

# Survey Says...

An update on the post-discharge  
Satisfaction Survey for Specialty Hospitals

Presented by:

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# Facts about the tool...

- ▶ Who is involved?
  - 6 specialty hospitals from 4 different states; all with a common focus on rehabilitation services
- ▶ What makes it different from other satisfaction tools?
  - Measures satisfaction in similar settings - questions are tailored to the rehab environment
  - Focus on what matters most to rehabilitation settings (patient/family education, integration into the community, functionality of equipment)



# Facts about the tool...

- ▶ When and how is the survey administered?
  - Families receive a survey or reminder 3 months following the month of discharge from the hospital.
  - On-line or on paper
  - Relatively short – 20 questions; approximately 10 minutes to complete.
- ▶ Why was the tool created?
  - For data comparison with similar facilities
- ▶ The current survey addresses inpatient programs only, outpatient populations have not been included in this trial.



# What does the tool measure?

- ▶ General information (month of discharge, age, category of service)
- ▶ Patient/family involvement in education before discharge
- ▶ Preparation for discharge including training and understanding of the plan
- ▶ The experience after discharge with equipment, community support, and follow-up care
- ▶ Community participation
- ▶ General satisfaction and professionalism
- ▶ Comments/recommendations



# What does the tool look like?

## Specialty Hospital Satisfaction Survey

### 1. General Information

The following short survey will ask several questions about the care that you received while in the hospital and after discharge. Your feedback helps us to improve program quality and the processes through which care is delivered. We appreciate your comments and respect your opinions. Please answer the questions honestly, and provide additional comments at the end of the survey. Thank you.

\* 1. Please choose the month/year in which your child was discharged from the hospital

\* 2. How old was your child (in years) when he/she was discharged from the hospital (about 3 months ago)?

\* 3. Please choose the Hospital where you recently were a patient

\* 4. Please choose the category of service you received while in the hospital (choose only one)

██████████	20%
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Next



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- Brain or Neurological Injury (includes traumatic brain and closed head injuries)
- Spinal Cord Injury (includes all illnesses and injuries involving the spine)
- Developmental Delay (includes children admitted for developmental disabilities such as cerebral palsy)
- Chronic Pain (includes Reflex Neurovascular Dystrophy (RND), arthritis, and programs specifically designed to treat pain)
- Orthopaedic (includes broken bones, post surgical programs to increase movement such as tendon lengthening)
- General (includes programs to address feeding, and all programs that do not fit other categories mentioned)

20%



# What does the tool look like?

## Specialty Hospital Satisfaction Survey

### 4. After Discharge

10. I received help arranging the additional services my child needed for his/her care after discharge. For example: medical equipment, home care providers, outpatient therapies, etc.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

11. I received needed information to support my child's return to

	Strongly Agree	Agree	Disagree	Strongly Disagree
Home Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. I received needed information to support my child's return to

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
School Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# So far ...

- ▶ All of the participants with eligible discharges have begun collecting data
- ▶ Nearly 60 responses have been logged to date
- ▶ The on-line survey links directly from the hospital's website so it is easy for families to access
- ▶ Paper copies of the survey are easy for the facility to download and include in the reminder mailing



# What's next?

- ▶ The end of October will conclude the trial.
- ▶ The group will review the information and evaluate the possibility of continuing to use the tool.
- ▶ If it is determined that the process will continue, other organizations with inpatient rehabilitation programs may be invited to participate.



# Questions and Contact Info

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# You Spoke – We Listened: Moving the IPRC Forward

September 15, 2009



# IPRC Zoomerang Survey

- ▶ Thanks to the 25 members of the IPRC who completed the zoomerang survey after the last webinar
- ▶ Your responses helped craft the draft vision, mission and strategic priorities for IPRC we'll review today



# IPRC Vision

Children who require rehabilitation services will achieve their maximum functional potential and participation in the community through evidence-based, patient- and family-centered care.



# IPRC Mission

The International Pediatric Rehabilitation Collaborative promotes quality pediatric rehabilitation care through the support and guidance of pediatric providers and provider organizations that are committed to best practices in pediatric rehabilitation.



# IPRC Strategic Priorities

- ▶ Share best practices and promote evidence-based pediatric rehabilitation treatment through education and networking among providers of pediatric rehabilitation
- ▶ Integrate continuous performance improvement into pediatric rehabilitation practice



# IPRC Strategic Priorities

- ▶ Advocate for measuring and improving outcomes for children with challenging rehabilitative needs
- ▶ Advance the science of pediatric rehabilitation care via collaborative research and application of research to practice



# Fulfilling the Vision, Mission and Strategic Priorities

Members of the International Pediatric Rehabilitation Collaborative will:

- ✓ Represent a variety of professional backgrounds and practice environments across the continuum of pediatric rehabilitation care
- ✓ Provide broad input and focused output toward a set of common goals



# Fulfilling the Vision, Mission and Strategic Priorities

- ✓ Contribute ideas and be valued as participants
- ✓ Have affordable opportunities to connect easily with other providers
- ✓ Give honest and timely feedback, and share knowledge with others in the community



# You Spoke – We Listened: Moving the IPRC Forward

Questions?

Comments?

