

Systems Support

Swift Training



Rehab Swift Recording Procedure

January 2010

Northumbria Healthcare 
NHS Foundation Trust

In partnership with

NORTHUMBERLAND
COUNTY COUNCIL

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ABOUT THE REHAB PROCEDURE

This procedure details how the following should be recorded on Swift:

- ◇ Rehab referral.
- ◇ Rehab involvements.
- ◇ Diagnosis.
- ◇ Interventions.
- ◇ Falls Information Contact Notes.

It is to be used in conjunction with additional instruction given in the Swift training manuals.



SEARCHING FOR A PERSON/CREATING A PERSON

A thorough search of Swift must be carried out to identify if the person is already known. Refer to the *Frontdesk manual – Finding a Person* section for instruction on carrying out searches on Swift.

If the person does not have a Swift record then a record will need to be created. Refer to the *Frontdesk manual – Creating a Person* section for instruction.

RECORDING A REHAB REFERRAL

Once the person has been found on Swift, or created if the person was not found, a rehab referral must be recorded on the Frontdesk Contacts screen.

- Click on  (Contacts).
- Press  if there is information already recorded on the screen.
- Complete the following fields:

Contact Date

Enter the date the referral was received.

Note: this field will default to today's date. If the referral date is not today's date you will need to delete the date already entered before entering the correct date.

Source Type

Enter the appropriate Source Type.

Name

Enter the name of the person making the referral if they are set up as a professional in Swift.

Source Org

If the organisation exists on Swift, for example a hospital or GP practice then this can be entered. Refer to the *Frontdesk manual – Finding an Organisation* section of the Swift manual.



*Instead of using the drop down box a quick way to bring up a list of hospitals is to type in **Hosp** and then press the tab key. This will produce a list of hospitals from which you can make your selection.*

Text

If the person who made the initial contact is a professional who is not set up on Swift you may record their name in this field.

Reason

A rehab referral must be classified as either:

- ◇ Rehab referral – urgent (within 2 working days)
- ◇ Rehab referral – priority (within 5 working days)
- ◇ Rehab referral – non – priority (within 18 weeks)

Select the relevant priority from the list.

Receiving Team

This will automatically display the team of the person who is recording the referral. The team may need to be changed if it does not display the rehab team receiving the referral.

Worker


This will automatically display the name of the person who is recording the referral and does not need to be changed.

Outcome

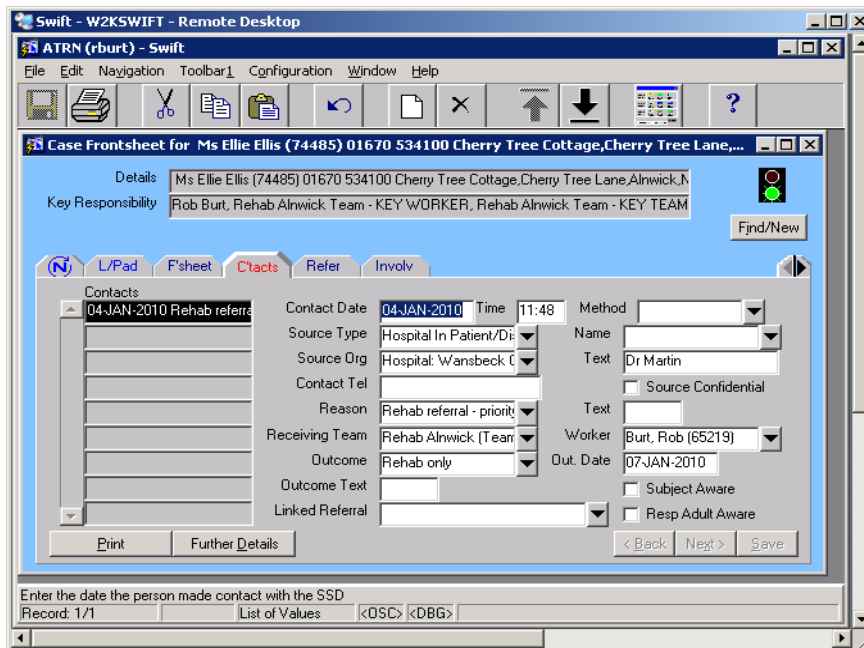
Enter Rehab Only.

