

---

# The Every Person's Guide to Creating a Seating Clinic

Genevieve Jamin BScOT

# How rethinking seating clinic design changed everything

Pushing the envelope of seating clinic design generates better therapists, deeper partnerships, and achievement of goals for clients.

# Background

- Alberta Aids to Daily Living (AADL):
  - Provincial funding source for wheelchairs and seating.
  - Determines guidelines and requirements for OT's and PT's to become authorizers for basic and advanced seating components.
- In 2016, an AADL policy change allowed for the creation of new seating clinics.



## 2016 State of the Union:

- The existing Edmonton Zone clinic received referrals for the Northern half of the province which is over 448, 500 km<sup>2</sup>
- Potential client base over 13,363 clients
- Wait times could exceed 18 months
- Service Delivery time 6 + months
- Community therapists did not attend appointments with their client

# In Addition:

- Wheelchairs are ordered by community therapists but specialized seating components can only be authorized by specialty clinics
- Often the community therapists skills were lacking when it came to prescribing wheelchairs

## Solutions – The Easy Ones

- Edmonton Zone Leadership decided to create the Edmonton Zone Seating Service to increase access for clients
- Education was developed and provided in partnership with the University of Alberta

## Solutions – The Less Than Easy

- Direct funding only for 1 coordinator position
- Needed to create a system that would increase everyone's skills and capacity



## Edmonton Zone Program Areas:

Program	Description
Home Living (HL)	Community dwelling clients requiring in home medical services
Supportive Living (SL)	Community dwelling clients with higher care needs that live in a home style apartment with on-site medical services
Facility Living (FL)	Congregate living with onsite registered nursing provided 24/7
Community Aids for Independent Living (CAIL)	Community dwelling clients not receiving Home Care services for equipment needs only
Children's Home Care (CHC)	Pediatric Home Care

## The Every Person's Guide to Creating a Seating Clinic

---

- Each program area / Home Living office committed a 0.2 FTE to seating
- Seating therapists would be embedded in their program areas for team support
- Community therapists would now be required to attend the clinic assessment with their client

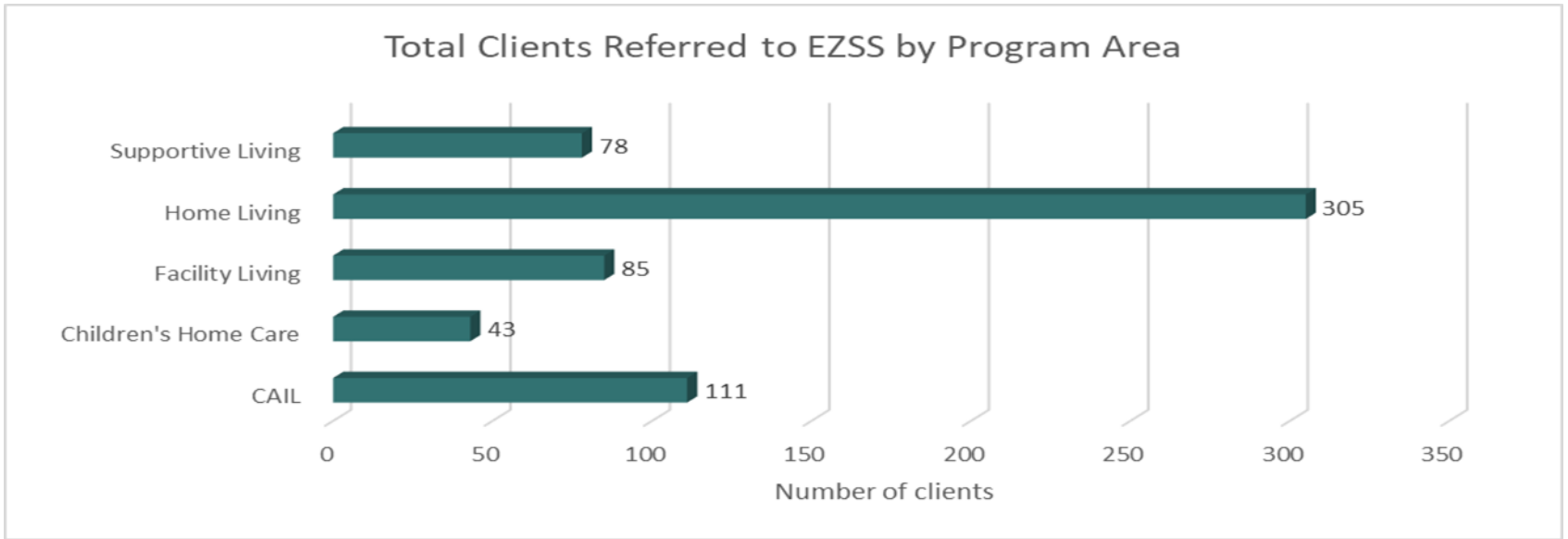
## Clinic Space

- No funding available for physical location
- Physical space available for clinic at vendor locations with consistent days and times
- Assessments could also be carried out in clients homes when needed

