RSW meets at point of arrival bus stop...



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Documentation - Charting day's activities

- a daily log should be completed by all health care professionals, practitioners, rehabilitation support workers and attendant care providers;
- it would be helpful if the entries would set out, with particularity, the activities pursued in relation to each goal set; or
- at least activities with respect to each health care professional's plan which is being implemented by the RSW.



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Documentation – Charting Activities

- narrative report monthly restating goals and manner & method by which RSW/CYW/PSW proceeded to meet those goals
- RESULTS
- COMPROMISING FACTORS
- Recommendations for future / continued intervention



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Documentation - Negative Reporting - Incidents of Concern

When commenting on function, define the success demonstrated and any failure or compromising factors revealed by the attempt.

Judges, arbitrators and counsellors rely upon RSW's to report difficulties that have arisen as a result of impairment that have been suffered that interrupt progress towards goals



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Medical legal report for use in Tort and Accident Benefits

A narrative report will be very helpful to counsel trying to prove:

1. Necessity and reasonableness of your intervention; and
2. What might happen if your services were not provided.

This information is also helpful for Treatment Plans which, when authored, should spell out not only goals to be achieved but any negative contingencies which would occur if the Treatment Plan (RSW Support) was not funded.



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Future Care / Life Care Planning Reports

- author should consult with and seek endorsement from RSW to planned future interventions
- RSW intervention should be in its own section which narrates past intervention
- examples of difficulties in pursuing path to goals / independent living



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Questions



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Thank you.

