



Impact of an Orientation Program on Improving Care Coordination in an Adult Health Care Center

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Advanced Adult Day Health Care (ADHC)

- Community-based adult day center located in Simi Valley, CA
- Mission:**
 - “Assist adults and senior citizens in enhancing QOL by providing professional, quality outpatient health care and rehabilitation services for loved ones” (Advanced ADHC, 2022)
 - Person-centered care
- Services:**
 - Therapeutic and social activities
 - Medical health services
 - Occupational therapy (OT), physical therapy, nursing, social work, and dietary counseling

Needs Assessment Summary

1. Enhance care coordination
2. Develop an administrative flowchart and procedure.
3. Develop an employee performance review and policy training

Literature Review

- Little to no evidence-based research on how occupational therapy services can impact training and professional development in an adult health care center
- A well-defined and highly effective orientation program will help new staff demonstrate competence in care coordination - leading to improved quality of care and satisfaction (Ayeleke et al., 2019)
- Bridging gaps, negotiating overlaps in roles and tasks, and creating space in the organization enhanced and improved care coordination (Schot et al., 2019)
- Orientation plays a vital role in establishing a basis for a practical, strong, and productive workforce, affecting the quality-of-care coordination (Hina, 2014)

Learning Objectives

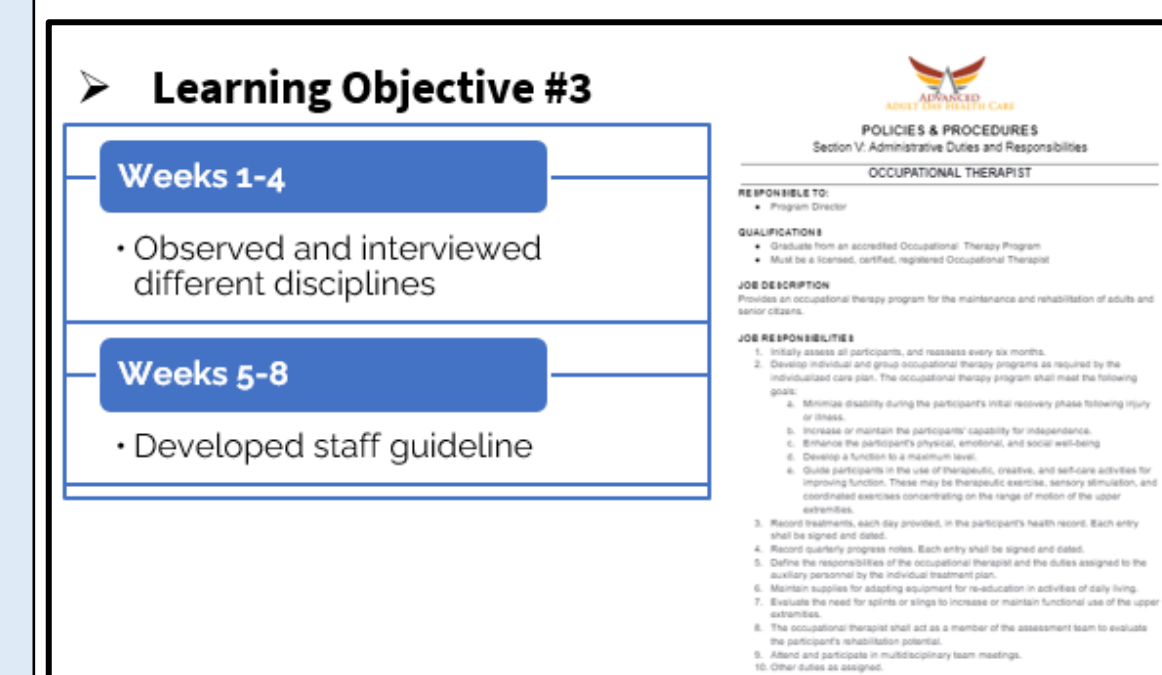
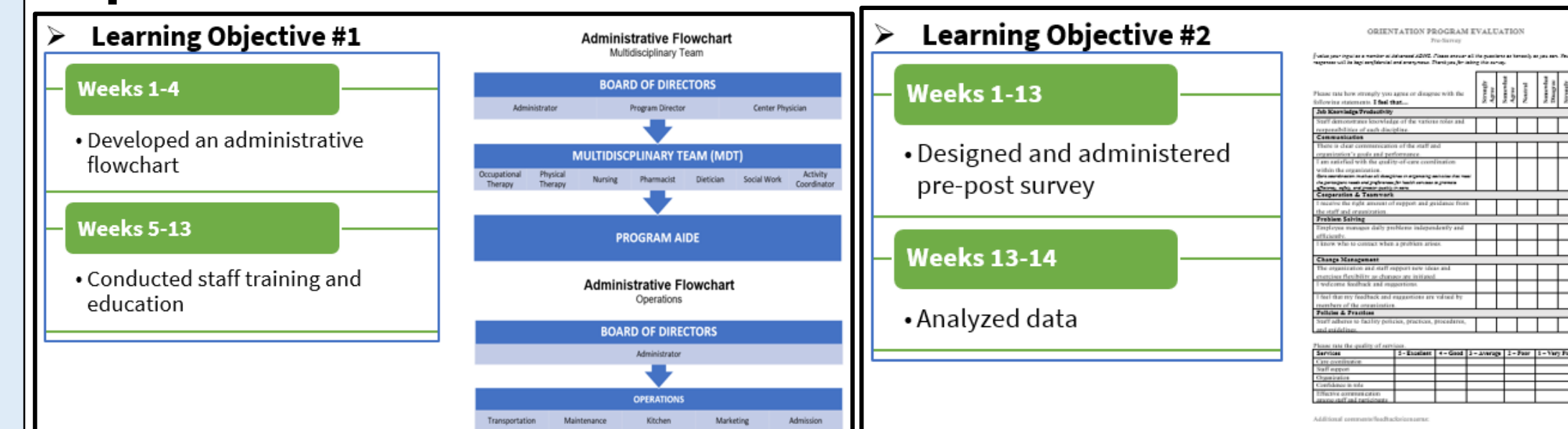
1. Develop and implement an orientation program for new participants and staff to **enhance long-term quality care coordination**
2. Conduct a program evaluation to **determine the effectiveness of the orientation program**
3. Develop a new hire guideline to help staff understand their roles and responsibilities and how they fit into the organization to **improve care coordination**

