

Holland Bloorview

Kids Rehabilitation Hospital

Interprofessional Practice and Barriers to Outcome Measurement in Healthcare

Collaborating Across Borders: September 30, 2015

Joanne Maxwell, MSc BScOT, PMP

Kim Bradley, PhD

Keith Adamson, PhD, MSW

Barriers to outcome measurement use?

1. Outcome measurement tool use is essential to our ability to know and show that the care we provide is effective in making changes in a client's target behavior or skill
2. The use of outcome measures is an expectation of regulated health professionals.

Yet- the consistent use of outcome measures remains a challenge across the health care system.

About us



Holland Bloorview is Canada's largest pediatric rehabilitation teaching hospital

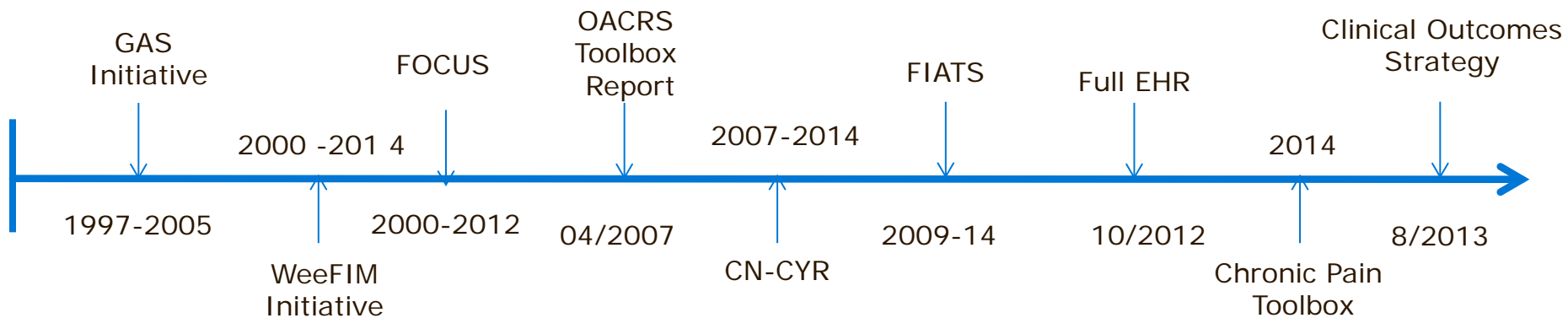
We provide specialized programs and clinical care for children and youth with rehabilitation and complex care needs

Every year, we see 7,000 children with 600 inpatient admissions and 58,000 outpatient visits.

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Outcome Measurement at Holland Bloorview



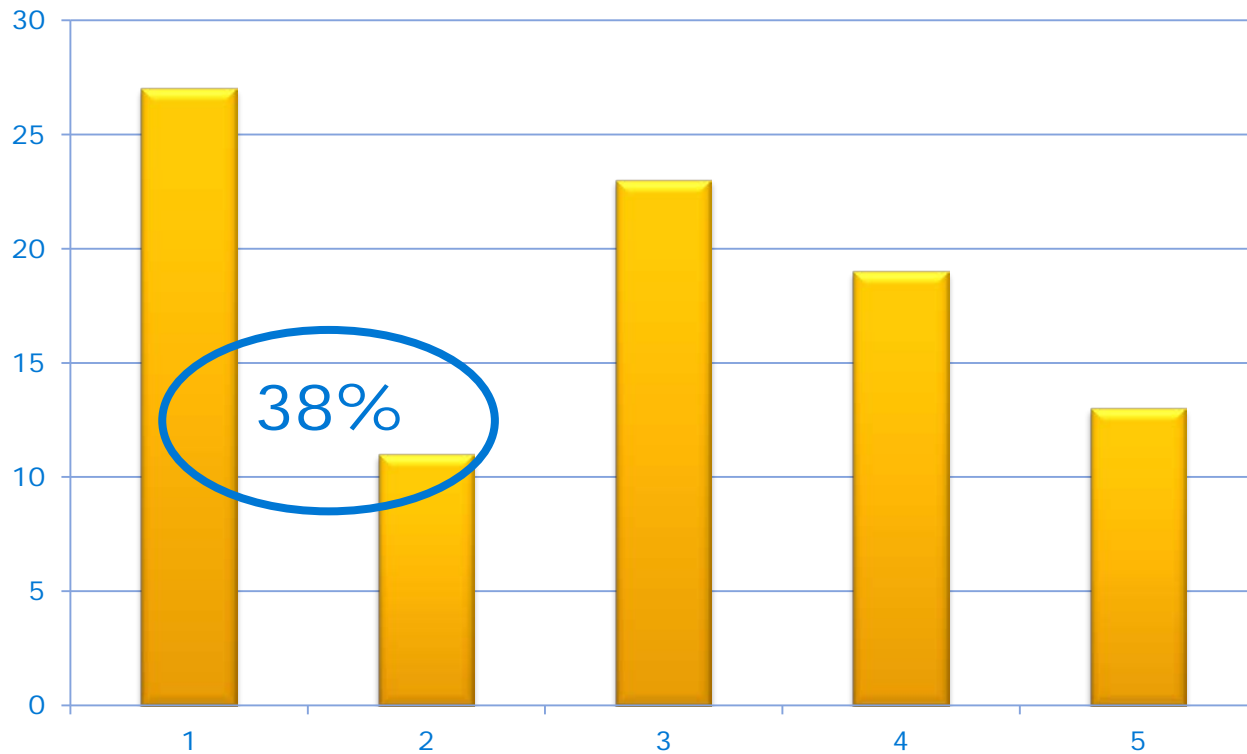
Current State (2014) of Outcome Measurement Use at Holland Bloorview