## Processes and Procedures

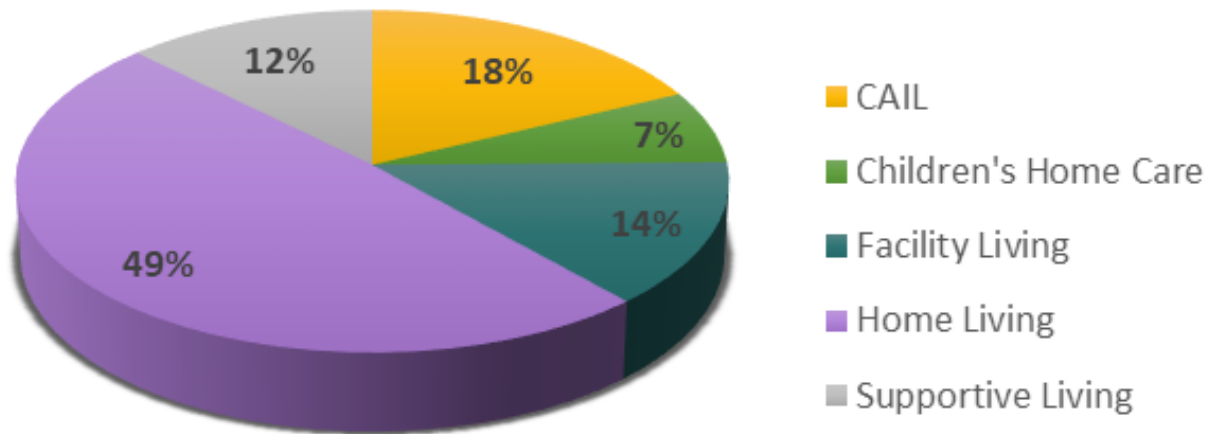
- Every effort was made to optimize the wheelchair setup prior to the initial appointment
- During the initial appointment the client is fully assessed and the wheelchair is adjusted with new seating components being installed

