

Post Acute SSNAP New users engagement



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Senior Lecturer at the University of Nottingham**

Introductions



Fariat Odion-Esene

Senior Operations Officer



Louise Clark

Consultant Therapist- Stroke and Neuro
Rehabilitation
(Dorset)

RCOT rep: Intercollegiate Stroke Working Party
Stroke Forum: Royal College of Occupational
Therapists- Specialist Section- Neurological
Practice

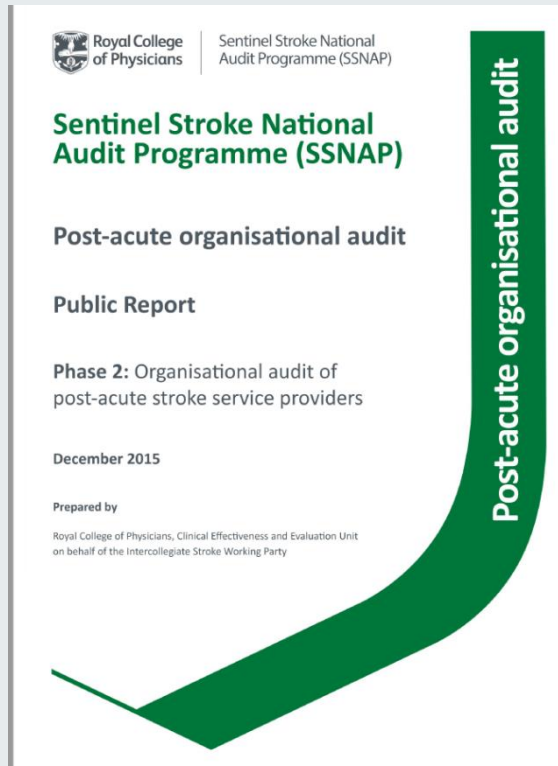


Dr Rebecca Fisher

Rehabilitation & life after stroke lead
Clinical Policy Unit- NHSE
Stroke Association Senior Lecturer
Rehabilitation research- University of Nottingham

Post acute organisational audit

Open 1st-30th April
Report- November 2021



Post acute clinical audit

Extended data set up to 6 months

6 monthly slide decks

Ratings?

Support tools

PROMS

Social care utilisation

Qualified and unqualified input

Ability to start a record in the

community

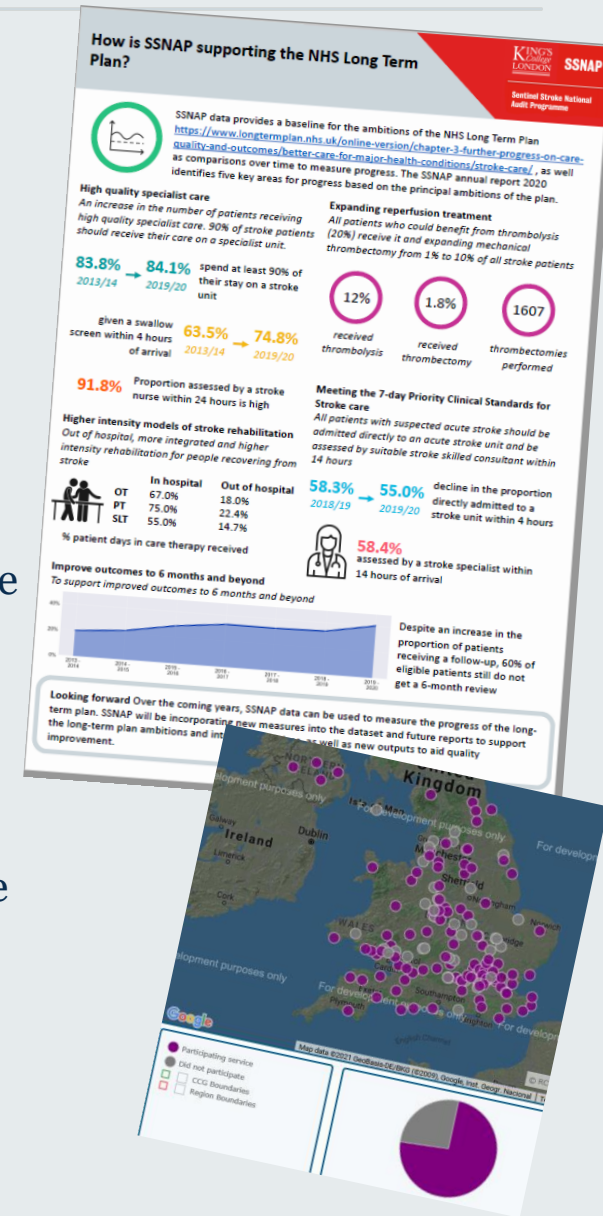
What is the post acute organisational audit?

