

Supplementary Material

The specific questions asked in the survey for the study are listed below for the Acute and the Rehabilitation Survey. All information requested relates to 2009–2011, complete 12-month period (calendar or fiscal year), for all new and re-admissions for patients with spinal cord injury.

LEVEL 1. PROCESS MAPPING SURVEY—ACUTE CARE FACILITY

Administrative information

Name of facility
Address
Health authority
Trauma level
Regions served
Total number of beds
Number of beds available for SCI admissions

Admission information

Number of tSCI admissions to acute?
Number of ntSCI admissions to acute?
Number of direct tSCI admissions from trauma scene to acute?
Describe the departments/wards where patients with tSCI can be directly admitted to (emergency department, ward, ICU) on arrival to the center.
For non-direct tSCI admissions, list the top 5 referring centers, in decreasing order of patient admissions.
How many patients with tSCI, if any, were denied admission and sent to another center for acute care?
How many patients with ntSCI, if any, were denied admission and sent to another center for acute care?

Relationship between acute care and rehabilitation facility

List the top 5 referring rehab centers, in decreasing order of SCI patient admissions
For the major referring centers described above, what are the administrative relationships between acute and rehab centers in this region? (e.g., same building, same health authority, no relationship)
How geographically close is the acute care center to the nearest intensive rehab center?
If applicable, how many patients were on a wait list for rehab admission? And what was the min, max and average time?

Service availability

Number of spine surgeons on call 24 h**
Total number of CT scanners in hospital
Number of CT scanners located at the emergency department
CT scanner hours of operation
Total number of MRI scanners in hospital
MRI hours of operation
Number of operating rooms (ORs)
Number of OR that can be used for spine surgery
Number of OR dedicated to trauma
Number of OR dedicated to spine surgery
Number of intensive care unit (ICU) beds
Which wards are patients with SCI admitted to for the majority of their stay?
How many beds are in each ward described above and how many beds can patients with SCI be admitted to?
Are patients with SCI cohorted (grouped together) in the wards described above?
How many beds are staffed with clinicians with SCI expertise (primarily care for SCI) on the wards described above?
Describe clinical positions (% FTE) on the wards described above.
Are all SCI beds staffed at the same ratio on the wards described above? Please describe the staff to patient ratio for the beds in the wards described above.
Describe the processes for consulting rehab in acute care (physiatry) and transferring patients to an intensive rehab center (including the criteria).
Were patients ever denied access to an intensive rehab center? If so, how many?
Are there any rehab facilities (e.g., rehab gym) located in the acute care center? If yes, please list.
Describe the typical rehab services provided in acute care phase, the location(s) they are provided in, and the frequency of services received in a week.

Discharge information

How many patients with tSCI were discharged to an intensive rehab center?
How many patients with ntSCI were discharged to an intensive rehab center?
How many patients with tSCI were discharged to home following acute care?
How many patients with ntSCI were discharged to home following acute care?
How many patients with tSCI were discharged to other destinations? (e.g., other acute, long-term care)
How many patients with ntSCI were discharged to other destinations? (e.g., other acute, long-term care)

Conclusion

What are the greatest challenges with regards to SCI patient care encountered by your center?

**Subsequently added as a follow-up question.

LEVEL I. PROCESS MAPPING SURVEY - REHABILITATION CARE FACILITY

Administrative information

Name of center
Address
Health authority
Regions served
Total number of beds
Number of beds available for SCI admissions

Admission information

Number of tSCI admissions to rehab?
Number of ntSCI admissions to rehab?
For SCI admissions, list the top 5 referring centers.
Were there instances of patients with SCI having to wait for admission to the rehab center?
If applicable, how many patients were on a wait list for admission? And what was the min, max, and average time?
How many patients with tSCI, if any, were denied admission and sent to another rehab center?
How many patients with ntSCI, if any, were denied admission and sent to another rehab center?

Relationship between acute care and rehabilitation facilities

What are the administrative relationships between acute and rehab centers in this region? (e.g., same building, same health authority, no relationship)
How geographically close is the rehab center to the nearest acute care center?

Service availability

Does your rehab center only treat patients with SCI?
If no, what other rehab programs do you offer (e.g., acquired brain injury, neuromusculoskeletal, etc.)?
What are the criteria for receiving intensive rehab for patients with SCI?
What inpatient ward(s) can a patient with SCI, be admitted to for majority of their stay? If multiple, please list the wards.
How many beds are in each ward described above and how many beds can patients with SCI be admitted to?
Are patients with SCI cohorted (grouped together) in the wards described above?
How many beds are staffed with clinicians with SCI expertise (primarily care for SCI) on the wards described above?
Describe clinical positions (% FTE) on the wards described above.
Are all SCI beds staffed at the same ratio on the wards described above? Please describe the staff to patient ratio for the beds in the wards described above.
Describe the typical inpatient rehab services provided for SCI, the location(s) they are provided in, and the frequency of services received in a week.
Is there an outpatient program for patients with SCI?
If applicable, describe the typical outpatient rehab services provided for SCI, the location(s) they are provided in, and the frequency of services received in a week.

LEVEL 1. (CONTINUED)

Discharge information

How many patients with tSCI were discharged to home following rehab?

How many patients with ntSCI were discharged to home following rehab?

How many patients with tSCI were discharged to other destinations? (e.g., other rehab, long-term care)

How many patients with ntSCI were discharged to other destinations? (e.g., other rehab, long-term care)

Do you have facilities available where patients can live while waiting for home renovations? If yes, please list.

Conclusion

What are the greatest challenges with regards to SCI patient care encountered by your center?

SCI, spinal cord injury; tSCI, traumatic spinal cord injury; ntSCI, non-traumatic spinal cord injury; computed tomography; MRI, magnetic resonance imaging; FTE, full-time equivalent.