



## Director's Message for 2009

I am very pleased to report on the challenging and exciting year we have had at Integrated Rehab Professionals. Major changes have been made in areas of business, and every day we continue to grow as a company. As always, we pride in our strength and stability as a corporation, placing quality care in the hands of our respected therapists and managers.

The Physiotherapists, Occupational Therapists and Social Workers who work for IRP are loyal to the company and dedicated to quality client care.

2008 has been a busy and challenging year for the Staff, Managers and the Director of Integrated Rehab Professionals.

IRP has progressed in technology using PASE modules of Procura Software – a very advanced health care software provider. We commenced billing processes on Procura in 2005 and progressed to client documentation on Procura in 2006. In 2008 fifty percent of our therapists are documenting at point of care in client's homes. All team members can view client reports immediately when they are completed. Full documentation becomes a permanent chart on Procura, never to be eliminated and always present for all to view. It is a best practice and an innovative method in client charting.

Training and education initiatives throughout 2008 have been aimed at improving knowledge of community based services, improving techniques and implementation of best practices for the therapists of IRP.

IRP has been a very active partner in the Rural Health Training Institute – (Queens University, UOIT, CECCAC and IRP).

We have been involved in being preceptors for Physiotherapy and Occupational therapy students. Students from Queens University have been given a very rare opportunity to participate in a program of physiotherapy and occupational therapy in the rural setting in Durham Region. To date IRP has supervised seven students in total.

I am an active participant in the Durham West Collaborative of the Local Health Integrated Network (LHIN) and I plan to align IRP along the same path and philosophy of the LHIN. IRP will be looking forward to having an integrated team approach to Seamless care for seniors, client safety, chronic disease prevention and management and mental health and addictions.

I look forward to continuing to encourage IRP into progressive and innovative thinking, to investigate research initiatives via the Ontario Home Care Association.



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Integrated Rehab Professionals is exploring initiatives to provide an integrated service delivery model to the clients in the CECCAC and to that effect are our new goals for 2009 as follows:

### **Goals and Objectives for 2009**

- Explore avenues for providing integrated services to the clients we service by including nursing, personal support workers and therapies as either an applicant team or joint venture.
- Continue with in-services to train and educate the Service Providers of IRP
- Promote a community education initiative for all contracted companies – explore CARF accreditation as a choice for community agencies.
- CPR training either late 2009 or early 2010
- Continue with reporting on 15 Performance Indicators
- Collect Data from indicators and benchmark results within IRP
- Report on Value added performance indicators during Performance Reviews

We look forward to an exciting 2009 and 2010, with growth and quality care being our main focus for Integrated Rehab Professionals.

Regards,  
Angela Dye  
Director Integrated Rehab Professionals