What is it?

- Repeated at regular intervals
- Describes current services
- Compares elements of the pathway to evidence base
- Highlights variation

Why is it Important?

- To put you on the map!!
- Describe the varied and broad ranging picture of post acute rehabilitation services
- Compare & demonstrate change/improvement from the 2015 audit
- Act as a baseline at the outset of the NHSE specification
- Aids local quality improvement
- Over time aims to detect a move to more integrated service delivery models



Worries...



- No obligation to engage in the clinical audit
- Time for completion
- Will I have the information?
- Checking
- COVID has affected my service
- What does it mean for my service?
- Will we be scored/rated?
- Who will see the information?

Post Acute Organisational Audit-2015



Royal College
of Physicians

Sentinel Stroke National Audit Programme (SSNAP) www.strokeaudit.org

POST-ACUTE STROKE SERVICES

ENGLAND, WALES & NORTHERN IRELAND

Who
does
stroke
affect?



100,000

HAVE A STROKE EACH YEAR



1 IN 7 DIE WITHIN 30 DAYS

SURVIVORS NEEDING
POST-ACUTE CARE: **1 MILLION**

What
services
are there?



← 604

services
providing
post-acute
stroke care

142 →

Early
Supported
Discharge
(ESD) Teams



enabling
stroke
patients to
return
home
quicker

QUALITY OF AFTER HOSPITAL STROKE CARE

Needs
improving



15%

of services commissioned to
deliver vocational rehabilitation



10 WEEKS

from referral to
psychological treatment



29%

of Early Supported Discharge
teams working 7 days a week

Making
progress



42%

of services have a time
limit to their service



60%

of ESD teams treat patients
within 1 day of discharge



70%

of commissioning areas have at least
one team carrying out 6 month reviews

Doing
well



76%

of eligible services submitting data on
how they treat their stroke patients



85%

services will re-refer patients if they need to be



95%

of services have access to an occupational therapist,
physiotherapist and rehabilitation assistant

Who are we hoping to register and engage?

More than 20 stroke patients/yr

- Level 1 and 2 specialist rehab units
- Outpatient services-
 - Rehab (including psychology)
 - Intervention clinics (splinting, spasticity, FES)
- General teams
 - Community rehab teams
 - Intermediate care beds
- Commissioned support services
 - Stroke association life after stroke
 - Communication plus



What do I need to do?

- Contact SSNAP by email (ssnap@kcl.ac.uk) for registration form
- Register asap
- SSNAP will develop your log in and profile for the webtool
- Familiarise yourself with paper proforma
- Upload your data to the webtool between 1st-30th April
- Check your submitted data by 7th May
- Await report in November

Post-acute Organisational audit sections

Service types

- Post-acute inpatient care (NAIT)
- Early Supported Discharge (ESD)
- Community Rehabilitation Team/service
- Combined ESD/CRT
- 6-month assessment provider
- Standalone/ single discipline service (such as outpatients)
- Vocational Rehabilitation service

Other:

