

# Embracing the CSR Model of Care

---

A collaborative journey in community  
stroke rehabilitation

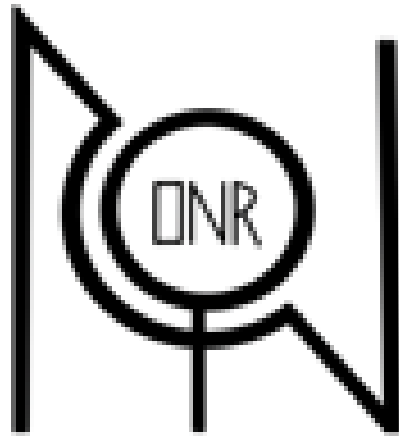
Cathy Bellefeuille – Program Manager

Coreen Bowman – SLP

Brooke Davies – SW

Nathalie Rainville – PTA

Julie Tulini – Recreation Therapist



# Rehabilitation Beyond Clinic Walls Life Beyond Limits

**Outpatient Neurological Rehabilitation (ONR)  
A Program of Health Sciences North, Sudbury, ON**

**Presenters:**

**Cathy Bellefeuille, PT, BScPT, Coordinator**

**Coreen Bowman, S-LP (C) , Reg. CASLPO**

**Brooke Davies, RSW, MSW**

**Nathalie Rainville, Reactivation Worker**

**Julie Tulini, Recreation Therapist**

**Fireside Chat: How we developed our CSR  
hybrid model of care**

# What we hope to accomplish today

What are the critical elements of our model of care?

How did we get started?

What is a typical pathway for our patients?

How do we involve each discipline?

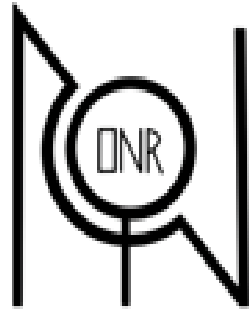
What community partnerships did we develop?

What is team our most proud of?

What barriers have we encountered?

How does our satisfaction survey drive changes?

# Our Starting Point: The Why & The How



Rehabilitation  
Beyond Clinic Walls  
Life Beyond Limits



Health Sciences North  
Horizon Santé-Nord

and



**Northeastern Ontario**  
Stroke Network

# The Original Team

- Colleen Bronicheski, Clinical Manager
- Carrie Basto, OT
- Cathy Bellefeuille, PT
- Coreen Bowman, SLP
- Nathalie Rainville, RW
- Diane Leclair, Med. Sec
- Julie Tulini, Rec Therapist
- Maggie McDougall, OT
- Denise Dudar, RN
- Brooke Davies, MSW
- Chloe Nolet-Chartrand, RW

# Our Team Today



## The ONR Team

- Carrie - Occupational Therapist
- Valerie - Occupational Therapist
- Voula - Occupational Therapist
- Lisa - Occupational Therapist
- Emily - Physiotherapist
- Hailey - Physiotherapist
- Marie-Jeanne - Physiotherapist
- Julie - Recreation Therapist
- Leigh Anne - Recreation Therapist
- Denise - Registered Nurse
- Carissa - Reactivation Worker
- Max - Reactivation Worker
- Nat - Reactivation Worker
- Coreen - Speech-Language Pathologist
- Shai-Lynn - Speech-Language Pathologist
- Brooke - Social Work
- Terah - Social Work
- Diane - Medical Secretary
- Kailey - Medical Secretary



Samantha Shadd, Clinical Manager  
Cathy Bellefeuille, Coordinator



## Our Hybrid Model of Care

### Guiding Questions

- How can we make it meaningful to them?
- How can we bring it into the community?
- Where will patients continue this after we're done?
- What spaces are most meaningful to each person?
- Can we bring this into their homes?
- How can we reduce reliance on clinic settings?

