



Better healthcare,
realized.

Population Health Focused Pilot(PHFPQ): Vocational Rehabilitation – PDSA Cycle

Andrea Bates, MSW, LSW
Patient Services Director

Kenny Kinder, BSW
Patient Services Coordinator II

Objectives:

Participants will:

- **Understand the definition of Vocational rehabilitation, who is eligible, and why it is important.**
- **List the process that will be taken to implement the QIA**
- **Learn the top three results of the RCA process**
- **Review the Plan Do Study Act (PDSA) cycle to prepare for doing your own PDSA.**
- **Understand Voc Rehab reporting in CROWNWeb**

What is Vocational Rehabilitation?

Vocational Rehabilitation is:

- A process which enables persons with functional, developmental, cognitive, and emotional impairments or health disabilities to overcome barriers to accessing, maintaining or returning to employment or other useful occupation



Who is Eligible for VR/EN Services?

- **The Social Security Administration (SSA) administers the Ticket to Work Program which is a free and voluntary program**
- **Eligible beneficiaries include**
 - Individuals between the age of 18 and 54
 - Diagnosed as blind or have a disability
 - Receive Social Security Insurance (SSDI) or;
 - Receive Supplemental Security Income (SSI)

Why Is VR/EN Important?

- Research has indicated a patient's ability to work is intertwined with one's sense of self-worth.
- Originally, the intent of the Medicare End Stage Renal Disease (ESRD) Program was to keep dialysis patients employed and productive ([Unemployment Among Dialysis Patients is a Complex Issue - Nephrology News & Issues](#)).
- It creates processes that refocuses patients on the ability to obtain employment.
- Leads patients to experiencing an improved perception of their overall quality of life ultimately leading to increased employment

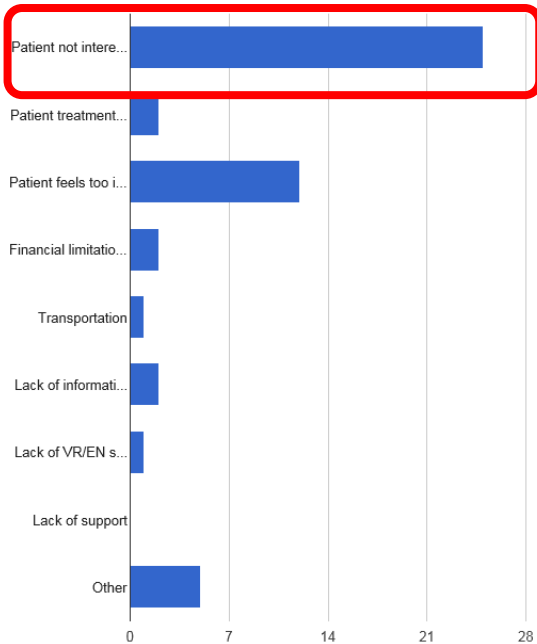
What are the processes we are going to follow in this QIA?

1. Complete an RCA to determine your facility's top barrier to VR referral and use of services – DONE
2. Perform a Plan Do Study Act process to determine what interventions you will use to overcome your facilities top barrier.
3. Use the PDSA cycle to decide how you will measure success of your interventions and reaching the goal of increasing VR referral/use.
4. Provide accurate reporting of your outcomes to measure success.