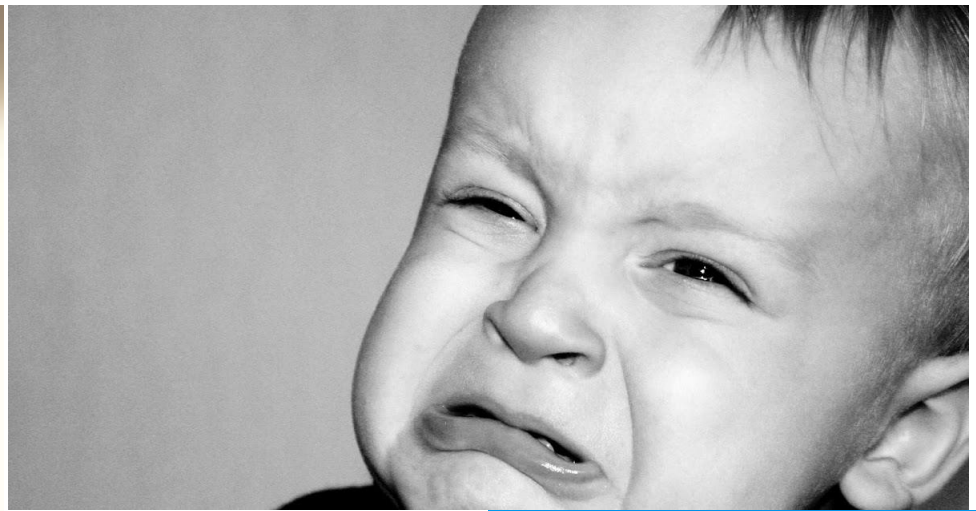
- Post-acute support service
- Residential/bedded facility

Proforma sections

- Section 1: General organisational information (33 q's)
- Section 2: Vocational rehabilitation (10 q's)
- Section 3: Inpatient care (13 q's)
- Section 4: Community based (14 q's)
- Section 5: Other (7 q's)

Examples

- **General community rehab service who see 20+ stroke patients a year**
 - Register as community rehab team
 - Complete sections 1 and 4 of audit
 - Total = 47 questions
- **Stroke association life after stroke service**
 - Register as post acute support service
 - Complete section 5 of audit
 - Total = 7 questions
- **Outpatient Neuro Physio**
 - Register as stand alone/single discipline service
 - Complete sections 1 & 4
 - Total = 47 questions
- **Specialist commissioned neuro rehab inpatient unit**
 - Register as 'other'- inpatient bedded facility
 - Complete section 5 of audit
 - Total = 7 questions



Paper proforma

- <https://ssnap.zendesk.com/hc/en-us/articles/360016573978-Post-Acute-Organisational-2021-Audit>

SECTION 1: General organisational information

Please refer to page 4 for clarification regarding commissioned services/service changes in response to COVID-19

1.1 Is this team registered with the Sentinel Stroke National Audit Programme (SSNAP) to participate in or receive information on the SSNAP clinical or organisational audit? Yes No

1.1a. If yes, what is your SSNAP team code? [Free text]

(3-digit code [000] or is prefixed with a C followed by a 3-digit code [C000])

1.2 Is this service stroke/neurology specific? Yes No

1.2a. If no, does it have a designated in-patient unit where stroke patients are treated? Yes No

(Only available for post-acute inpatient teams)

1.3 This team treats:

(Select one only)

Only stroke patients

Stroke and neurology patients

General service that sees people with all conditions including stroke

1.4 How many people with stroke have been treated by this service in the last 7 days? [range of 0-1000]

1.5 How many new referrals of people with stroke has this service received in the last 12 calendar months? [range of 20-1000]

1.5a. Over the last year, has the number of referrals:

Stayed the same Increased Decreased

1.6 How many new patient referrals of all types/conditions has this service received in the last 12 calendar months? [range of 20-3000]

1.6a. Over the last year, has the number of referrals:

Stayed the same Increased Decreased

**1.7 Do people with stroke under the care of this team have access to the following therapies/disciplines?
(select all that apply).**

