

Quality Equipment Services – the role of Clinical Services

David Lacy
Occupational Therapist
NRS Healthcare

December 2020

What is quality in occupational therapy (OT)?

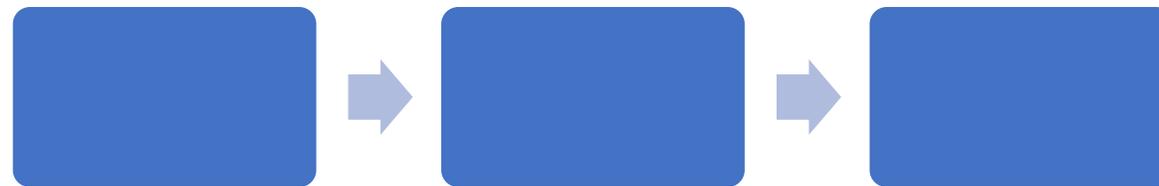
- Quality dimensions as defined by World Federation of Occupational Therapists (WFOT) (2018):
 - Accessibility
 - Appropriateness
 - Effectiveness
 - Efficiency
 - Person-centredness
 - Safety
 - Sustainability
- Quality perspectives:
 - Structure
 - Process
 - Outcome
- Quality indicators:
 - Measurables for occupational therapy services

Occupational Therapy in ICES at NRS Healthcare



How is quality measured?

- Clinical Governance
 - Audit
 - Reporting
- Successful outcomes include:
 - Sustainability
 - Efficiency
 - Person-centredness



The key role of OT at ICES

- Staffing has grown from 2 OTs in ICES in 2014 to:
 - 2 Clinical Managers
 - 13 ICES contracts with Occupational Therapists
 - 8 Occupational Therapy Assistants
 - 2 Clinical Admin support
- NRS Healthcare has occupational therapy services within 75% of our ICES contracts.