Out. Date

Enter the date of the first face to face contact with the client. This may not be known straight away, but must be added to Swift once known.

- Click on 

The completed screen should look something like this:



Note: only the Contacts screen needs to be completed for a rehab referral. Do not record any information in the Referrals screen.

Entering a Contact Note Following Referral

A brief contact note should be entered on Swift outlining that a referral has been received. Refer to the *Contact Notes manual – Recording a Contact Note* for instruction on recording contact notes.

RECORDING INVOLVEMENTS

Recording Rehab Team Involvement

The involvement of the rehab team must be recorded on the Frontdesk Involvements screen. If rehab is the only team involved, then the rehab team should be ticked as the key team on Swift. Refer to the *Frontdesk manual – Involvements* section.

Note: if rehab are the key team and the client is then referred to a social care team, then the key team should be changed to the social care team responsible for the case. The rehab team will still remain as an involved team, but not as key team.

There are five rehab teams on Swift; Alnwick, Berwick, South, Central and West and these teams can be found by entering the relevant short name in the Short Name field on the Organisation search:

- ◇ Rehab Alnwick - Short Name = RHA
- ◇ Rehab Berwick - Short Name = RHB
- ◇ Rehab South - Short Name = RHS
- ◇ Rehab Central - Short Name = RHC
- ◇ Rehab West - Short Name = RHW



As a shortcut you can enter “rehab” directly into the Organisation field and press the tab key to display a list of all of the rehab teams.

Recording Rehab Worker Involvement

When a case is allocated to a named person in the rehab team, this involvement should be recorded on Swift. If the only person involved with the client is a rehab therapist the involvement must be ticked as key worker. If the rehab worker is not a therapist this involvement must not be recorded as key worker.

Recording GP Practice

If there is not a GP practice already recorded for the client then this should be entered on Swift. Refer to the *Frontdesk manual – Involvements* section.

Note: if the GP practice is recorded but has been ended, you can remove the end date rather than entering the GP practice again.

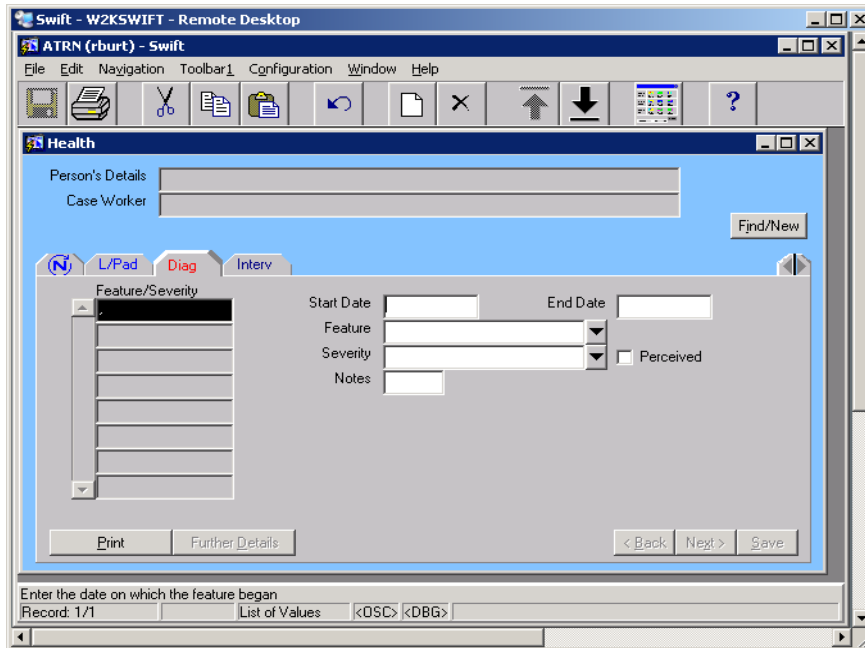
ACCESSING THE REHAB MODULE

The Rehab module is used to record rehab interventions and diagnosis.



- Access [Rehab](#) via Launch Pad or by using navigate. Refer to the *Basic Use of Swift* manual for guidance.

The following screen will be displayed:



- If you have accessed the Rehab module via Launch Pad you will need to find the person. Refer to the *Frontdesk manual – Finding a Person* section for guidance.