	Yes, within service	Yes, but NOT within service	No	Total whole-time equivalents (WTE)	Headcount (number of individuals)	Average time from referral to first contact with therapy/discipline	Therapy/discipline provided fewer than 5 days/week	Therapy/discipline provided 5 days/week	Therapy/discipline provided 6 days/week	Therapy/discipline provided 7 days/week
(a) Occupational therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Physiotherapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Speech and Language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Clinical Psychologist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Dietitian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Social Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Rehabilitation/Therapy assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) Patient/Family/Carer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TAB TWO

SECTION 2: Vocational rehabilitation

Please refer to page 4 for clarification regarding commissioned services/service changes in response to COVID-19

2.1 Is any part of this team commissioned to provide vocational rehabilitation?

Yes

No

Not commissioned but provided

2.1a. If yes, who commissions this vocational rehabilitation service? [drop down list]

2.1b. If no, is there an alternative local service you can refer people with stroke to for vocational rehabilitation (e.g. other rehabilitation services or charities)? Yes No

2.1i. What is the name of the vocational rehabilitation service? [Free text]

SECTION 5: Other

Please refer to page 4 for clarification regarding commissioned services/service changes in response to COVID-19

5.1 This team treats: (Select one only)

Only stroke patients

Stroke and neurology patients

General service that sees people with all conditions including stroke

5.2 Who provides this service? (Select one only)

Post-acute support service

Residential/bedded facility

5.3 How many stroke patients do you see a year? [20-1000]

5.4. Select the services you provide (select all that apply).

Information and signposting service

Benefit support

Patient, family and carer support

Communication support

Emotional support

Exercise and education

Re-ablement service or equivalent

Equipment, wheelchair support

Befriending/peer support/stroke club/respice

Intermediate care beds

Level1/Level 2/Level2b unit

Residential facility

5.5 Where are these services provided? (Select all that apply)

- Acute hospital
- Community hospital/ community based bedded facility
- Doctor's surgery/health centre/clinic
- Leisure Centre/Gym
- Patient/carer/family member's home
- Care home/ nursing home

5.6 Is your service formally commissioned?

18

Post-acute Organisational Audit Proforma 2021: This is not the final version

Yes No

5.6a If yes, who commissions this service? (Select all that apply)

- Health (trust, CCG, LHB)
- Social care/local authority
- Voluntary sector / charitable funds
- Other

(Available if 5.6 = yes)

What if my service has changed during COVID?

COVID response:

- If you have had to reorganise as a temporary response to COVID-19 then please report as per your usual commissioned service.
- We appreciate that this reorganisation may have been in place for a prolonged period of time due to COVID-19
- If there no intention to revert to your usual service delivery model please report your current service structure

Support available

Date and time	Webinar session	Link to register
9-10am, 5 March 2021	Post-acute Organisational Audit: Services New to SSNAP	https://bit.ly/3k5Sty8
10-11am, 9 April 2021	Post-acute Organisational Audit support: session 1	https://bit.ly/2MxMfL1
10-11am, 16 April 2021	Post-acute Organisational Audit support: session 2	https://bit.ly/38a7TwZ
10-11am, 23 April 2021	Post-acute Organisational Audit support: session 3	https://bit.ly/355mpnU

SSNAP helpdesk: ssnap@kcl.ac.uk or 0116 464 9901

Help section of website: <https://ssnap.zendesk.com/hc/en-us>



Navigating SSNAP websites

- PAOA Registration
- Finding the proforma
- Help area

Registration Process

To access the Post-acute Organisational Audit registration form, please **ensure you are not already logged in** > Go to www.strokeaudit.org > Registration > Post acute

1. Enter your email address, select your team from the drop down list and enter the unique registration code for that team.

Home About SSNAP Guideline Registration Results Support

Registration > Post Acute

Post acute organisational registration

Email address:

Please enter the email address that you would like to use to register for the Post-Acute Provider organisational audit. If you are already registered on SSNAP please use the same email address.

Registration code:

Post-acute provider (team name):

2. If the email address is of a user already existing on SSNAP you will be required to enter your SSNAP password. New users will need to confirm their email address, enter a password and then confirm the password.

