

For everyone born

ELEVATING VOICES OF PEOPLE WITH DISABILITIES IN HEALTHCARE

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WHO WE ARE - Network Level

ALLEGHENY HEALTH NETWORK CORE BEHAVIORS:



CUSTOMER FIRST

We place the customer at the center of everything we do!

- We put ourselves in the customers' shoes
- We anticipate our customers' needs
- We simplify the customer experience
- We deliver solutions that go a step beyond
- We appreciate our customers' loyalty to Highmark Health



TRANSFORMATIONAL LEADERSHIP

We are driven to create the future of health care!

- We inspire through vision and action
- We are proactive in driving change
- We are authentic in who we are and what we do
- We embrace courageous conversations
- We challenge ourselves to continuously improve



TRUST WORKING TOGETHER

We collaborate to achieve shared success!

- We involve the right partners at the right times
- We treat each other with honesty and respect
- We influence through relationship and not through position
- We trust one another to make the right decisions and do the right things
- We share risks and rewards



PURPOSEFUL EXECUTION

We value outcomes, not activity!

- We set clear priorities and expectations
- We take ownership of our commitments
- We take calculated risks
- We are relentless in our pursuit of excellence
- We recognize and celebrate results

WHO WE ARE - Community Level

- ALLEGHENY VALLEY HOSPITAL
 - SMALL COMMUNITY HOSPITAL NORTH OF PITTSBURGH
 - PART OF ALLEGHENY HEALTH NETWORK
- INPATIENT PHYSICAL REHABILITATION
 - 17-BED UNIT
 - ONE OF TWO CLINICS IN THE AREA WITH DISEASE-SPECIFIC CERTIFICATION IN BRAIN INJURY REHABILITATION
 - Evidence-based, patient-centered clinical practice guidelines



Mission Statement

The Allegheny Health Network's Brain Rehabilitation Unit's mission is to promote recovery from and adjustment to the cognitive, psychosocial and physical sequelae of neurologic insult. The Inpatient Rehabilitation Program strives to provide an optimal environment, a specially trained multidisciplinary team and evidence based interventions to assist each survivor of brain injury to achieve their maximum attainable level of function and facilitate return to the community. Recognizing that the client's support system is key to successful rehabilitation, communication, education and involvement of family and caregivers is a principal goal of the program. The team strives to provide state of the art care while recognizing the need to add to the body of evidence regarding the effectiveness of interventions and innovation in care through research endeavors.

Vision Statement

The vision of the Brain Rehabilitation Unit at Allegheny Valley Hospital is to realize a community where survivors of brain injury are accepted as capable and valued members. AVH aspires to lead the community through interactions with survivors, local health care professionals and the broader rehabilitation community.

For survivors

To receive/ be provided high quality, evidence-based, and progressive interventions for survivors of brain injury that will maximize recovery and promote the return to family, work and leisure roles.

For the local professional community

To rely on this program as a resource through example and educational opportunities

For the field of rehabilitation

To benefit from the contributions of this program to the body of evidence regarding the effectiveness of interventions and innovation in care through research endeavors.

Traditional Model

- Care is focused on medical diagnoses, disability, and deficits
- Providers make major treatment decisions/goals of care
- Providers are viewed as having all the valuable information



Patient-Centered Model

- The focus is on the patient and his/her abilities, preferences, values, and individual needs.
- The focus is on quality of life. What is important **to** rather than **for** the patient?
- Communication is multi-directional



A “working with” approach to treatment

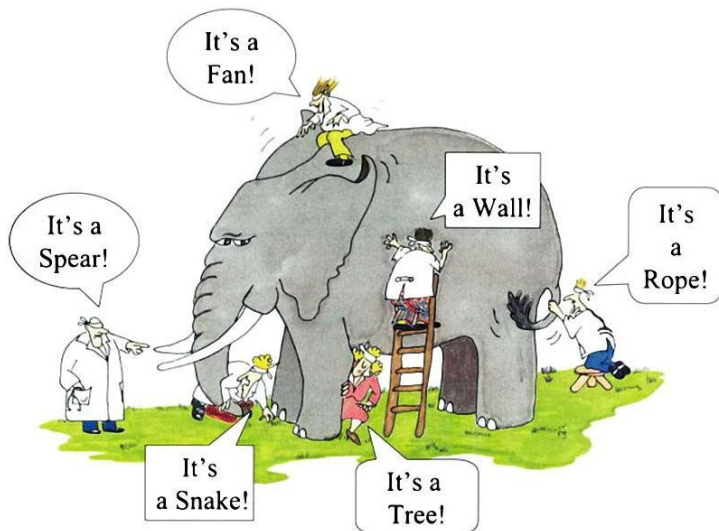


The Three P's

- Partnership
 - The patient is an important part of the team
 - The provider should not be in a position of power
- Proficiency:
 - The provider has expertise in the disease process
 - The patient has expertise in his or her own body
- Perspective
 - Lived experiences affect the way people see or hear things
 - Two people can see or hear the same thing differently

Perspective matters!

Do you see what I see?



Do you hear what I hear?

Green Needle vs Brainstorm

https://youtu.be/8EPLG0ihdcs?si=WFNRK7m5MZX9gAv_m

It's Nice to BE NICE!

“Wow, He listens to you!

“I can't get her to do anything”

“I can't believe they talk to you...they just scream at me”

“How did you get him to do that?”

BODY LANGUAGE

EYE CONTACT

NURTURE

INTEREST

CONNECTION

EMPATHY

RECENT PROGRAM INITIATIVES

- STEPS program – initiated in response to feedback that people did not feel prepared for discharge
 - Support- patient and family support as they begin the rehabilitation process
 - Training – ongoing hands-on practice throughout the admission
 - Education – provision of verbal and written information to understand and support recovery
 - Planning – ensuring proper preparation for a safe discharge
 - Success – enabling confidence for caring for loved ones at discharge



VALUE OF LIVED EXPERIENCES

WHAT EXPERIENCES WITH HEALTHCARE HAVE YOU HAD THAT MAKE YOU FEEL...

➤ ANGRY?

➤ SAD?

➤ FRUSTRATED?

➤ HAPPY?

➤ COMFORTED?

➤ HEARD?

Conclusion

- ▶ Everyone born should have a place at the table
- ▶ People should feel heard, safe, respected and valued
- ▶ Communication should be bi-directional or multi-directional
- ▶ It's nice to Be Nice
- ▶ Ask, Listen and be open to opportunities for improvement

Questions???