RECORDING DIAGNOSIS

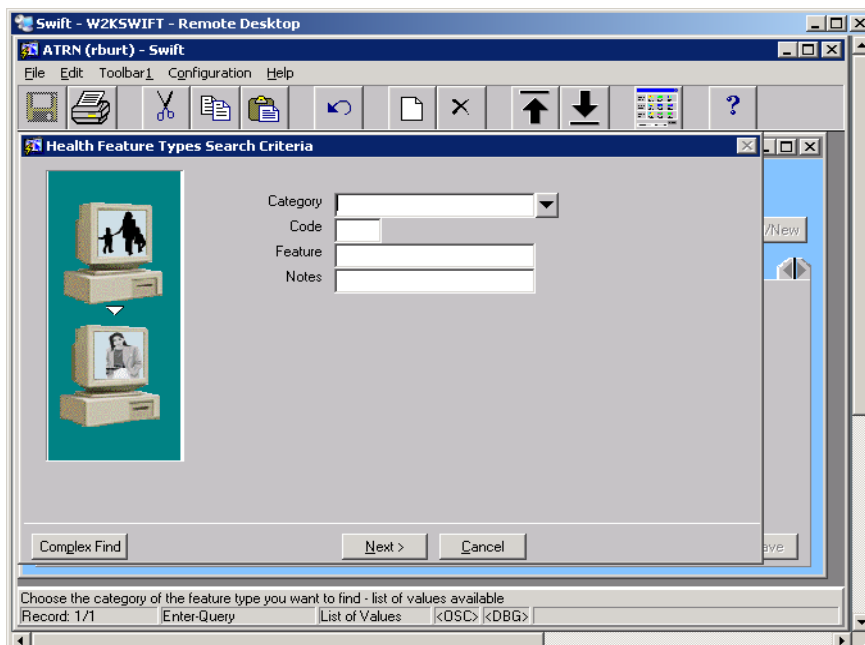
- Click on **Diag**.
- Press **F6** if there is information already recorded on the screen.
- Complete the following fields:

Start Date

Enter the diagnosis start date. This should be the date the client was referred to rehab and must be the same as the date entered in the Contact Date field on the Contacts screen.

Feature

Click on the drop down box and the following screen will be displayed:

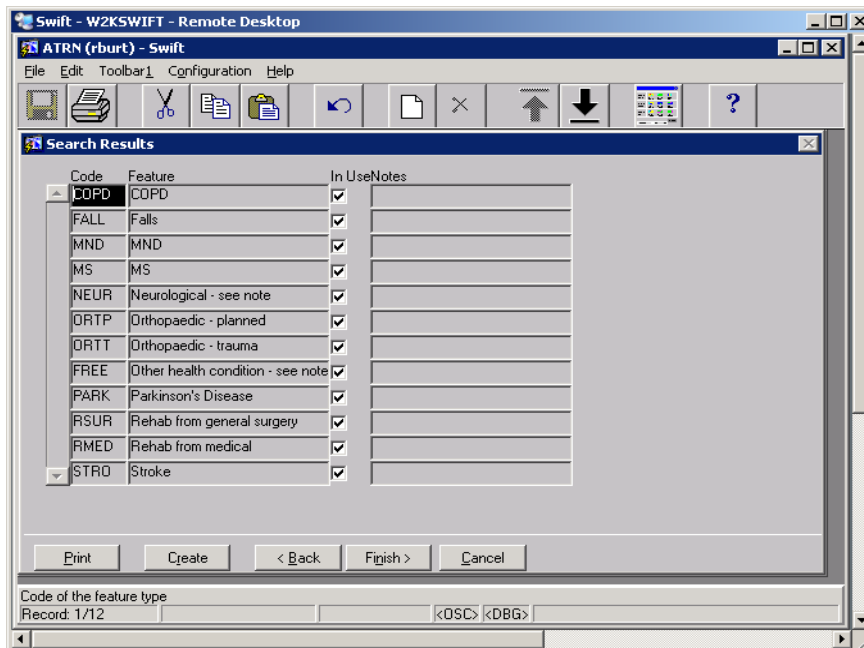



Category

Select **Conditions**.

