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### Situation Analysis

Craig Hospital, specializing in spinal cord injury and traumatic brain injury rehabilitation and research, faced challenges with a wait list of up to 25 people ready to receive outpatient brain injury services and a wait time of several months. In addition, the hospital had limited measures to track each outpatient's general progress over their lifespan.

### Project Goals



Develop a coordinated intake and scheduling system.



Define the hospital's role in assisting patients with brain injury to obtain the appropriate specialty services at the right time.



Identify standardized outcome measures for patients with moderate to severe brain injury that align with the hospital's mission of assisting with optimal health, independence and life quality.

### Actions Taken

- Created and implemented a coordinated and comprehensive patient-centered intake and scheduling process.
- Identified valuable outcome measures to use including the Disability Rating Scale, Satisfaction with Life Scale and Community Assessment Record and Evaluation tool.

### Positive Outcomes

- The number of people waiting to receive services decreased from 25 to 0.
- Wait time for receiving services decreased from several months to a few weeks.
- Patient satisfaction score for scheduling increased from 85.1% to 95.5%.

For detailed information, visit:

[www.aha.org/center/next-generation-leaders-fellowship](http://www.aha.org/center/next-generation-leaders-fellowship)