# The Every Person's Guide to Creating a Seating Clinic

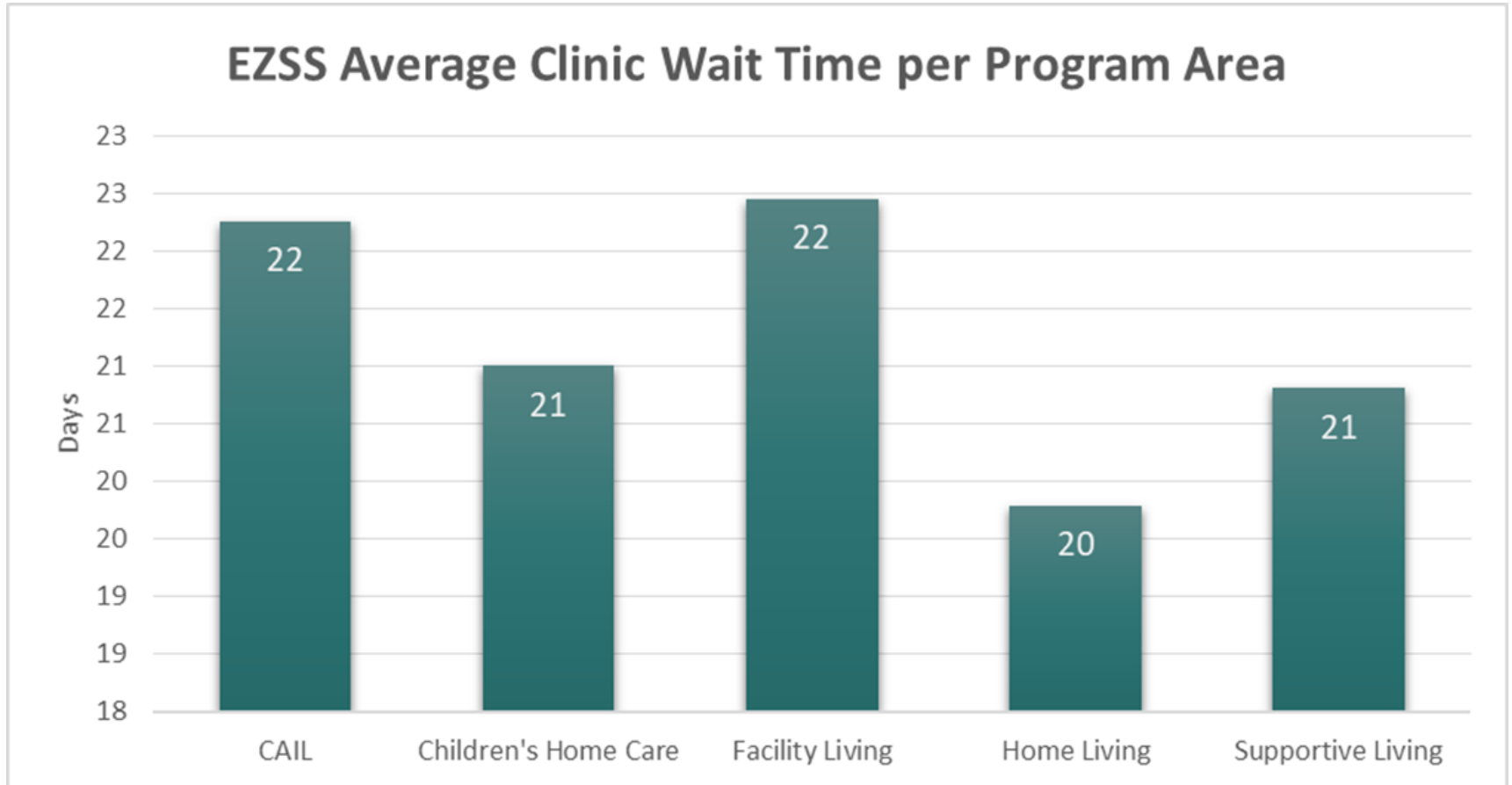


## The Every Person's Guide to Creating a Seating Clinic

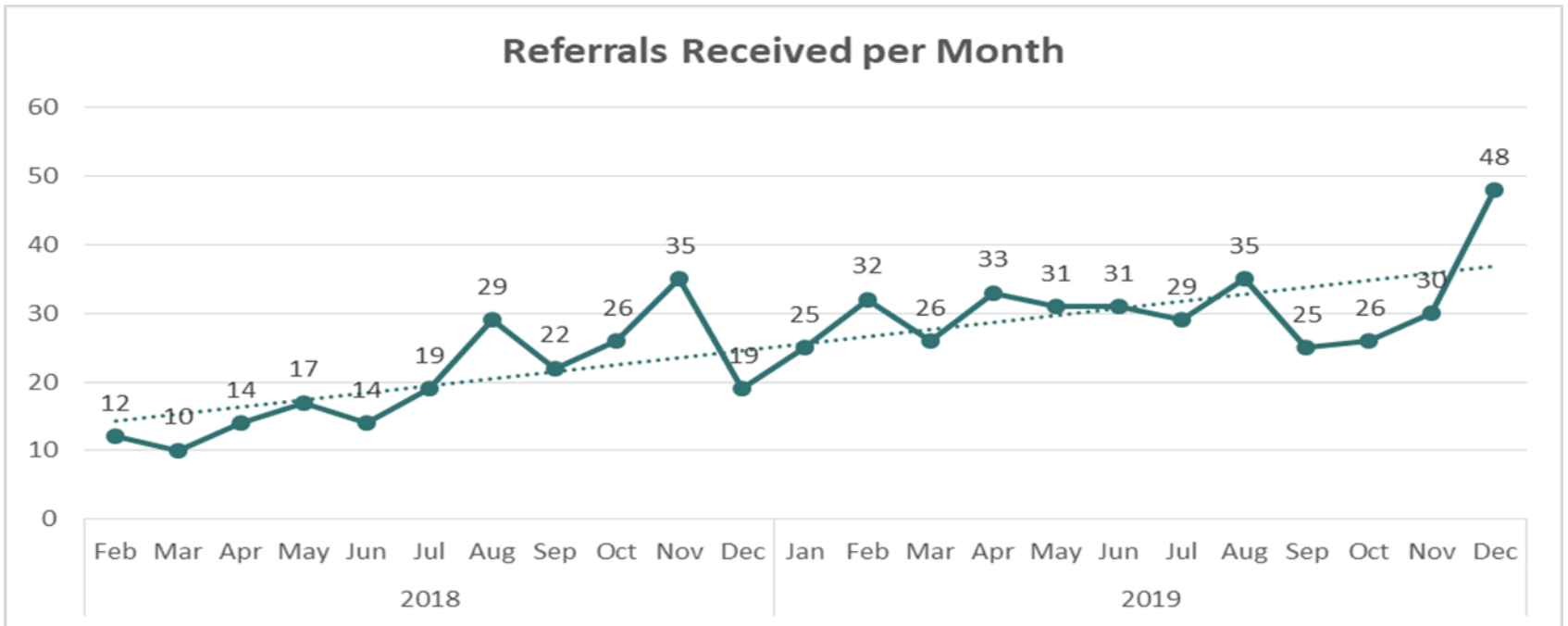
### Percentage of Clients Referred by each Program Area