- Click on 

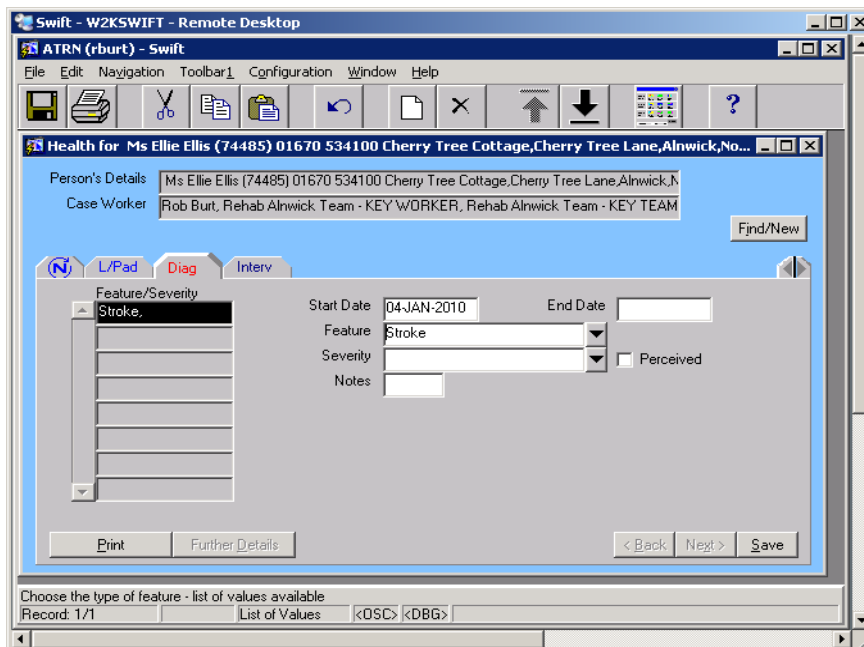
The following screen will be displayed:



- Click on the diagnosis from the list and click on 

Note: if the diagnosis is labelled "see note", you will need to enter the details into the notes field.

The following screen will be displayed:




Note: as a shortcut, if you know the Swift name of the diagnosis, e.g. Stroke, you can type it straight into the feature field. However, you must use the exact case, e.g. capital S and then lower case troke, and then press tab.

Notes

If the diagnosis is labelled "see note", enter the details into this field.

- Click on 

- If you wish to record more than one diagnosis press  and repeat this process.
Note: where the client's original diagnosis is superseded, the original diagnosis should not be amended or deleted from Swift and there is no requirement to record the new diagnosis.

RECORDING FALLS INFORMATION

There are specific contact note types for recording Falls information.

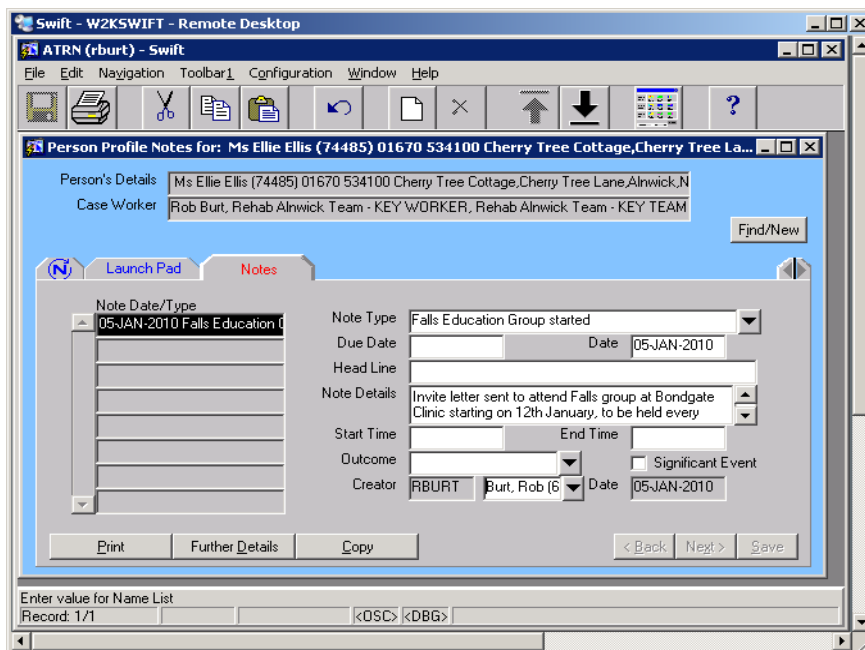
- ◇ Falls Education Group started
- ◇ Falls Tinetti Balance Assessment (record results in further details)
- ◇ Falls Tinetti Gait Assessment (record results in further details)

For instruction on how to record contact notes refer to the *Contact Notes manual – Recording a Contact Note* section of the Swift manual, however this section gives more specific information on what should be recorded on these contact notes.

