be assessed in the categories ICF, which domestic physicians have almost never used. Training of highly qualified specialists is necessary to provide relevant skills according to international standards of postgraduate education in PRM. Decisions on current problems of medical rehabilitation will determine the progress of PRM in Russia in the coming decades and will form the Russian’s physicians necessary competence for the effective use of rehabilitation programs.

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Can participatory action research facilitate stakeholders’ engagement and improve service quality? Discussion about implemented actions, stakeholders’ perceptions and outcomes related to a service reorganization
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Keywords: Participatory action research; Service quality
Introduction.— Participatory action research (PAR) is thought to be an effective strategy to engage stakeholders and improve service quality. However, PAR need to be carefully planned to ensure effective collaborative work. To date, little information is available regarding the perceptions of stakeholders about PAR. This paper presents the steps used to guide a service delivery reorganization process and stakeholders’ perception about their involvement in the project and its outcomes.

Methods.— Participative observation, field notes, interviews with the principal investigator, the clinicians and managers involved (n = 13) and focus groups (n = 5) documented stakeholders’ perceptions of the 3-year service reorganization.

Results.— The actions implemented are presented according to Tandon’s steps (2002). Stakeholders’ perceptions about the process vary according to their role in the project; the previous relationships between the research and the clinical setting were perceived as being a key facilitator. Stakeholders perceived many positive outcomes relating to the PAR including improvement in service reorganization and an increased credibility for the project.

Discussion.— The PAR was positively perceived but different challenges were raised. Lessons learned will be shared with the audience to encourage them to use some guiding principles to ensure their PAR projects lead to meaningful engagement and positive outcomes.

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CO91-003-e
Medical information flow from acute to post-acute settings: A prospective study in a rehabilitation center
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Introduction.— The medical information flow from acute to post-acute settings is an important issue regarding the improvement of patients care.

Objective.— To assess the information flow between surgery departments, medical departments and General Practitioners; AND the rehabilitation centre (RC) at admission.

Methods.— An epidemiologic survey of a patients’ population over 18 years old, admitted in a rehabilitation centre from 2014/01/06 to 2014/03/30 was completed. In this study, every admission in RC was analyzed with respect to a set of different information available from the medical record at patient’s admission. This set consisted of administrative, social demographic, biographic and medical elements (civil state; medical and surgical history; treatment; hospitalization report from the referring service; surgical protocol; biological results; radiology; liaison nurse report).

Conclusion.— This survey helped to describe the current situation of information exchanges between the referring doctors and RC and to point out the weakness, to reveal the differences and to propose some improvement actions for patients care.

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CO91-004-e
Nurses approach to rehabilitation patients
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Keywords: Rehabilitation; Rehabilitation nursing; Interdisciplinary health team

Introduction.— Nurses have responsibilities that are not always considered as part of the rehabilitation, but nevertheless important for the rehabilitation process. Nurses collaborate with MDs and therapists and should include ADL training in all tasks through the day. They have great responsibility for health and safety. The purpose of this study was to clarify nurses’ contribution to rehabilitation and how to conceptualize rehabilitation nursing in Norway.

Material and methods.— Group interviews with rehabilitation nurses, review of nurses’ subjects for clinical specialists’ certification and masters’ theses. Reviews of previous studies and relevant literature.

Results.— Rehabilitation nursing have a distinctive focus on function. Nurses contribute to patients’ efforts to obtain the best possible functional level, optimal state of health and well-being and effective coping of changes and challenges in life. Nursing perspectives can illuminate nurses’ responsibilities and tasks, and show how and when nursing interventions are necessary. Such perspectives are useful in describing nursing in terms of ICF.

Discussion.— Rehabilitation nursing was characterized by a rehabilitative approach. This should be significant because nurses interact with patients around the clock. Descriptions of nurses’ responsibilities, tasks and methods, may strengthen nurses’ self-awareness and competence in rehabilitation and thus increase efficiency of the rehabilitation process.

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CO91-005-e
The four pillars of pain management - Effective pain treatment in Australia
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Keywords: Persisting pain; Comprehensive management; Network; Multidisciplinary

Introduction.— In 2007, research showed that patients in Australia with chronic pain were generally not managed well; there was lack of services offering comprehensive approach [1].

Material and methods.— The Rehabilitation & Pain management Group (RPMG) responded by building and coordinating network organisations, resulting in one-stop centres based in hospitals. All necessary medical specialties, allied health professionals and facilities were streamlined to work rapidly and effectively, coordinated by RPMG.

Results.— The centres use an intensive holistic approach for multidisciplinary assessment and treatment called ‘The Four Pillars of Pain Management’ [2]. This approach combines best practice and/or evidence-based relevant treatments in each ICF component into one comprehensive program, tailored to the specific needs of a patient and addressing all aspects of the persisting pain.

Discussion.— The intensive multimodal approach and almost complete elimination of waiting times (including for surgery or interventional pain management) resulted in a major increase in treatment efficacy.