

Clinical Ex Components

There are 11 factors that establish ClinicalEx. See how

1. EFFICIENCY

It's paramount that the licensed clinical staff person's efficiency is made the focus (versus aides, billers, receptionist, etc.) since the pay for licensed staff is much greater.

Start by removing the "Blockers" to the PT/OT's efficiency.

The most common Blockers are:

- Documentation
- Non-standardized sequencing of treatment plans.
- Excessive subjective and verbal conversation.
- Engaging in activities outside the plan of care.
- EMR

2. ACCURACY

- Is documentation being performed accurately?
- How do you check it? Are self-audits and chart reviews being performed regularly?

3. COMPETENCY

- Are exams, tx plans, progressions, re-evals, discharges being performed correctly?
- Do they apply treatments and procedures appropriately?
- Is Documentation being done correctly, thoroughly, and efficiently? Is it being tracked?
- How are you ensuring high competency standards? Do you perform Competency Reviews?
- Do you perform chart audits?

4. ACCOUNTABILITY

- Are patient's instructed on their role in the Rehab process?
- Is their involvement being tracked?
- Are they held accountable? (confronted, asked to demo)
- Is homework given to the patient? Self-care, education and instruction lead to empowerment.

5. AUTHORITY

- Is your clinical staff establishing authority with patients?
- Is it clear to the patient that their job is to follow the instructions and advice given by the therapist?

Patient compliance is compromised when authority is not established.

6. COMPASSION

- Are therapists and staff trained on how a patient feels and what they go through emotionally, psychologically, personally, and financially as a patient?
- Is this training performed regularly? Is it logged? Are they ever tested?

7. PRIVACY

- Is the level of preferred privacy determined with each and every patient?
- Is there a protocol?
- Is it properly being implemented during treatment sessions?
- How do you track it?

8. SECURITY

- Is PHI being kept secure?
- Is staff properly following security protocol?
- Are they trained regularly?

9. RESULTS

- How proficient is staff on “Fast-Acting Techniques” (FAT) for each body part?
- Are they trained on FAT’s?
- Are treatment “results” being measured?
- How do you quantify, track and standardize it?
- How is the administration making sure results are maintained and kept high?

10. EFFECTIVENESS

“Results” alone is not the measure of quality. Some patients don’t improve clinically but still feel they were helped tremendously. When all components of ClinicalEx is followed, quality care can still be high. This determines the Effectiveness of your system.

- Are you measuring the “Effectiveness” of your clinical systems through surveys?

11. TRUST

- Is trust being fostered in the relationship with the patient? Is the therapist applying the “Trust Factors” for the given patient profile?
- Is staff trained on the 4 patient personality types?
- Are key words, phrases, touch, eye-contact, and proper expressions utilized by the clinician and staff.

Without trust, patient compliance decreases. The ability of an organization to establish trust with their patients is essential to their future success.