Confirm email:

Password:

Must include upper and lower case characters, a digit and be at least 8 characters

Confirm password:

3. Once you have done this, the form will expand and you will need to ensure that your team information is correct. If the service function of this team is incorrect, contact the SSNAP team helpdesk to amended.

Region (SCN)/ Country 1:

Region (SCN)/ Country 2: (if necessary)

Trust:

Commissioner(s):

Integrated Stroke Delivery Network:

Functions of this team

The team function will be used to link with which sections of the post-acute provider audit tool you will have access to. Please ensure the functions selected below are correct and inform the SSNAP team (ssnap@kcl.ac.uk) as soon as possible if they are not

- Inpatient Six month assessment
 Early Supported Discharge Standalone/ single discipline service
 Community Rehabilitation Team Other
 ESD AND CRT

4. Finally, please ensure your contact details are correct. The contact details from your paper registration form will be used to prepopulate the below information. Only 2 people may register against one team.

Primary contact details

Title:

First name:

Last name:

Job title:

Address:

Postcode:

Phone:

Email:

Secondary contact details

Title:

First name:

Last name:

Job title:

Address:

Postcode:

Phone:

Email:

Register

Introduction and overview

Organisational Audit of Post-Acute Services

The Sentinel Stroke National Audit Programme (SSNAP) has been commissioned by the Healthcare Quality Improvement Partnership (HQIP) to deliver an organisational audit of post-acute services. This will involve auditing post-acute providers directly about the care they provide for stroke patients. Post-acute providers who offer some form of stroke service outside of the acute setting are now being approached for information on the structure and organisation of that service.

This information will be used to:

- measure the extent to which stroke rehabilitation is being organised
- establish a baseline of current service organisation
- enable providers to benchmark the quality of their service nationally and regionally
- identify improvements and make recommendations for change
- provide timely, transparent information to patients and the public about the quality of stroke care organisation in the post-acute setting
- provide commissioners with evidence of the quality of commissioned services.

This audit complements the on-going SSNAP clinical and acute organisational audits which routinely collect patient level and organisational data on acute stroke services. It offers a unique insight into post-acute stroke services and will help stroke patients 'fill the gap' in their care pathway.

ATEST1 - A TEST 1

Please complete the questionnaire, this proforma should describe your stroke services as on 1ST April 2021 (see below guidance on commissioned services/COVID response). Please complete all questions. Clarification is available online against each question and in the supporting documentation provided. In some cases, you will either be directed to a later question or a response will not apply based on answers to key questions. Once you have completed all the audit questions a 'Lock' option will appear at the top of the section. Once you have checked the data you have entered and are happy that it is correct please select the Lock button. This shows the SSNAP team that the data are correct and have been signed off for inclusion in data analysis. If after you have locked your audit section(s), you need to amend your responses please send an email to ssnap@kcl.ac.uk to make an unlock request.

COVID response:

If you have had to reorganise as a temporary response to COVID-19 then please report as per your usual commissioned service. We appreciate that this reorganisation may have been in place for a prolonged period of time due to COVID-19, however if there is the intention to revert to your usual service delivery model please report your commissioned service.

From the post-acute registration process, we know that your team carries out the service function that is selected below

- Post-acute inpatient care
- Early Supported Discharge
- Community Rehabilitation Team/Service**
- Combined Early Supported Discharge and Community Rehabilitation Team/Service
- 6-Month Assessment Provider
- Standalone/ Single Discipline Service
- Other Post-acute Provider

Go



SSNAP > Audit Information > Post-Acute Organisational Audit

Search

Post-Acute Organisational Audit

Post-Acute Organisational 2021 Audit

Service Reorganisation

Who should register as team lead contacts for the PAOA

Eligibility criteria for the PAOA

Should acute teams participate in the Post-acute Organisational Audit?

Who should register as a 6 month assessment service for the post-acute organisational audit?

Combined ESD/CRT: things to consider

<https://ssnap.zendesk.com/hc/en-us/sections/360004749617-Post-Acute-Organisational-Audit>

QUESTIONS