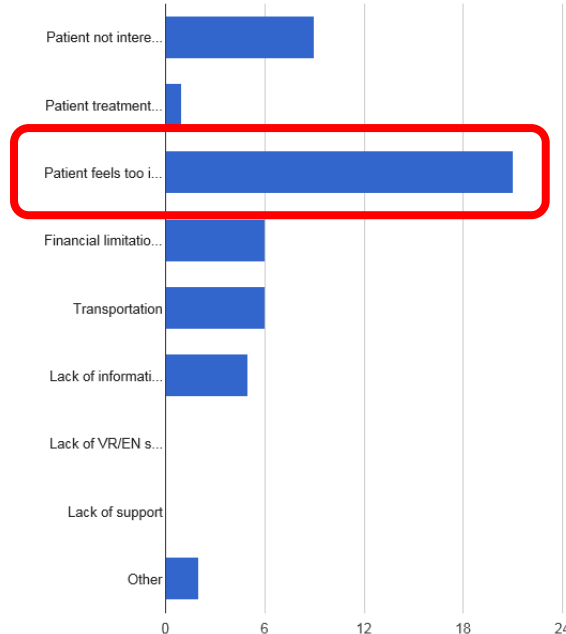
Root Cause Analysis (RCA) Results

Top Identified Barriers

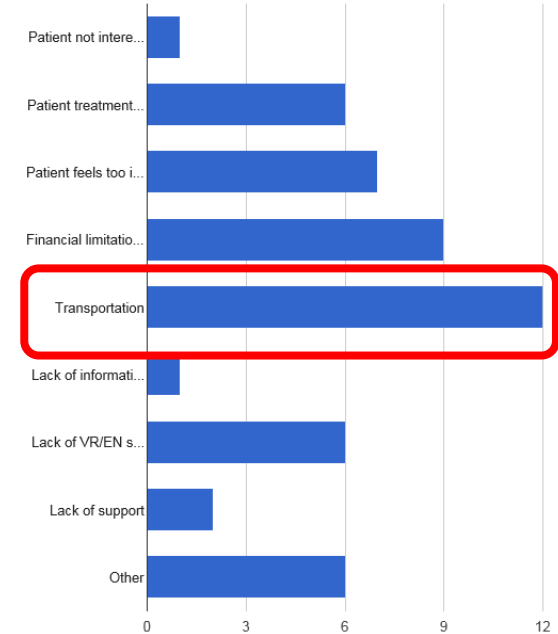
1.) Patient is not interested



2.) Patient feels too ill/sick



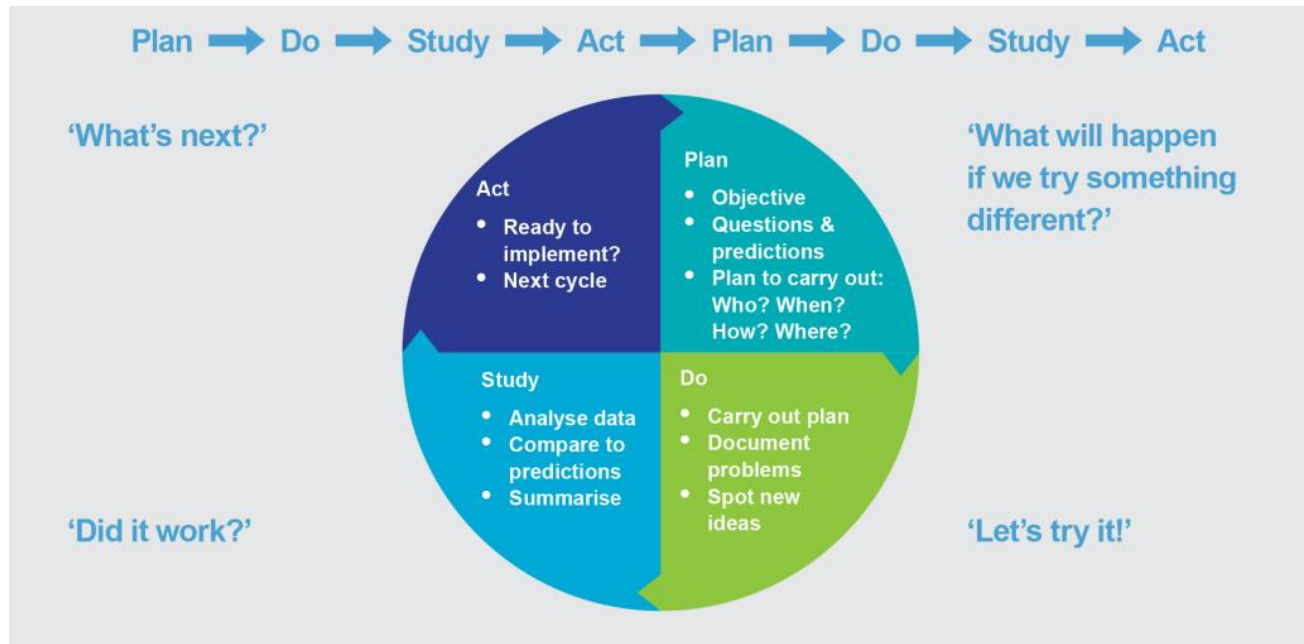
3.) Transportation



Plan Do Study Act (PDSA) Cycle

What is a PDSA Cycle?

