

STANDARD WORK: ABI Inpatient Intake
DATE March 2022

Purpose: To improve the flow of ABI Inpatient referrals from the time of referral received until the time of admission

	Major Steps	Details (if applicable)	Reasons (Why)	Target Timelines
1.	Referral is registered completely and sent to designated CIC	File is briefly reviewed, and CIC is assigned according to stream (Slow to recover or Community Reintegration Unit)	Most appropriate CIC attached to the file	60 to 90 minutes upon receiving the file
2.	File is reviewed by assigned CIC	Ensure the file contains information needed to start the intake process,	Prepare for conversation with referral source	No greater than 1 business days from receiving the file
3.	CIC contacts referral Source	<ul style="list-style-type: none"> Confirm rehab readiness and ask any clarifying questions. Confirm contact information for referral source (email, phone # and cell phone) 	To understand the patient rehab needs	No greater than 2 business days from receiving the file
4.	Schedule FIA	<ul style="list-style-type: none"> Attempt to confirm FIA time and date when speaking to the referral source It should not be the CIC schedule that delays this appointment. If you are unable to accommodate referral source, prioritize your schedule or have a colleague to assist 	To ensure FIA is completed within target timelines	Preferred 1 to 3 business days but understand referral source can delay timeline. No Greater than 5 business days from the conversation with the referral source
5.	Complete FIA	<ul style="list-style-type: none"> FIA should be completed in person or on zoom. Phone assessment not ideal for gathering information needed for a successful admission Patient, family, community team must understand the Intake team determine if patient is approved/denied or pending CIC to present the ABI rehab program so everyone understands what to expect 	Gather all information needed for the physician to determine rehab readiness	90 to 120 minutes

		<ul style="list-style-type: none"> Community Hospital is instructed a Repatriation Agreement must be received prior to admission 		
6.	Write up FIA	<p>Complete an electronic FIA using most current FIA template</p> <ul style="list-style-type: none"> CIC to contact MRP upon the completion of the FIA to schedule a time to present information 	Information gathered is organized and presented standard format	3 to 5 hours to complete report Must be completed No greater than 2 business days from the date of the FIA
7.	Present information to Physician	<ul style="list-style-type: none"> Prior to meeting with physician print a copy of your FIA for the physician Prepare the file to allow for easy access to any information the physician may request If the physician requires additional information, the CIC must communicate this to the referral source within 1 to business days Depending on the physician's request, the request for this service should be closed or pending in the ABI Data Base. The decision must be made by the CIC and Clinical manager. Each case is different and must be discussed If a patient file is pending, it is expected that outstanding items will be resolved within no greater than 1 week If patient file is closed, it is considered as "CIC monitoring status". When pending items are resolved, a re-referral or new FIA is not required. 	Physician has everything available to make the best decision on same day of review with the CIC	No greater than 1 to 2 business days of completing the FIA
8.	Patient is approved, denied, or pending	<p>Approved/Denied</p> <ul style="list-style-type: none"> CIC responsible for talking with Clinical Manager and/or Clinical Leader to determine admission dates <p>Approved/ Pending-</p> <ul style="list-style-type: none"> Patient is placed on the waiting list for ABI Inpatient Beds, on the date approved by physician 	Determine possible admission date	No greater than 1 business day from the approval date

9.	CIC informs the referral source, patient and/or contact person to inform them of the outcome of the presentation (Pending, approved or not rehab ready)	Contact by phone and be prepared to answer any questions regarding decisions	Everyone is aware of the decision.	Same day or no greater than 1 business day from the presentation to physician
10.	CIC informed ABI Rehab bed is available	<ul style="list-style-type: none"> • CIC contacts referral source to confirm there are no changes in medical status and referral source is aware of the admission date • FIA with admission details to be emailed to entire ABI B3 South Unit and physicians • Confirm repatriation agreement is received or when it will be received • Obtain details of transportation and arrival time 	Admission is organized with community hospital	Same day or no greater than 1 business of knowing a bed is available
11.	Patient Arrives at Regional Rehab Centre	<ul style="list-style-type: none"> • CIC meets with patient to orient to the unit • If assigned CIC is not available, please organize coverage for this 	To assist with the transition to the new environment	1 to 2 hours of the patient arriving at Regional Rehab Centre

CIC = community intervention coordinator
FIA = functional intake assessment