



## Service Delivery Model

(Last Update March 2015)

1. The Specialized Seating Service (SSS) in the Winnipeg Health Sciences Centre operates as a consultative service to referring therapists who are providing primary care to individuals with complex seating issues.

The SSS therapists do not take over primary care of clients with complex seating issues, but instead provide consultation and collaboration with the referring therapists and clients in order to address the specific seating-related issues.

2. The referring therapist remains as the primary therapist for the client through each step of the consultation process with the SSS therapist.

Any non-seating related interventions that may present during the client's involvement with the SSS will be the responsibility of the primary therapist to address.

3. The primary therapist is responsible for coordinating the SSS appointments with their client. If the primary therapist is unable to attend a scheduled appointment then it is their responsibility to cancel the appointment with the client and the SSS therapist.

The SSS therapist requires a minimum of 24 hour notice for cancellation of any appointments.

4. If the primary therapist's job position becomes vacant and there is an open client file with the SSS, further involvement and interventions with the client will not continue until a new primary therapist fills the vacant position.

The maximum amount of time the SSS therapist will keep a client's file open and inactive is 6 months.

5. Negotiation between the SSS therapist, primary therapist and client will occur at each phase of the seating process to ensure the following:

- (a) Collaboration and shared goal setting
- (b) Delegation and agreement with the roles and responsibilities of each person involved in the process
- (c) Consensus and agreement on a proposed plan of action by everyone involved in the process

6. Outcomes specifically related to the seating interventions will be collaboratively agreed upon before those interventions occur to ensure the appropriate level of "buy-in" and awareness of the potential trade-offs &/or advantages and disadvantages associated with specific seating interventions.

7. A small percentage of clients referred to the SSS may require a re-referral. Re-referral consults are reserved exclusively for clients seen by the SSS within the past twelve (12) months and experiencing issues related to their seating and mobility system. Re-referral will be considered when the following criteria are met:

- (a) Client has a primary therapist assigned and/or agreeable to initiating request for same
- (b) **"Re-Referral Consult"** form received in full
- (c) Client and primary therapist acknowledges nature of re-referral as a strictly consultative, one-off appointment intended to provide guidance to primary therapist, interim solutions and assess need for complete re-assessment (requires full referral package and standard timelines apply)

Re-referrals will be seen by the original therapist assigned and within 4 weeks of receiving required documentation.

8. Clients may be discharged from the SSS if they “no show” for 2 consecutive appointments. Someone is considered a “no show” when they do not attend a scheduled appointment and either provide no notification or provide notification less than 24 hours before the appointment is scheduled to occur. The SSS therapist may also discharge a client’s file from the SSS if the client &/or primary therapist frequently cancel appointments or are “no shows” for non-consecutive appointments resulting in significant disruption or delays in the service delivery.
9. If an initial appointment is offered to the client and primary therapist and declined due to scheduling issues, attempts to accommodate alternate dates will be made. If scheduling attempts result in lengthy delays, the assigned SSS therapist/Intake Coordinator shall use their judgment and may elect to move to the next available client on the waitlist.
10. The SSS therapist may discharge a client at any stage throughout the seating process and redirect their service delivery back to the primary therapist if:
  - (a) Either the client or referring therapist does not agree or choose to follow the recommendations provided by the SSS therapist, or
  - (b) If the follow up interventions no longer require consultation with the SSS therapist as determined through discussions with the primary therapist involved
11. If a referral is removed from the waitlist, a letter indicating such will be sent to the referring therapist. A new referral and required intake documents will be required in order to reinitiate services.