

## 2014 Gage Awards

<b>Reference #</b>	7492064
<b>Status</b>	Complete
<b>Name of hospital or health system</b>	Rancho Los Amigos National Rehabilitation Center
<b>Name of project</b>	4-by-Health: Health for the Patient by the Patient: Going Beyond Traditional Patient-Centered Care
<b>CEO name</b>	Jorge Orozco
<b>CEO approval</b>	Check here to confirm that your CEO approves of this project being submitted for a 2014 Gage Award
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<b>Submitter title</b>	Chief Quality Officer & Associate Hospital Administrator
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<b>Project contact person's name (First and Last)</b>	Shawn Phipps, PhD
<b>Project contact title</b>	Chief Quality Officer & Associate Hospital Administrator
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<b>Within which of the two categories does your application best align?</b>	Population Health

**1. Provide a brief description of the project. (This section should resemble an abstract for a poster presentation or an abstract for a peer reviewed journal. Include an objective, data sources, study design, findings, and conclusions.)**

Rancho Los Amigos National Rehabilitation Center (Rancho) serves the most catastrophic and complex population of persons with disabilities and strives every day to restore health, rebuild life, and revitalize hope for patients. In response to this challenge, Rancho has built a population health infrastructure that spans the entire patient population, in order to enhance health, well-being, and quality of life for persons with disabilities. Patient-centered care rests on the basic tenet that patients provide input and make decisions regarding their healthcare, yet services are delivered by traditional healthcare providers, such as physicians, nurses, therapists, and other healthcare professionals. Recognizing the limitations of traditional patient-centered care models, Rancho has developed an innovative ecology of 4-by-Health services that were created and are delivered by former patients who are experts in living with chronic disabilities. At the center of the development and implementation of these programs is the Rancho Patient Advisory Council, which helped to develop four innovative and holistic patient-driven programs, aimed at keeping patients healthy from a population health perspective. In addition, these programs were developed to provide a low-cost, nontraditional, and informal mechanism to engage a community of patients outside the traditional medical model while informally providing early detection of medical conditions, preventing costly hospital readmissions, while improving physical, psychosocial determinants of health, including access to education, economic stability, healthcare, and community.

2. Describe the methods use in this project. Include where, why, and how the project was accomplished.

These 4-by-Health programs include the:

(1) KnowBarriers Peer Mentoring & Life Coaching Program – 30 former patients were hired to provide peer mentoring and life coaching to assist patients with achieving goals to improve health and reduce poor health choices. These patients are experts in the achievement of health, well-being, and quality of life and have returned to Rancho as paid employee and members of the clinical team to provide newly injured and/or diagnosed patients with the support and confidence needed to successfully achieve their goals of living independent and satisfying lives within their own communities. Research consistently demonstrates that as a group, people with disabilities experience costly and potentially preventable chronic and secondary conditions, and early death. Peer mentoring models have demonstrated effectiveness for enhanced self- management and self-efficacy of chronic disease management.

(2) Rancho Wellness Center – Staffed by Rancho's KnowBarriers Peer Mentoring & Life Coaching Program, this center provides the opportunity for the peer mentors to mentor other Rancho Wellness Center participants, and for peer mentors to provide positive role modeling for health and participation behaviors. Employment of the coaches and mentors in the Wellness Center also creates gainful employment opportunities of individuals with disability. The primary focus is to enhance healthy behaviors and reduce secondary complications associated with inactivity and poor health choices. Wellness Center offerings span a range of levels from introductory to advanced levels in an effort to meet a broad spectrum of function and mobility levels.

(3) Art of Rancho Rehabilitation Program – Over 1,000 patients have actively participated in the visual and performing arts at Rancho over the last 20 years. Patients with disabilities learn adaptive strategies for engaging in the arts, including mouthstick painting for patients who do not have use of their hands. An annual art exhibit is held where patients present and sell their art to the general public. In addition, these artists work with our pediatric and adult patients on gaining the skills of expressing themselves through art. An annual performing arts program also showcases our patient's talents through song, dance, poetry, and comedy.

(4) Rancho Works Enterprises Vocational Services Program – Rancho Works Enterprises was developed by patients to address the challenge of gainful employment after disability. It is estimated that over 70% of patients with disabilities are unemployed. Patients enrolled in the vocational services program learn the skills required for successful employment and produce and sell their crafts, plants from the therapeutic garden, and will be hired to staff an on-site snack shop on the Rancho campus.

<p><b>3. Describe the results of the project. What data was used to support improvement results?</b></p>	<p>Through the development and implementation of innovative 4-by-Health patient-driven programming, Rancho has achieved unparalleled outcomes including: (1) an increase in patient satisfaction; (2) a sense of belonging to a community and a family; (3) a solid support and resource network; (4) improved ability to return to community; (5) skillsets aiding patients reintegrating into the workplace; (6) increased physical activity; (7) improved psychological health; and (8) a reduction in depression. Over</p> <p>The Wellness Center boasts 116 hours per month of organized activities exist with 25 unique topics designed to address the unique needs of persons with a disability with goals to promote a healthy, successful life. The exercise gyms are open 7 hours per day/5 days per week for self-directed or assisted physical activity with accessible equipment. Over 500 patients have enrolled in Wellness Center activities to date. Many activities are designed to address the unique needs of persons with a disability with goals to promote a healthy, successful life, including adapted pilates, adapted yoga, seated Tai-chi, balance/vestibular training, nutrition (e.g. shopping/growing healthy food options and practice with healthy cooking), cardio-pump seated/standing, multi-level zumba, adapted dance, fitness and wheelchair sports training, an outdoor adventure program, therapeutic gardening, education classes for return to driving, managing life with aphasia, living life post-stroke and psycho-social support programs for persons and their significant others with Spinal Cord Injury, Stroke, Brain Injury, and other neurological and orthopedic conditions. The life gym and cardio-fitness gym have accessible exercise equipment that is not found in community gyms.</p>
<p><b>4. Describe what happened as a result of the project. Was the improvement related to the intervention? Can the project be duplicated by other organizations?</b></p>	<p>Rancho currently boasts a community of patients who are immersed in and dedicated to patient-driven programs, with the goal of providing a sense of community and support to one another. The legwork has been done and the foundation has been laid for all organizations to address population health in this fashion. In addition, Rancho could serve as an invaluable resource for these organizations, as it has successfully implemented patient-driven programs for the most catastrophic and complex population of persons with disabilities.</p>

<p><b>5. Describe how patients, families, and if appropriate, community was included in the work.</b></p>	<p>Recognizing the limitations of traditional patient-centered care models, Rancho has developed an innovative ecology of 4-by-Health services that were created and are delivered by former patients who are experts in living with chronic disabilities. At the center of the development and implementation of these programs is the Rancho Patient Advisory Council, which helped to developed four innovative and holistic patient-driven programs, aimed at keeping patients healthy from a population health perspective. In addition, these programs were developed to provide a low-cost, nontraditional, and informal mechanism to engage a community of patients outside the traditional medical model while informally providing early detection of medical conditions, preventing costly hospital readmissions, while improving physical, psychosocial determinants of health, including access to education, economic stability, healthcare, and community.</p>
<p><b>5A. Attachment, if applicable (Applicable attachments include documents created for patients, families, or community members or by them as a result of the project)</b></p>	<p><a href="#">WelcometoRanchoPresentation9.24.13.pdf (5530k)</a></p>
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