Falls Education Group

Use the date the invite letter was sent to the client as the date of the contact note. The date the group is starting and the venue/location should be recorded in the Note Details field.


The completed screen should look something like this:



The screenshot shows a 'Person Profile Notes' window for Ms Ellie Ellis. The 'Notes' tab is active, showing a list of notes on the left and a form for a new note on the right. The note type is 'Falls Education Group started'. The date is '05-JAN-2010'. The 'Note Details' field contains the text: 'Invite letter sent to attend Falls group at Bondgate Clinic starting on 12th January, to be held every'. The 'Creator' is 'RBURT Burt, Rob (6)' and the 'Date' is '05-JAN-2010'. Buttons for 'Print', 'Further Details', 'Copy', '< Back', 'Next >', and 'Save' are visible at the bottom of the form.

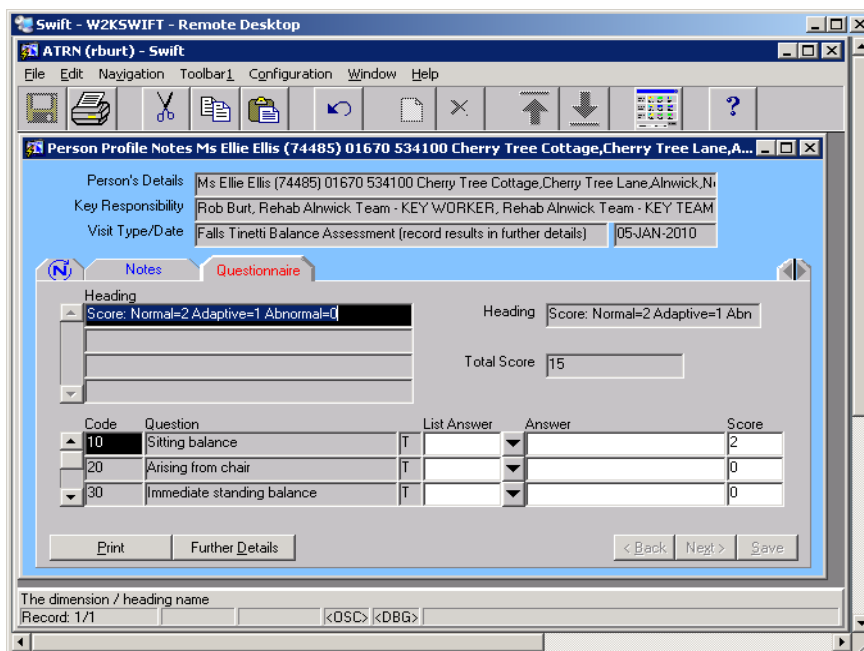
Falls Tinetti Balance and Gait Assessments

Tinetti assessments are carried out at the beginning and at the end of the intervention, therefore there should be 2 contact notes entered where a client has had a Tinetti assessment.

The contact note date should be the date the assessment was carried out. The Tinetti scores are entered in a questionnaire which can be accessed by clicking on  after the contact note is saved.

A score should be entered against each question in the Score field.

Example of a questionnaire screen for a Tinetti Balance Assessment:



Instruction on completing contact note questionnaires can be found in *Contact Notes – Recording a Contact Note* section of the Swift manual.

ENDING REHAB INVOLVEMENT

Entering First Face to Face Contact

Before closing a case, you must check that the date of first face to face contact has been recorded in the Out. Date field on the Contacts screen.

There will be some instances where a case is being closed and the client has not been seen. If a rehab referral was recorded on Swift, but later it was deemed inappropriate and signposted elsewhere, the referral date should be entered as the date of first face to face contact.

If a client is admitted to hospital, dies or declines further involvement then record the date of admission, death or when the client decided not to engage as the date of the first face to face contact.

