

CARE EXPERIENCE SETTING

The visit centered around an elderly woman who was accompanied by her husband, her primary caregiver. The patient was diagnosed with Parkinson's disease and was seeking care from the Physical Therapy/Occupational Therapy (PT/OT) outpatient clinic to help mitigate her symptoms.

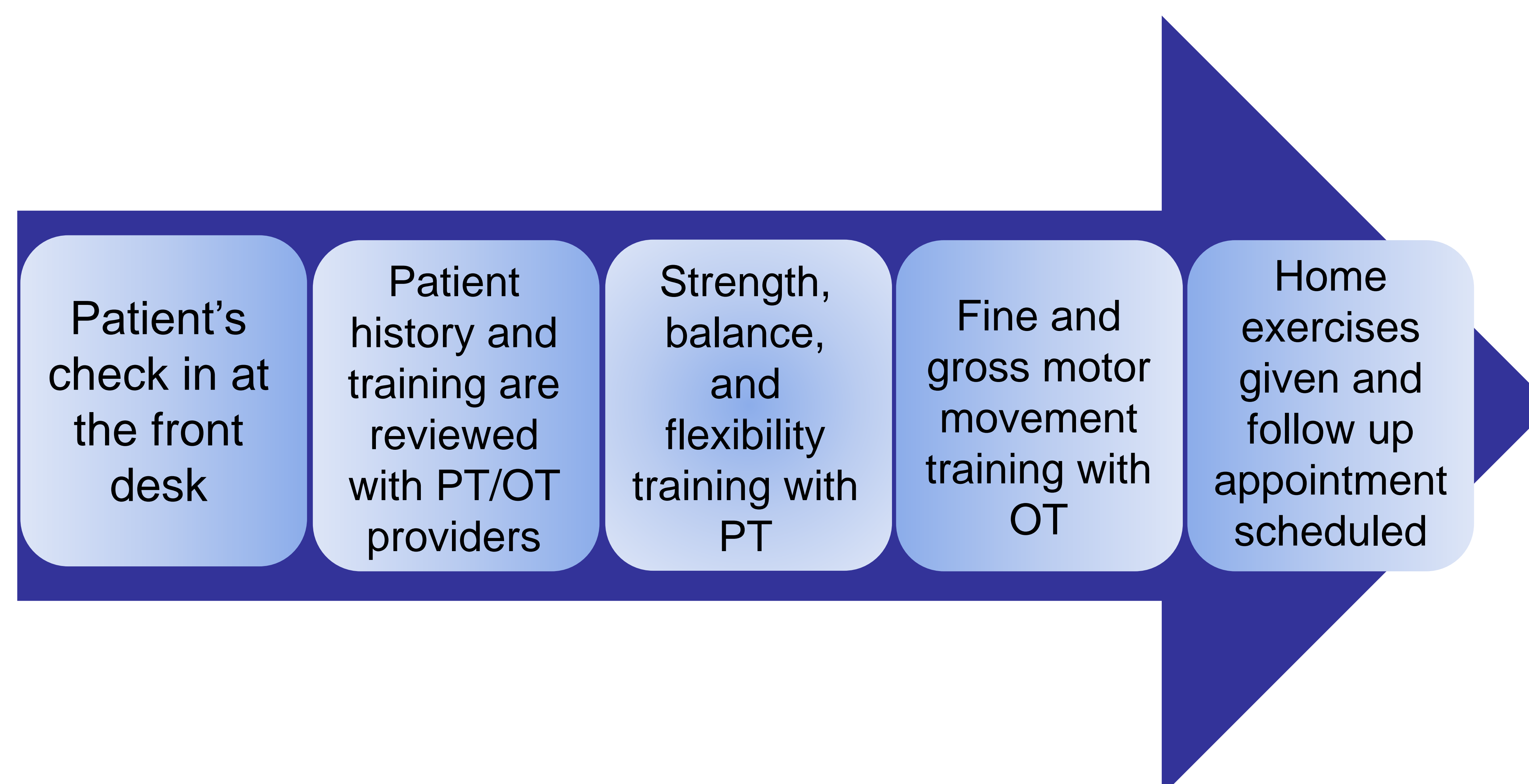


TOUCHPOINTS

All patients have been diagnosed with mild to severe Parkinson's disease and are enrolled in a 4-week combined program with the Physical Therapy and Occupational Therapy (PT/OT) outpatient rehabilitation clinic. Each patient will visit the clinic 3 times a week and will be followed up regularly after the completion of the program.

CARE EXPERIENCE REPORT

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OPPORTUNITIES

- Relocating balance training to an area that provides privacy and space for each patient to participate in training uninterrupted
- Increasing spacing units in the Occupational Therapy (OT) unit to prevent overcrowding and clutter
- Ensure patients are appropriately seen for follow ups after the program has finished

STRENGTHS

- Entire PT/OT staff were friendly and thoroughly explained the details of the patient's appointment
- Reason and importance of conditioning exercises verbalized and reviewed for patient understanding
- PT/OT providers welcomed questions and answered them adequately

CARE GIVERS AND ROLE

Physical Therapist: Evaluates patient status, record patient progress, and develops treatment plan to improve movement, reduce pain, prevent further injury, and restore function.

Occupational Therapist: Reviews patient status/progress and treats injured or disabled patients through the therapeutic use of everyday exercises. Larger focus in improving both fine and gross motor movements

RECOMMENDATIONS

Striving to improve the quality of care in all facets will contribute to an even more beneficial patient experience and will promote positive patient outcomes.