

 <p>Greenfield Rehabilitation Agency Leading the Way in Rehabilitation Services</p>	<p>Greenfield Rehabilitation Agency, Inc.</p>	<p>Section: Scheduling Patient Care Policy: Operations Number: Revised: 09/11</p>
<p>Patient Care Policy and Procedures</p>		

Scheduling Patient Care

Policy:

All patient care is scheduled using Smart per the procedure noted below.

Patient care schedules should be entered into and printed out from Smart. The schedules will be posted on the nursing units to facilitate clear communication of therapy times and promote efficiency per the procedure noted below.

Rehab Director Responsibility:

1. The Rehab Director is responsible to maintain the anticipated therapy minutes in SMART.
 - a. Therapy minutes should be planned and entered in advance using the Planner 3 for all residents receiving therapy, regardless of payer source.
 - i. In regards to Medicare A and HMOA residents upon admission, the Rehab Director will plan and set the RUG levels for the patient's anticipated stay and coordinate it with the discipline evaluation dates. Care should be taken to optimize the RUG level. A RUG level should reflect what is most appropriate for the patient's goals and abilities.
 - ii. In regards to Medicare B and HMO B residents, the Rehab Director is responsible to determine session lengths to ensure they are optimized for best patient outcome, taking into account reimbursement strategies. Unless the resident is in a quarterly, annual or other assessment period, the treating therapist can adjust the schedule to determine on which days treatment will be provided while maintaining the prescribed frequency.
 - b. "Scheduler" pointers
 - i. When using the Scheduler, the "Primary Therapist" is the supervising therapist (not assistant).
 - ii. The "Therapist" is the one delivering the care that day.
 - iii. To find residents that have not been planned in Smart, click on the menu tab down on the caseload sorter on the left hand side and choose "unplanned".
2. The Rehab Director is responsible to schedule the proper resident treatments to be provided on weekends. Medicare A residents admitted on Tuesday or later must be scheduled for Saturday treatment (please take special consideration to ensure that at least one discipline carries 5 day a week

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frequency when determining the weekend schedule.) Saturday and /or Sunday visits must also be scheduled when necessary in order to

- i. Meet all the RUG criteria for assessments
- ii. Avoid triggering an unplanned COT OMRA
- iii. Maintain the daily skilled requirement (no 3 consecutive day periods without any therapy) to avoid a EOT OMRA

3. The Rehab Director is responsible to ensure the Resident Schedule is posted daily for the nursing units. The Resident Schedule is printed out by clicking on the "Print Resident Schedule" icon at the bottom of the screen. The schedule should be printed at the end of the day and distributed to the nursing units. This must be completed once all schedules are confirmed for the next day. Click on the "All" tab and print. Otherwise, Smart only prints the current discipline page. It is a priority that nursing receive all of the discipline schedules. The Rehab Director can choose to delegate this task to a member of the team but he/she is responsible for its completion. (Note: The schedule can be printed ordered by time, resident name or room number by clicking on the desired heading. Ask the facility NHA or DON how they want to receive the schedule for the units. Hand written schedules are not an option.)
4. The Rehab Director is responsible to ensure this procedure is occurring regularly. Disciplinary action will be implemented if the procedure is not followed by the team members. If a schedule needs to be completed for a PRN staff member, the Rehab Director is responsible to work with the therapy team, as needed, to ensure it is set up clearly. The Rehab Director is responsible to ensure that scheduling for the weekend is completed and includes "Start Times". Schedules should be coordinated with staff to prevent conflicts and ensure treatment is delivered as planned.
5. If the facility demonstrates a pattern of not following the therapy schedule, please work with the facility Administrator and your Regional Director to ensure compliance.

Therapy Staff Responsibility:

1. Each work day, the treating therapist (or designee) should print their personal schedule for that same day. The therapists work schedule may not be accurate in regards to minutes if printed the day before.
2. The treating therapist is required to follow the "Start Time" as closely as possible.
3. The therapist must treat at least and closely to the "Planned Minutes" (in parenthesis) on their schedule (rather than the "Scheduled Minutes"). Only the "Planned Minutes" are updated nightly. If you believe the planned minutes are incorrect, please contact the Rehab Director, designee or Regional immediately.

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Errors of the "planned minutes" will be rare. If you are unable to make that contact, you should treat according to the "Planned Minutes".

4. It is imperative to achieve the planned minutes. Each individual and team must adjust their schedule to do so. If the planned therapy minutes will not be achieved or a resident is refusing therapy, the following steps must be taken (including weekends).
 - a. Notify Rehab Director (or their designee) immediately. It may be necessary for a staff person to remain later in order to complete a treatment on a resident out at an appt etc.
 - b. If the Rehab Director or designee is unavailable you must contact a Regional Director to determine the proper course of action.
5. If a resident is not "ready" (for example, dressed and toileted) for therapy, therapy staff should incorporate these items into treatment to keep schedule flowing as much as possible.
6. Each day, therapists and assistants must review their schedule and set it for the following day while taking into consideration the "Planned Minutes" which can be viewed while working on that day's schedule. In the instance of a scheduled or routine day off, the therapist should set the schedule for their replacement. This needs to be completed prior to leaving for the day. Coordinate with other disciplines to ensure efficiency. This can be done by clicking on the "all" tab and sorting either by time or the resident name to see when the other disciplines have the patients scheduled. Any schedule time conflicts between therapy disciplines should be resolved by the staff therapists involved so that the schedule is developed and posted with as much accuracy as possible.
7. Non compliance of the identified procedure will result in disciplinary action.