**How do we meet people where they are and where they want to be?**



Meet Patient A

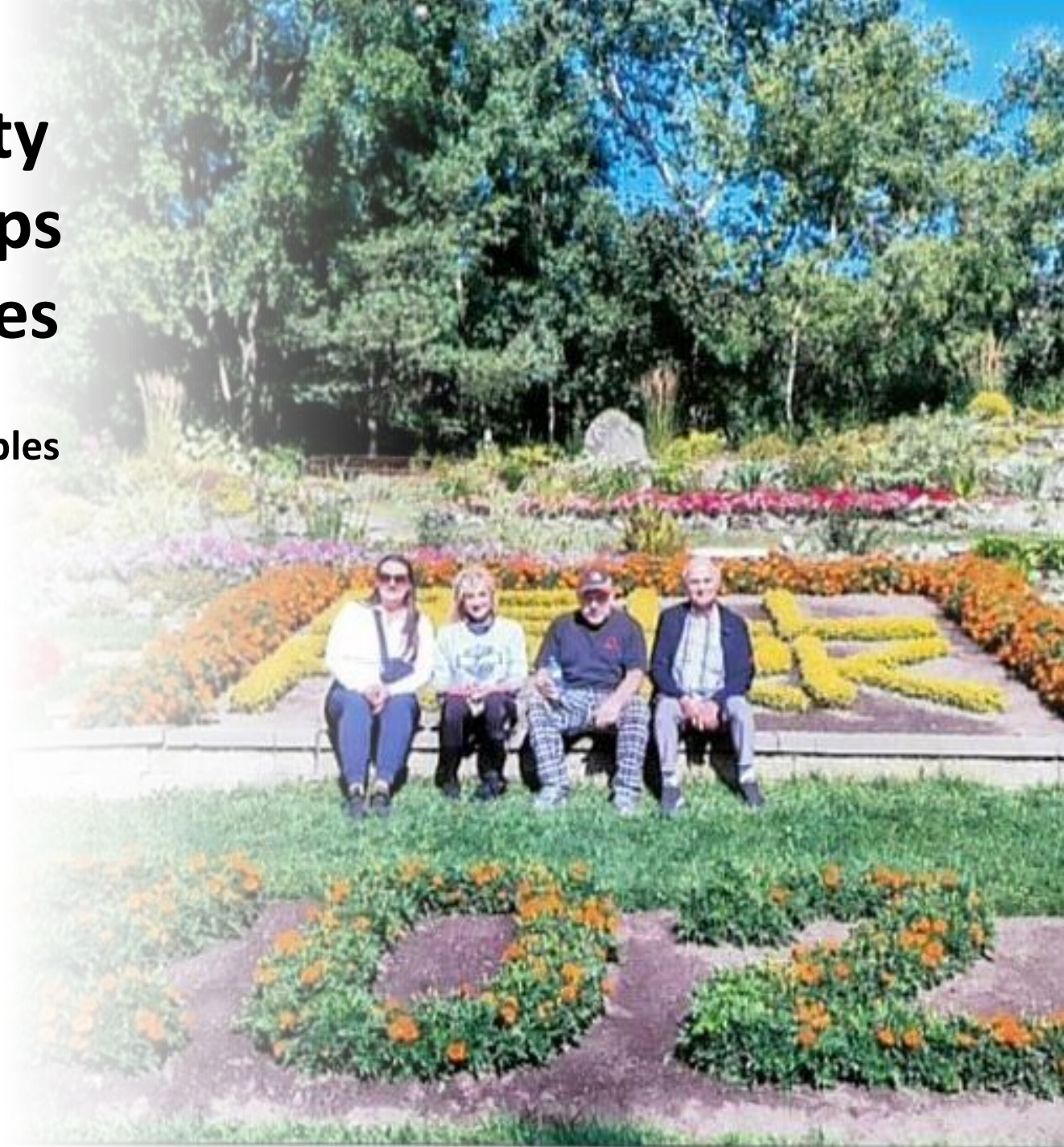




Meet  
Patient B

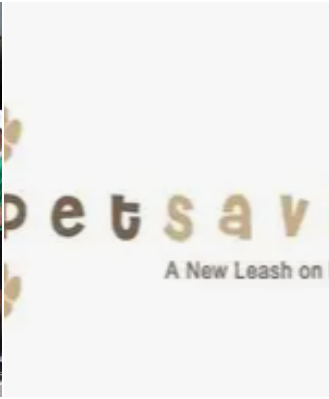
# Community Partnerships & Resources

Other Patient Examples



# Community Partnerships & Resources





# Community Partnerships & Resources (Continued)



The Makerspace - Greater Sudbury Public Library





# Community Partnerships & Resources

---

Outpatient Neuro Rehab

# COMMUNITY Groups

**SEPTEMBER 26TH: MINI PUTT**  
PRACTICE TEE 10 AM-11 AM

**OCTOBER 10TH: FALL WALK**  
BELL PARK 10-11

**OCTOBER 23RD: PUMPKIN DECORATING**  
ONR 10:30-12

**OCTOBER 30TH: COFFEE HOUSE**  
PARKSIDE 11-12



# Recreation & Meaningful Activities



# Planning and Logistics

## Materials to enable the hybrid model

### For Clinicians:

- Scheduler for clinicians
- Daily huddles
- Weekly rounds
- Interprofessional office

### For Patients:

- Duo-tang/calendar
- Visual goal map
- Roadmap
- Satisfaction survey



## Your Stay in ONR

Name: \_\_\_\_\_ Date: \_\_\_\_\_



- Your estimated ONR graduation (discharge date):

\_\_\_\_\_

- Your midterm goal review (date):

\_\_\_\_\_

*For Office Staff Only:*

- ICAN Brochure Provided
- ICAN - Post Stroke Transitional Care Program reviewed
- ICAN - ITC Program reviewed
- Other Referral

- Your ONR journey start (date):

\_\_\_\_\_

# Goal Setting

Outpatient Neurological Rehabilitation (ONR) Patient Goal Tracking Sheet		
<b>GOAL:</b> _____		
Important to me because: _____		
Current perceived status:		
• Intake: ____ % : _____		
• Mid-term: ____ % : _____		
• Discharge: ____ % : _____		
Goal Comments: _____		
<p>100% — YOU DID IT!!! 90% 80% — ALMOST THERE! 70% 60% — KEEP GOING! 50% 40% — WAY TO GO! 30% 20% — YOU'VE GOT THIS! 10%</p>		
Clinician Signatures: _____		
Intake: _____	Midterm: _____	Discharge: _____

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1														
2														
3														
4														
5														
6														
313														
314														
315														
316														
317														
318														