Included:

- Online Survey
 - *93 clinicians*
- Documentation Audit
 - *100 client charts*



In my practice, I use outcome measurement tools

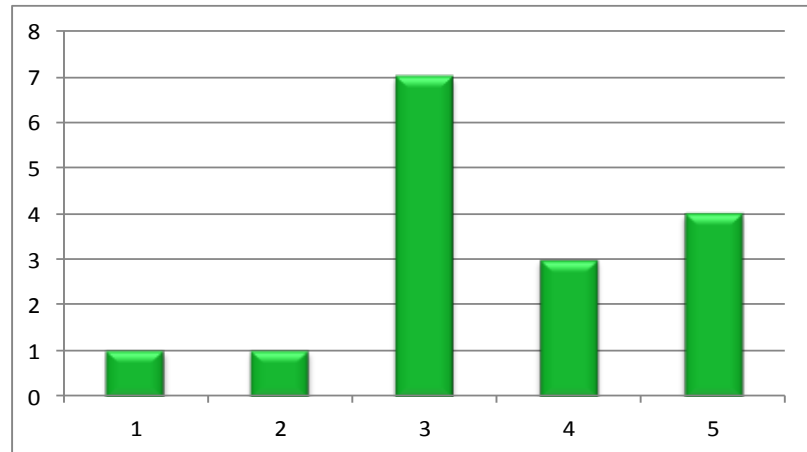
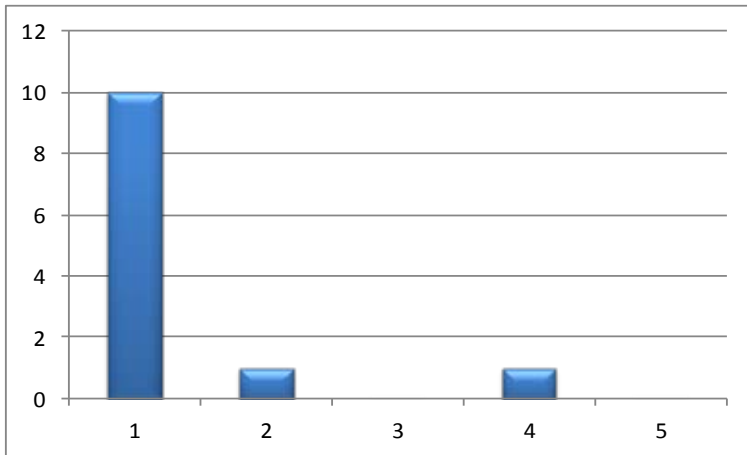
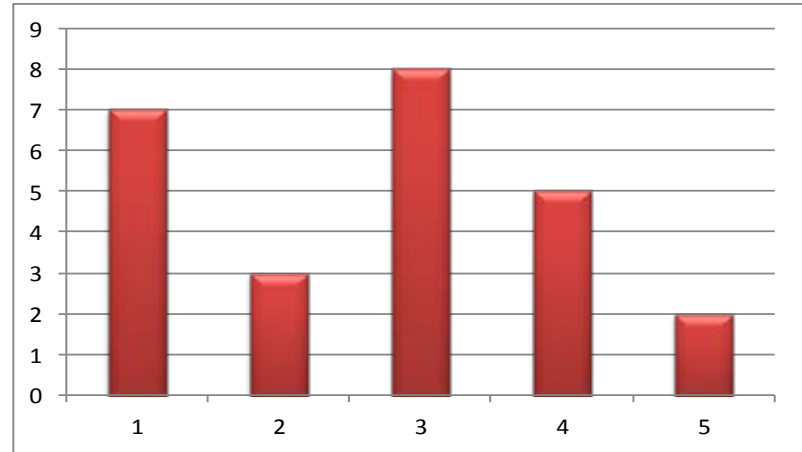


