

# Exploring a new model of care

## Community Therapy Assistant First Visit Project



Carol - North



Sue - Rodney



Glenda - West



Jenny - West



Lesley - Rodney

### Results

Therapy Assistants are completing First Visits for approximately 10-12 patients per week across sites. The First Visit Project has decreased waiting times for a specific cohort of patients. As an added bonus of the First Visit Project, Therapy Assistants have reported an overall increase in job satisfaction.

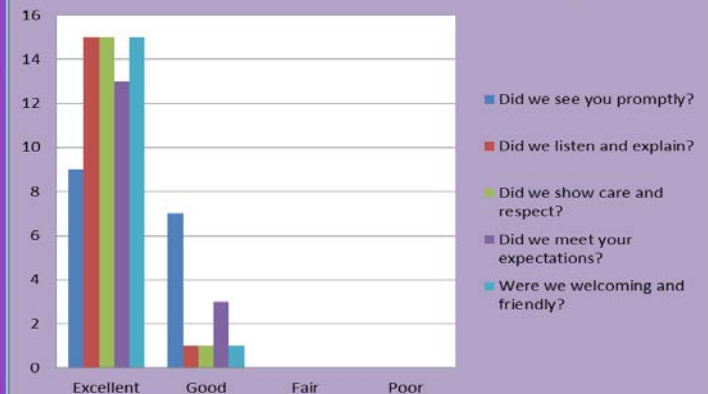
### Method

The initial assessment was changed from a home visit for clinicians to a telephone interview. Using this interview tool clinicians were able to identify patients who would benefit from having basic equipment. These patients were then referred to the Therapy Assistants to complete the First Home visit.

### Background & goals

The objective for the First Visit Project was to reduce wait times for patients whose needs could be met with basic equipment such as toilet frames, shower stools and chair raisers while still maintaining clinician involvement and following current policies and procedures. The extended wait time for some patients could be between three to six months which could result in patients falling requiring hospital admissions and draining resources even further.

### Waitemata DHB Friends and Family Test



### Conclusions

The First Visit Project has been successful in reducing wait times for many patients without reducing the quality of our service. Having Therapy Assistants complete home visits for basic equipment allows clinicians time to focus on more complex cases.