319														
320														
321														
322														
323														
324														
325														
326														
327														
328														
329														
330														
331														
332														
333														

# Scheduler

# Patient Satisfaction Survey

## Outpatient Neurological Rehabilitation (ONR) Patient Satisfaction Questionnaire

1. How clearly was the reason for your admission to the ONR program explained to you? \*

- Reason was very clearly explained
- Reason was adequately explained
- Reason was only vaguely mentioned
- Reason for admission was not explained

2. Please comment here if the reason for your admission to ONR was not clear to you.

Enter your answer

3. How well were you oriented to your rehabilitation team and/or the clinic facilities when you started ONR? \*

- Very well oriented to the team/facilities
- Adequately oriented to the team/facilities
- The team/facilities were vaguely mentioned
- Not oriented at all to the team/facilities

4. Please comment here if you were not satisfied with your orientation to the ONR team/facilities.

Enter your answer

5. Were your rehabilitation goals discussed with you during your first appointment? \*

- My goals were very clearly discussed
- My goals were adequately discussed
- My goals were vaguely mentioned
- Goals were not discussed at all

6. Please comment here if you were not satisfied with the discussion about your rehabilitation goals.

Enter your answer

# Outcomes & Impact



# Our Hopes and Plans



**Hybrid care isn't just  
about logistics—it's  
about rethinking what  
rehabilitation can look  
like beyond clinic walls.**



# Feel free to connect with us!

Brooke Davies: [bdavies@hsnsudbury.ca](mailto:bdavies@hsnsudbury.ca)

Julie Tulini: [jtulini@hsnsudbury.ca](mailto:jtulini@hsnsudbury.ca)

Coreen Bowman: [cbowman@hsnsudbury.ca](mailto:cbowman@hsnsudbury.ca)

Nathalie Rainville: [npiquette@hsnsudbury.ca](mailto:npiquette@hsnsudbury.ca)

Cathy Bellefeuille: [cbellefeuille@hsnsudbury.ca](mailto:cbellefeuille@hsnsudbury.ca)

**Thank you!**