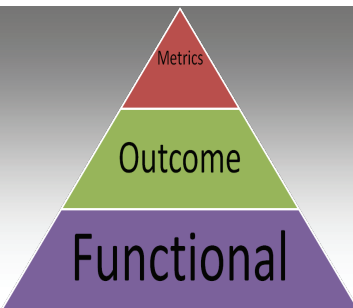




ERGO'S GAME PLAN FOR SUCCESS

DESIGNING FUNCTIONAL OUTCOME ASSESSMENTS TO SUPPORT OUR SKILLED NURSING FACILITIES

Ongoing changes to Medicare post-acute care payment policies create a dynamic environment in which the expectation to measure the effectiveness of service delivery is of growing demand. Systematic measurement allow payors the ability to determine the effectiveness of service delivery. In the field of rehabilitation, reimbursement is provided for effectiveness. Therefore, as forerunners in the field of rehabilitation Ergo Solutions must remain proactive in creating new methods to assess function and provide our facilities with data that reflects treatment. Ergo Solutions' game plan for success is to remain proactive in designing policies & tools to improve service and quality.



Ergo Solutions has created a new assessment tracking tool titled **Functional Outcome Assessment**. The Functional Outcome Assessment tool has incorporated aspects of other formative outcome assessments utilized in acute rehabilitation settings. This tool will be utilized in our post-acute facilities to track clients' performance upon admission, at discharge and at 30 days post-discharge. Data gathered from this tool will assist your team and our nursing home clientele in monitoring patient progress and retention over the course of service delivery and after discharge. This summative assessment will provide a glance for comparison purposes and assist therapists to monitor functional measures. Outcome measurements are now an integral part of our assessment regimen due to Health-Care Reform.

See page 2 for sample of the **Functional Outcome Assessment**.

Inside this issue:

Developing Outcome Metrics to Support SNFs	1
Point of Interest CMS PPS Policy Ruling	1
Functional Outcome Assessment	2
Ergo Hot Topics & Events	3
Owners Corner	4
Just for Fun	5

CMS PPS POLICY UPDATES FY 2012 effective October 1, 2011

Group Therapy: The definition of group therapy *The new ruling changes the way group services are defined and counted for. Group treatment is now defined as "therapy provided simultaneously to four patients who are performing similar therapy activities."*

Change of Therapy OMRA Ruling states Every 7 days after an ARD,

The Changes to the MDS Assessment Schedule and the new COT (Change of Therapy) OMRA will change the way we monitor, monitor, and again monitor our PPS minutes and treatments. The Changes to the MDS Assessment Schedule will shorten the window allotted to capture RUG levels. Daily monitoring will have to occur to avoid missing minutes in the assessment windows and maintain RUG categories to avoid a COT OMRA.

End of Therapy

This Rule will change our staffing protocol, since ALL Facilities that Ergo Solutions serve will require 7 day rehabilitation coverage at all times to avoid residents missing weekend treatments. Prior to this ruling, CMS would distinguish between 5 day treatment facilities and 7 day treatment facilities to lessen the burden of completing an EOT OMRA. However, as of October 1, 2011, ALL SNFs will be considered 7 day treatment facilities and expected to deliver 7 days of rehabilitative treatment. The ruling implies that if a resident misses Saturday, Sunday and refuses on a Monday, an MDS will have to be completed to reflect End of Therapy (EOT) OMRA. This will create inconvenience for all staff members involved in the MDS processes.

NEWS ALERT!!

Functional Outcome Assessment

LEVELS

- 7= Independent (no assistance)**
- 6=Modified Independent (adaptive measures required)**
- 5=Supervision (set up required)**
- 4=Minimum Assistance (25 % assistance required)**
- 3= Moderate Assistance (50% assistance required)**
- 2=Maximum Assistance (75% assistance required)**
- 1= Total Assistance (> 75% assistance required)**

Facility:

Diagnosis:

Name:

	Admission/ Evaluation Status	Discharge Status	Follow Up (30 day)
Self Care			
Eating			
Grooming			
Bathing			
Dressing UB			
Dressing LB			
Toileting			
Self Care Subscore:			
Transfers			
Bed to Wheelchair			
Toilet Transfer			
Locomotion			
Walk / Wheelchair			
Motor Subscore:			
Communication			
Receptive			
Expressive			
Cognition			
Safety Awareness			
Problem Solving			
Communication/Cognitive Subscore:			
Total Score:			
Pain Scale 1-10			

ERGO EVENTS & HOT TOPICS

AOTA HILL DAY IS SEPTEMBER 19, 2011

DISCUSS OCCUPATIONAL THERAPY WITH CONGRESS AND LET YOUR VOICE BE HEARD!!!! JOIN ERGO FOR AOTA HILL DAY!!

Dr. Jason Henderson, author of new book titled :

White Man. Black Man. Chinese Man.



ERGO
MAGAZINE

EMPLOYEE CORNER: ON THE GREEN WITH JASON "BROOKE" CAWLEY

There are 5 performance factors that go into a golf game that any therapist can address.

- 1) Posture 2) Balance 3) Flexibility 4) Strength/Power 5) Control Endurance.

You do not need to be a golf professional to address these performance factors. A golf swing is a methodical loading or coiling of the body on itself, which is followed by a controlled unwinding of power and speed. This results in the impact of the club head on the ball moving into a beautiful release. All of this happens in a perfect world; however, for the weekend warrior it happens with all the stress and fatigue our bodies endure during the work week. Therefore, our bodies are not ready for all of the loading and unloading it takes to swing a club over and over the same way each time. In this article we will go through some of the common areas of tightness as it relates to the modern swing of a right handed golfer.



