

Conference Presentation Abstract

Title:

Telephone Follow Up: Supporting Transitions of Patients with Stroke and Acquired Brain Injury

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Summary:

The Telephone Follow Up (TFU) Project was developed in response to literature and best practice guidelines that identify the chronic nature of Acquired Brain Injury (ABI) and Stroke related disabilities and support the need for ongoing follow up after discharge from a rehabilitation facility. A TFU Screening Tool was implemented with all Stroke and ABI Inpatients and Outpatients at Toronto Rehabilitation Institute as part of an eight month demonstration project. The benefits, feasibility and sustainability of this initiative were evaluated.

Learning Objectives:

The objective of the Telephone Follow Up Project (TFU) is to provide consistent follow up for all Neurorehab patients and to improve transitions to community living. The philosophy of the project supports patient/caregiver self advocacy and utilization of community resources. The project incorporates processes to screen for urgent medical issues, allowing patients to be connected to physiatrist resources. Patients were phoned 3 weeks (inpatients) or 2 months (outpatients) post-discharge by a member of the inter-disciplinary team, who administered the TFU Screening Tool. Outcomes evaluated during the project included: resource utilization, patient/caregiver issues identified after discharge, and staff and patient/caregiver satisfaction. The TFU project was found to be a non-resource intensive initiative that serves to facilitate transitions and meet best practice guidelines. Knowledge gained around issues encountered after discharge will be valuable in guiding future practice.