1. Almost always
2. Often
3. Sometimes
4. Rarely
5. Almost never

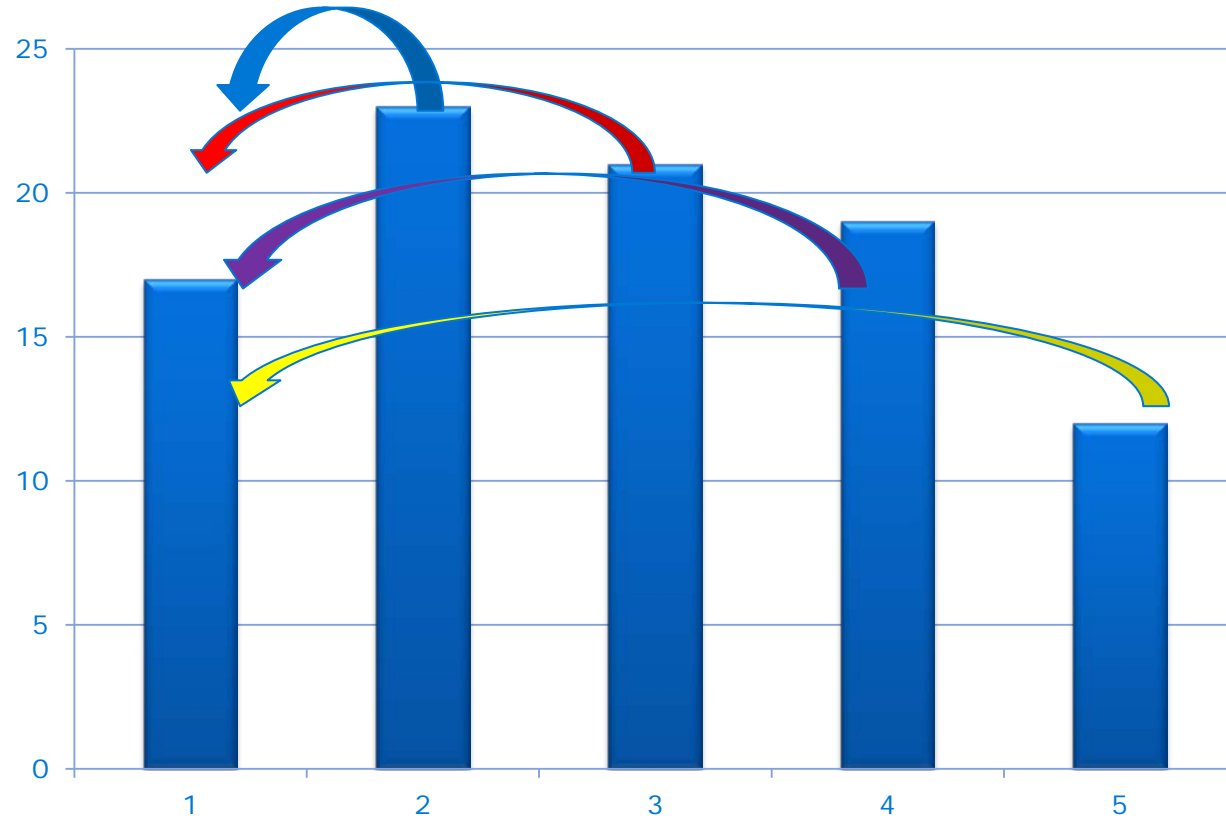
Outcome tool use varies by discipline

In my practice, I use outcome measurement tools

1. Almost always
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3. Sometimes
4. Rarely
5. Almost never



I use outcome tools without adaptation according to the instructions



1. Almost always
2. Often
3. Sometimes
4. Rarely
5. Almost never

Current State 2014: Documentation Audit

Electronic records of 100 clients were reviewed to determine:

- What % have one Outcome Measure identified on their Electronic Health Record?
- What % have more than one outcome measure?
- What % of clinicians document outcome measurement use?
- What % of each profession document Outcome Measure use?

Current State 2014: Documentation Audit

Electronic records of 100 clients were reviewed to determine:

- What % have one Outcome Measure identified on their Electronic Health Record? 17%
- What % have more than one? 23%

So- in total, 40% of records had one or more outcomes

- What % of clinicians use outcome measures? 21%
- What % of each profession document Outcome Measure use?

What % of each profession document Outcome Measure use?

Profession	#clinicians with Outcome Measures	# clinicians without Outcome Measures	Total # clinicians doc viewed	% Use of Outcome Measures	Fluid Survey Self Report - Always or Often
Nursing (Outpatient)	6	4	10	60%	
Physiotherapy	43	46	89	48.3%	91%
Dieticians	4	8	12	33%	
Speech Language Pathologists	16	50	66	24.2%	38%
Occupational Therapists	34	129	163	20.8%	36%
Therapeutic Rec	8	47	55	14.5%	50%
Respiratory Therapists	3	15	18	16.6%	
Pharmacy	1	7	8	12.5%	
Early Child Hood Educators	3	30	33	10	
Music Therapy	16	1	17	5.8%	

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What does the literature say are barriers to Outcome use?