Ending Rehab Team/Rehab Worker Involvement

When the involvement of the rehab team/worker ends this involvement must be closed on Swift. Refer to the *Frontdesk manual – Involvements – Ending Involvements* section of the Swift manual.

Ending GP Practice

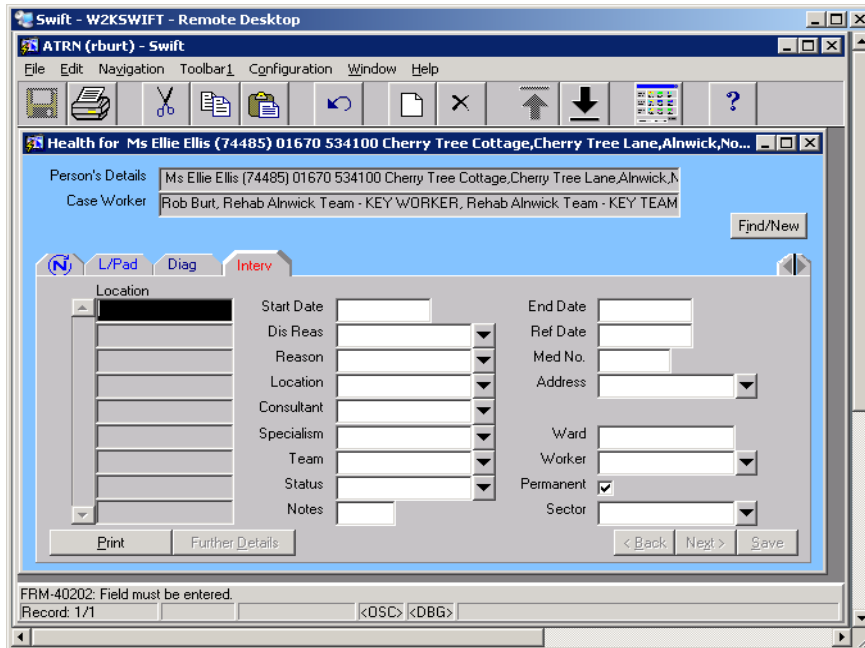
If no other team is involved with the client then the GP practice should be ended. Refer to the *Frontdesk manual – Involvements – Ending Involvements* section of the Swift manual.


Recording an Intervention



- Access **Rehab** via Launch Pad or by using navigate. Refer to the *Basic Use of Swift* manual for guidance.
- Click on **Interv**.

The following screen will be displayed:



- If you have accessed the Rehab module via Launch Pad you will need to find the person. Refer to the *Frontdesk manual – Finding a Person* section for guidance.
- Press  if there is information already recorded on the screen.
- Complete the following fields:

Start Date

Enter the intervention start date. This should be the date of the first face to face contact with client.

End Date

Enter the intervention end date. This should be the date the involvement with rehab ended.

Dis Reas


Enter the discharge reason.

Ref Date

Enter the referral date. This should be the date entered in the Contact Date field on the Contacts screen.

Location

Enter the location where the treatment took place.


	<p>You can use the following shortcuts when searching for location rather than carrying out an Organisation search as described in <i>Frontdesk – Finding an Organisation</i> section of the Swift manual:</p> <ul style="list-style-type: none"> ◇ Hospital: enter “Hosp” and press tab. This will list all hospitals recorded on Swift and you can make your selection from the list. ◇ Client’s own home: enter “own home” and press tab. ◇ Residential/Nursing home: type the first part of the name of the home directly into this field and press tab, e.g. “Station Court”. This will list all residential/nursing homes with this name and you will be able to select the correct home from the list.
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Specialism