The modern swing relies on a stable (legs) yet flexible (hips) base, superior shoulder ROM (external rotation abduction and horizontal abduction), and the ability to maintain the pelvis (with a slight anterior tilt) and spine in its optimal position (lordosis). This allows for the proper mechanics to facilitate rotation. As therapists, we know the mobility at the distal end comes from proximal stability. Every individual swing is going to be different, as our body types are different. However, what a good golfer is able to do is reproduce their unique swing over and over again. His or her body will adapt and perform whatever task he or she asks it to do regardless of the outcome. Our job as therapists is to get the body to operate the most optimal way, just as the golfer wants to reproduce the optimal swing over and over again.

We as therapists can assist golfers by developing their flexibility and stability as it relates to their needs. To begin a golfer must address the ball having his or her feet approximately shoulder width apart with a slight flex in the knees and hips, a small anterior pelvic tilt and the lumbar spine in slight lordosis. To achieve this position one must have flexible hamstrings and gastric soles complex to allow this "sitting



on a bar stool" position. The next order of business is to ensure the hip is able to externally rotate with the foot on the ground while maintaining this position. This requires left hip rotation flexibility and right hip internal rotation flexibility. This will allow the spine & torso to rotate further and load the spring in the backswing while maintaining a repeatable swing path. Once the lower body has begun the coiling process the wrist's left (ulnar deviation) and right extension initiates the upper body movement. This is followed by right elbow flexion, moving the right shoulder into abduction and external rotation and the left arm into full horizontal adduction, requiring posterior shoulder musculature flexibility. This brings us to the controlled mayhem we call the "downswing" until impact and follow through.



Ergo Solutions

Ergo Solutions
1250 Connecticut Avenue NW
Ste 200
Washington, DC 20036
Phone: (202)261-6598
Fax: (202) 629-5467
E-mail: goergorehab.com

The solution to your rehab needs



We're on the web!
goergorehab.com

The solution to your rehab needs

Ergo Solutions is an innovative, full-service company that specializes in rehabilitative management and consultative services. We are dedicated to providing the highest quality of therapy to every patient we serve, and at every level of care. Our first goal is to perform a professional and thorough evaluation of the patient's injury or disability. We then work as a team to ensure the development of an accurate and beneficial plan of treatment. As the largest rehabilitation outsourcing group in Washington, D.C., we expand the potential of rehab everywhere we go. Ergo Solutions is owned and operated by therapists with a diverse knowledge of the rehabilitation field. We are committed to providing high quality services with strict adherence to regulatory requirements.

"WHEREVER YOU GO, GO ERGO!"

Owners Corner

The four dynamic owners of Ergo Solutions, would like to thank the customers Ergo serve on a day to day basis. Each edition our newsletter will serve as a forum for one of the owners to share a word of encouragement and gratitude. This edition features Olu P. Ezeani, PT, CFO.

Customer Service

Customer service is an integral part of our job in the healthcare service industry. Our most vital asset is the customers and patients we serve on a daily basis. I am proud of the efforts that our employees have made over the years to ensure that we give good customer service. I would like to share some tips from my reading about customer service:

- The Customer is the boss - We are in business to service the customer. We can only service our customer if we know what the customer wants. Always listen carefully as they will tell how you can provide them with good service.
- Be a good listener—Identify the customer needs by asking questions and concentrating on what a customer is really saying. Always be aware of body language, tone of voice, and most importantly how the customer feels.
- Identify and anticipate needs—Communicate regularly so that you are aware of problems or upcoming needs.
- Make customers feel important and appreciated - Treat your customer as an individual. Always thank them every time you get a chance.
- Help customers understand our systems - If customers do not understand our systems they can easily become frustrated and angry. Educate the customer about our systems to avoid confusion.
- Appreciate the power of "yes" - Always look for ways to help your customers. When your customer has a request always tell them that you can do it (as long as it is within reason).
- Know how to apologize - When something goes wrong apologize and come up with a solution to correct the problem. The customer may not always be right but the customer must always win.
- Give more than expected - Since the future of keeping business is keeping the customer happy, think of ways to help elevate the company above the competition.
- Get regular feedback from the customer - Provide a method that invites constructive criticism, comments and suggestions.

Thanks,

Olu P Ezeani, PT, CFO

L.O.L. & JUST FOR FUN

LEADERSHIP CROSSWORD

G Q N B M S I X G S Q D F S E
X N E R Q B Q H T A G R R K F
S S I C J V H H D L U O B P F
E U K R K Y W Y A S T W D W E
G B P V I S I O N A R I E S C
A O B P J P W L C X O L E N T
R N J I O H S I G I C L C I I
U X S M Q R N N Y K P X N A V
O F S X N U T M I M V T E E E
C N X P M F M I A C E W X H I
N U T M J Q K X V G P W H D K
E S O D A B E E R E S M H T G
E C F A T N A I L P M O C O F
T A C I N R T O T W R N C I K
M F A D Y Y A Q U W S I M N Y

COMMUNICATORS

ENCOURAGE

INTEGRITY

COMPLIANT

EXAMPLES

SUPPORTIVE

EFFECTIVE

INSPIRING

VISIONARIES

Inspirational Quotes on Leadership:

Good leadership consists of showing average people how to do the work of superior people.

- **John D. Rockefeller**

I believe that the capacity that any organization needs is for leadership to appear anywhere it is needed, when it is needed.

- **Margaret J. Wheatley**

It is better to lead from behind and to put others in front, especially when you celebrate victory & when nice things occur. You take the front line when there is danger. Then people will appreciate your leadership.

- **Nelson Mandela**