

Establishing Quality Performance Indicators for Outpatient Rehabilitation Services

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Objective:

Improve and enhance the high-quality services delivered by Speech-Language Pathologists, Occupational Therapists, and Physical Therapists to children and families impacted by disabilities by:

- Identifying quality performance indicators to evaluate performance, promote competitive advantages, and provide opportunities for future growth and expansion;
- Evaluating current best-practices used in clinical settings at similar pediatric outpatient tertiary healthcare facilities;
- Enlist feedback from clinicians for future planning and next steps.

Methods:

An initial literature review was conducted using PubMed, Google Scholar, EBSCOhost, and ScienceDirect, followed by a thorough comparative analysis of quality performance indicator tracking among similar organizations. This was done via internet searches and outreach via emails and subsequent Zoom call(s). After this preliminary literature review and benchmarking endeavor, an additional literature search was conducted on best practices discovered through expert interviews. Finally, a presentation was given to the Speech-Language Pathology, Physical Therapy, and Occupational Therapy teams at the Center for Disabilities and Development (CDD). Feedback was enlisted from these providers to make a final recommendation.

Results:

Through extensive literature searches and expert interviews, it was found that no “gold standard” existed for tracking and collecting quality performance indicators among pediatric rehabilitation services. Though there’s no “gold standard,” the most widely used frameworks include Goal Attainment Scaling (GAS), the Canadian Occupational Performance Measure (COPM), and the Pediatric Evaluation of Disability Inventory Computer Adaptive Testing (PEDI-CAT). Each framework comes with benefits and shortfalls – as no single framework captures all the dimensions that clinicians want to track – thus, many clinics often use a combination of the aforementioned.

Conclusions:

Measuring and tracking outcomes has become increasingly prevalent in today’s healthcare landscape. Goal Attainment Scaling (GAS) is a widely adopted measurement for outpatient pediatric rehabilitation facilities. Both the PEDI-CAT and the COPM have been cited as useful in conjunction with the GAS. Further research on the efficacy of the GAS, the COPM, and the PEDI-CAT – when used in conjunction – is needed.