Project Description and Implementation

Purpose:

- Develop and implement an orientation program to enhance long-term quality care coordination among staff and participants
- Six-stage plan with emphasis on administration in OT: plan, analyze, develop, implement, evaluate, maintain

Implementation:



Scan here for Implementation Outline documents



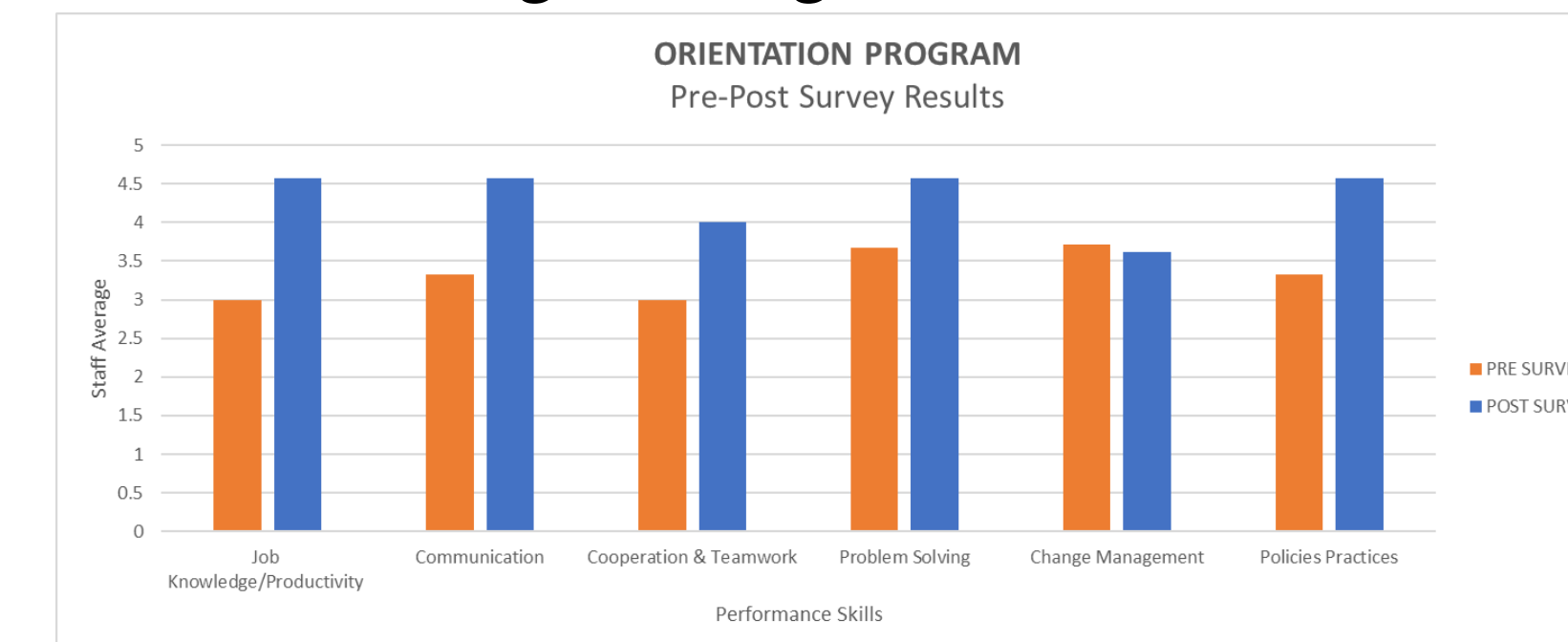
Evaluation and Project Outcomes

Evaluation Methods

- Self-authored pre-post-test surveys
- Likert scale statements

Orientation Program Results:

- Staff reported clear expectations of roles and responsibilities
- Significant increase in areas of knowledge/productivity, communication, problem solving, and policies practices
- Decline in change management



Staff Satisfaction Results:

- Staff reported increase in satisfaction but feel there is still a need for further improvement



Implications

- Closed the gap in literature for outcomes of orientation program through the lens of an occupational therapist
- Care coordination improved to effectively impact quality of multidisciplinary care in an adult day center
- Promoted an evidence-based and patient-centered program

Discussion

- Staff gained valuable insight and was satisfied with the orientation program
- Administrative flowchart and guidelines provided clear expectations and was beneficial for enhanced care coordination and communication
- Decline in change management due to:
 - Lack of understanding of the dynamics of organizational change
 - Resistance to change
 - COVID-19 restrictions
 - Lack of executive support due to time constraints

Scholarly Deliverables

- Online folder:
 - Orientation video
 - Administrative flowchart
 - Pre-post survey
 - Welcome packet
 - Guideline for staff policies and procedures



Future Directions

- Research opportunities on impact of OT services in implementation of orientation programs
- Progressing towards continuous training
- Assist Advanced ADHC to promote community inclusion through social media

Acknowledgments

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References Available Upon Request