# The Every Person's Guide to Creating a Seating Clinic

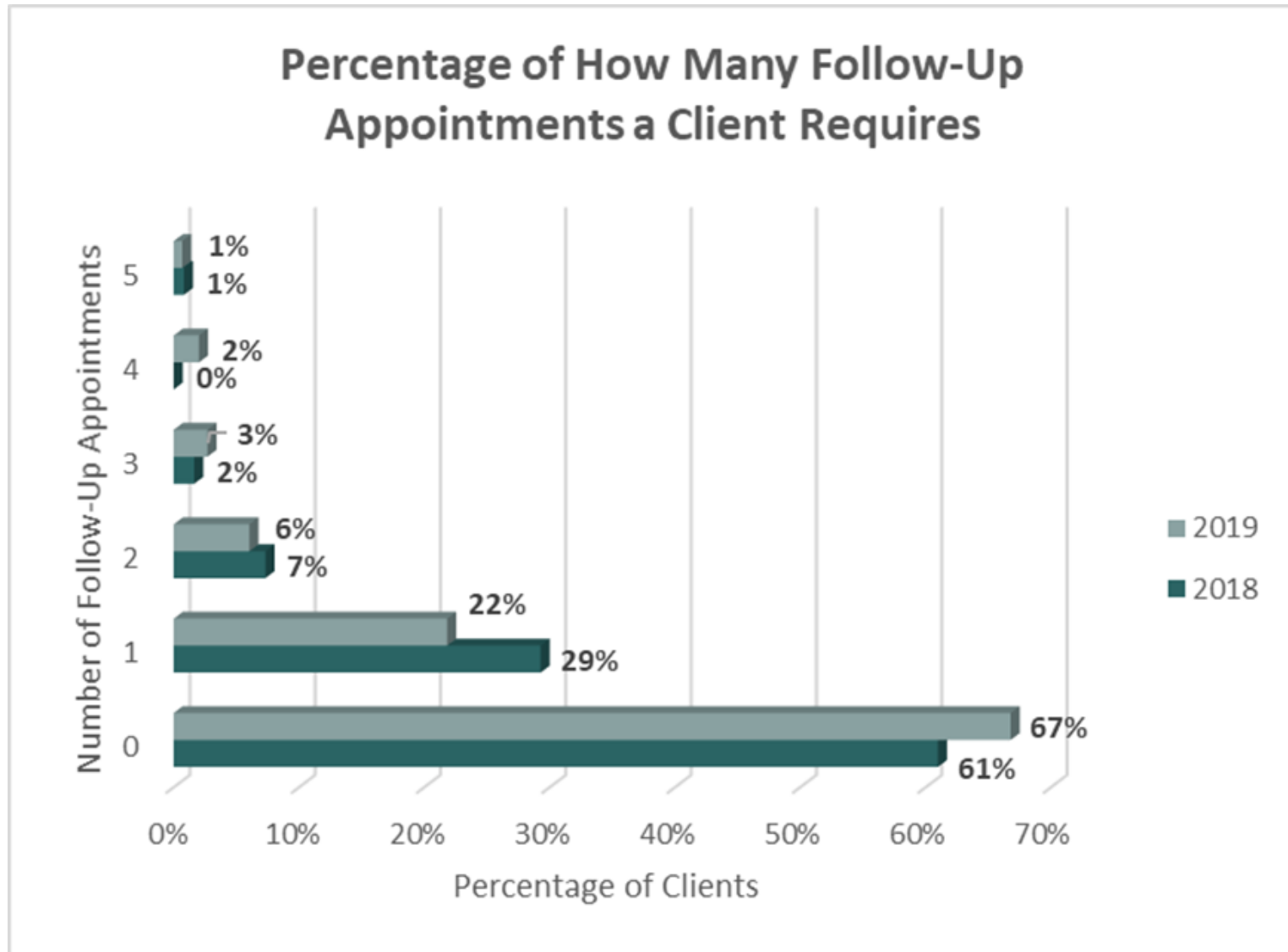


# The Every Person's Guide to Creating a Seating Clinic





# The Every Person's Guide to Creating a Seating Clinic



# Learnings

- Program seating therapists learned that majority of their seating workload was not spent on seeing clients in seating clinic but was spent supporting the practice development of the front line therapists in their program area

## EZSS to Date

- Has received 623 total referrals
- 15 program seating therapists now trained in seating
- Wait time is currently 20 days
- Client survey started
  - Customized version of WAT-LX
- Clinician survey being rolled out
- Tele-Rehab 2.0

# Future Directions

- Tele-Rehab 2.0
- Increased advanced education