- A method to test change that is implemented
- Guides the thinking process into breaking down the task into four steps followed by evaluating the outcome, improving on it, and testing again



PDSA Cycle: Plan

PLAN - Goal 1: (Percent of eligible patients referred)
 * must provide value

(# of patients 18-55) x (10%) = Goal

→ 80 x 10% = 8

PLAN - Goal 2: (Percent of eligible patients using EN or VR services)
 * must provide value

(# of patients 18-55) x (5%) = Goal

→ 80 x 5% = 4

Common Scenarios - Vocational Rehabilitation	
CROWNWeb Category	Scenario:
Referred to VR	Social worker gave patient phone number for VR
Referred to VR	Patient is being recommended for VR, but has not agreed to participate
Currently in VR	Patient went to VR orientation and was assigned a counselor
Currently in VR	Patient filled out an application

PDSA Cycle: Plan

How will your facilities overcome the barriers associated with low VR/EN enrollment?

- **Evaluate the VR/EN patient education and referral process**
 - How often are patients educated?
 - Is VR/EN part of the monthly education for patients?
 - What information does your facility have on VR/EN?
 - Building a rapport with local VR/EN agencies

How will you overcome the barriers?

* must provide value

Expand

PDSA Cycle: Do

The “What”

- **What are the interventions your facility will initiate to overcome the barriers**
 - *Example: If patients are not interested, it may be because they have a negative interpretation of what VR/EN is. Increased education through lobby days and inviting the VR/EN agency to come to the facility may provide the patient with a clearer understanding of the VR/EN program.*

DO: What

Describe the interventions undertaken. (Check all that apply)

* must provide value

- Increased education
- Lobby days
- Peer mentoring
- Inviting VR/EN to come to facility
- Other

PDSA Cycle: Do

The “When” and “Who”

DO: When

When will you implement the above interventions?

* must provide value



Today

M-D-Y

DO: Who

Name(s) of the staff member(s) that will implement the interventions.

* must provide value

Each facility should have at least two staff members dedicated to this QIA

- Social Workers
- Dieticians
- Patient Care Technicians

PDSA Cycle: Study

How many patients are expected to be referred each month?

- Reminder: a referral is counted as a patient who was provided the phone number for the VR/EN agency or a patient is recommended for VR/EN services but has not agreed to participate

STUDY: How many patients do you expect to be referred each month to reach your goal?

* must provide value

PDSA Cycle: Study

How many patients are expected to be receiving services each month?

- *Reminder: To count a patient as receiving services, they either completed a VR/EN application or has been assigned a VR/EN counselor and has participated in a VR/EN orientation*

STUDY: How many patients do you expect to be receiving services each month to reach your goal?

** must provide value*

PDSA Cycle: Act

Describe what interventions your facility will implement if there is no visible improvement

- **Discuss in your monthly QAPI meetings**
- **Reevaluate your education and referral process**
 - What education materials are you using
 - Follow up with the patients to identify additional barriers

ACT: If you are not seeing improvement what more will you do?

* must provide value

Expand

Reporting in CROWNWeb

Initiate and implement a plan to ensure timely and consistent reporting on all patients.

- Sit down with any appointed staff responsible for monitoring and reporting in CROWNWeb to ensure accurate and timely data collection

Common Scenarios - Vocational Rehabilitation	
CROWNWeb Category	Scenario:
Referred to VR	Social worker gave patient phone number for VR
Referred to VR	Patient is being recommended for VR, but has not agreed to participate
Currently in VR	Patient went to VR orientation and was assigned a counselor
Currently in VR	Patient filled out an application
Declines VR	Patient went to VR orientation and did not follow up after the orientation
Declines VR	Patient has indicated they do not want to participate in VR program
Not Eligible for VR	Patient has co-morbid conditions that prevent them from being able to work
Not Eligible for VR	Patient is undocumented and does not have a legal right to work in the US
Completed VR	Patient went through VR program and achieved their VR goals (got job, completed college, etc.)

**End-Stage Renal Disease
Network of the Ohio River Valley
3201 Enterprise Parkway, Suite 210
Beachwood, OH 44122
esrd.ipro.org**



Better healthcare,
realized.

ESRD Network of the Ohio River Valley
3201 Enterprise Parkway, Suite 210
Beachwood, OH 44122

<http://network9.esrd.org>

Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072

<http://ipro.org>