

# **Building Human Resource Capacity and Improving Access Through an Advanced Practice Physiotherapy Role**



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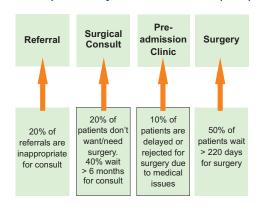
### INTRODUCTION

A new model of care has been introduced at the Holland Orthopaedic & Arthritic Centre in response to the burgeoning number of hip and knee replacement surgeries. Specially trained physiotherapists are screening patients prior to surgical consultation and conducting the postoperative patient reviews which, in the past, have been conducted by surgeons. By extending the role of the physiotherapist, traditional roles are being shifted to maximize human resources.

### **PROBLEM**

System bottlenecks existed both pre/post-operatively that required significant redesign to improve overall efficiency and address the growing wait lists.

### **Pre-operative System Inefficiencies (2005)**



### **PURPOSE**

To develop the role of the APP - with supporting policies and procedures and a critical pathway for completion - to ensure the delivery of accessible, high quality. cost-effective, healthcare services.

#### **METHODS**

Two phases were planned:

Phase 1: Postoperative patient reviews and support Phase 2: Preoperative referral management and triage

A nine step theoretical framework developed for Advanced Practice Nursing

- roles was modified to form the critical pathway (Bryant-Lukosius & Dicenso, 2004)
- ✓ Plan-Do-Study-Act methodology was used.
  - Multiple cycles of small improvements or changes
  - Measure impact
  - ·Adapt, abandon or adopt the change

### **OUTCOMES**

#### **Advanced Practice Physiotherapist Model**

- Detailed Role Profiles
  - Research Master's Degree
  - Minimum 5 years Orthopaedic Experience
- Approved Medical Directive to support extended scope (Xrays, Labs, U/S)
- Intensive 3 Month Practice Development Program (combined with self-directed learning)
  - \*Daily shadowing of surgeons in clinic/OR
  - Formal education modules
  - \*Clearly defined competency criteria (used CanMEDS 2005 Physician Competency as a model)
  - Specific radiology learning objectives
  - Practical examinations with case reviews and surgeon assessors
- Collaborative partnerships
  - •With extended scope practitioners in the UK
  - College and Canadian Physiotherapy Association
- 3APPs fully trained, 2 in training

### Postoperative Patient Reviews and Support

- ✓ Redesigned Outpatient Review clinics and added independent APP clinics run concurrently with surgeon led clinics
- Revised educational materials and patient discharge instructions to reflect new model
- Created new flow charts for bookings
- Standardized patient examination tools
- Created decision algorithms to support APP decision-making
- Standardized communication documents i.e. Review Clinic Letter, Patient Letter
- Developed a telephone system using the APPs

### Are patients satisfied?

- Administered a 9 item satisfaction survey adapted from GHAA/Davies & Ware, 1991 to a sample of 123 patients
  - •60 patients from traditional surgeon led clinics: 63 patients from APP clinics
  - •Sample from each clinic type was comparable in terms of gender and age,
  - \*Follow-up representation across continuum (6 weeks, 3 months, 6-9 months, 1 year and beyond)
  - ·High satisfaction for both clinics; No significant difference (p=0.728) in mean satisfaction scores between surgeon and APP led clinics.
  - •89% indicated that they were satisfied with the care and services received in the Outpatient

## Preoperative Patient Triage and Referral Management

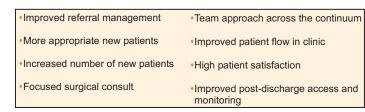


- Implemented new Assessment Centres conducted by APP and RN
- Established triage criteria to determine paths of management for non-surgical candidates
- Standardized assessment and documentation tools
- Standardized communication for referring physicians

#### CONCLUSION

The APP role in arthroplasty is a viable strategy to support the non-surgical care that has traditionally been performed by surgeons and to assist care teams in meeting the growing demand for arthroplasty surgery. We plan to continue evaluating the results of patients followed within the new model of care with respect to patient safety and functional outcomes.

### The Advanced Practice physiotherapist in Arthroplasty: Value Added



Bryant-Lukosius, D., & Dicenso, A. (2004), A framework for the introduction and evaluation of advanced practice nursing roles. Journal of Advanced Nursing, 48(5), 530-540.

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