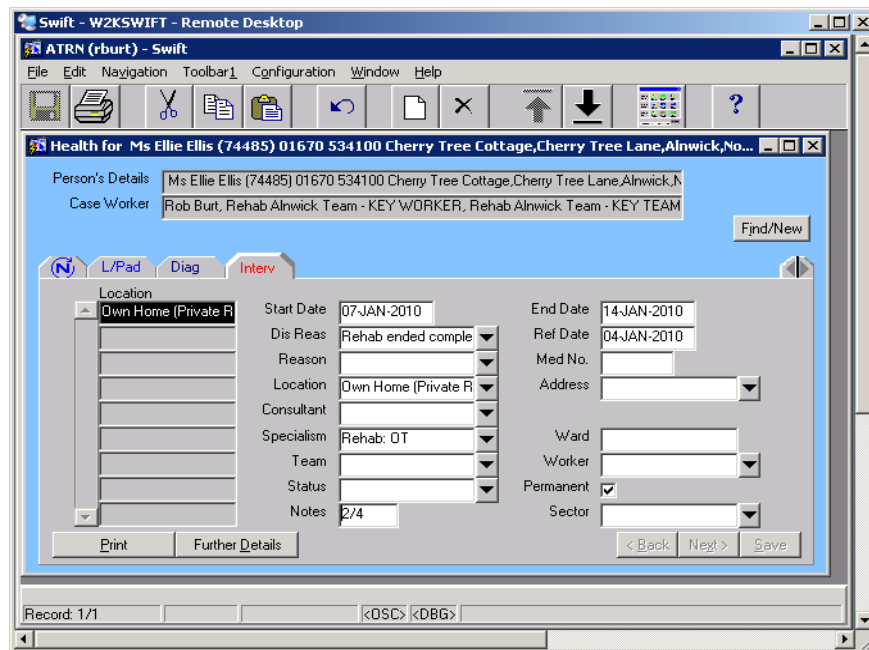
Enter the type of rehab intervention. Where several rehab professionals have been involved in the intervention, enter “Rehab MDT” in this field.

Notes


If goals have been set then this field should be used for the number of goals reached, for example 2/4 or 3/7. If no goals have been set then this field should be left blank.

- Click on 

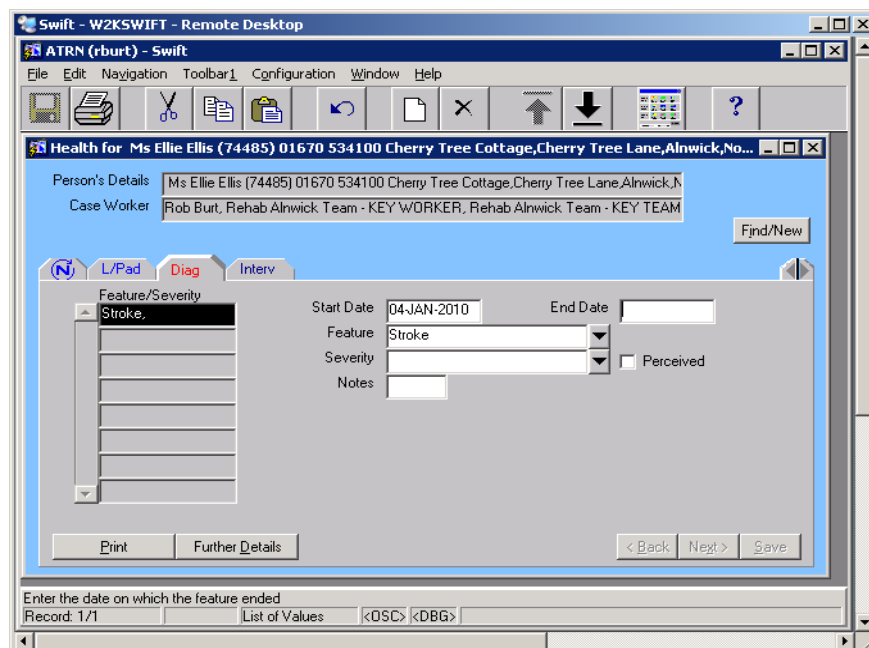
The completed screen should look something like this:



Ending Diagnosis

- Click on 

The following screen will be displayed:



- Complete the following fields:

End Date

Enter the diagnosis end date. This should be the same as the end date of the Intervention.

- Click on 

Entering a Closure Contact Note

A contact note should be entered onto Swift detailing that the case is to be closed.

For instruction on how to record contact notes refer to the *Contact Notes manual – Recording a Contact Note* section of the Swift manual.

Recording Date of Death

If the client has died and rehab are recorded as the key team, then a date of death must be recorded on Swift. If there is a current referral with a care management team, then it is this team's responsibility to record the date of death.

For instruction on recording date of death refer to the *Frontdesk – Closing a Case – Recording Death of Client* section of the Swift manual.