Deyo & Patrick, 1989:

- Skepticism about validity and importance of self-rated health
- Unfamiliarity with questionnaire scores/ Uncertainty about responsiveness

Garland, Krise, Aarons, 2003:

- Variability in the belief that one can measure the effectiveness of treatment
- Feasibility (time, complexity) & validity (population, cultural) concerns

King, Wright, Russell, 2011:

- Authors suggest a relational goal-oriented approach and collaborative selection of measures that meet client needs

Law, King, Russell, MacKinnon, Hurley, Murphy, 1999:

- Authors propose a conceptual measurement framework and developed a computerized software program (All About Outcomes) incorporating a decision-making process support selection of appropriate outcome measures

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The literature: in summary

Barriers to outcome use:

- Doubts about validity, responsiveness
- Concerns about clinical value
- Lack of familiarity, knowledge or skills
- Feasibility concerns (time, complexity)
- Interpretation/analysis challenges
- Lack of a clear understanding of what to measure
- Lack of readily available information about what measures are appropriate
- Lack of time to identify and learn about, to administer, to score, and analyze
- Desire to focus on establishing relationship over formal measurement

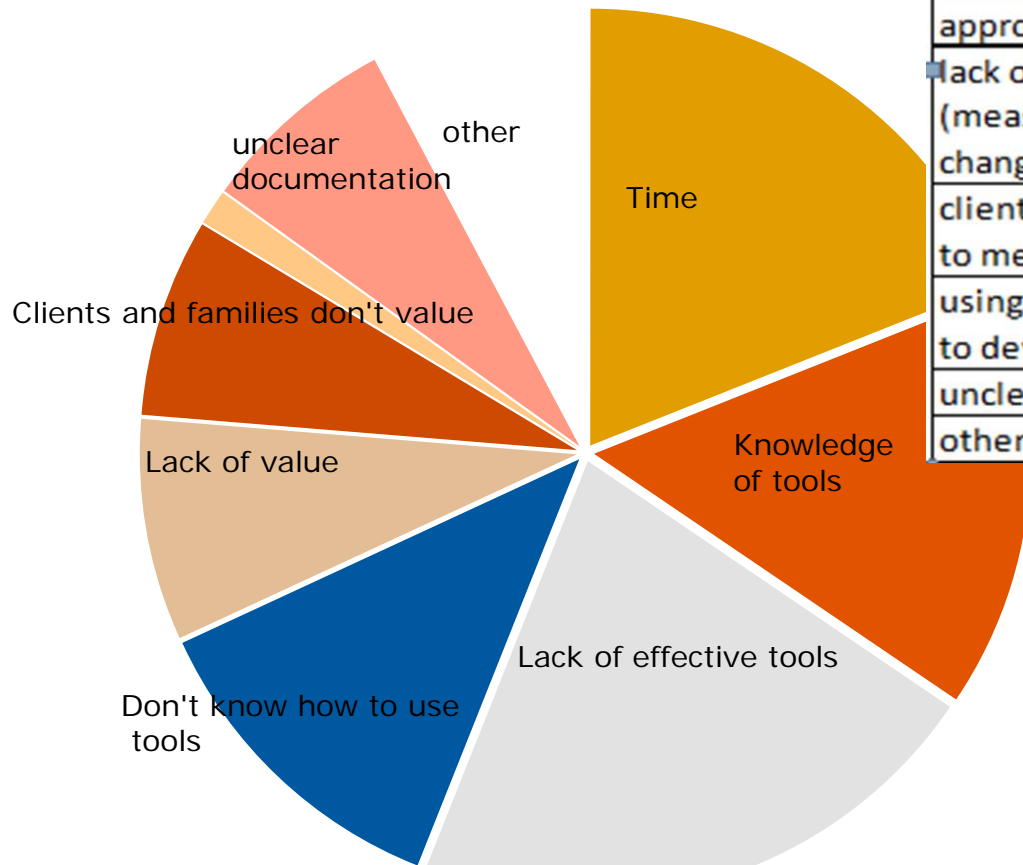


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What we found:

insufficient time to complete outcome measures	44
lack of knowledge of appropriate tools	36
lack of effective tools for the work I do/clients I see	50
lack of knowledge or training on how to use appropriate tools	28
lack of value of outcome measurement (measures do not effectively demonstrate change)	19
clients and families do not value the time taken to measure outcomes	17
using outcome tools interferes with my ability to develop rapport with clients	3
unclear documentation process	17
other	18

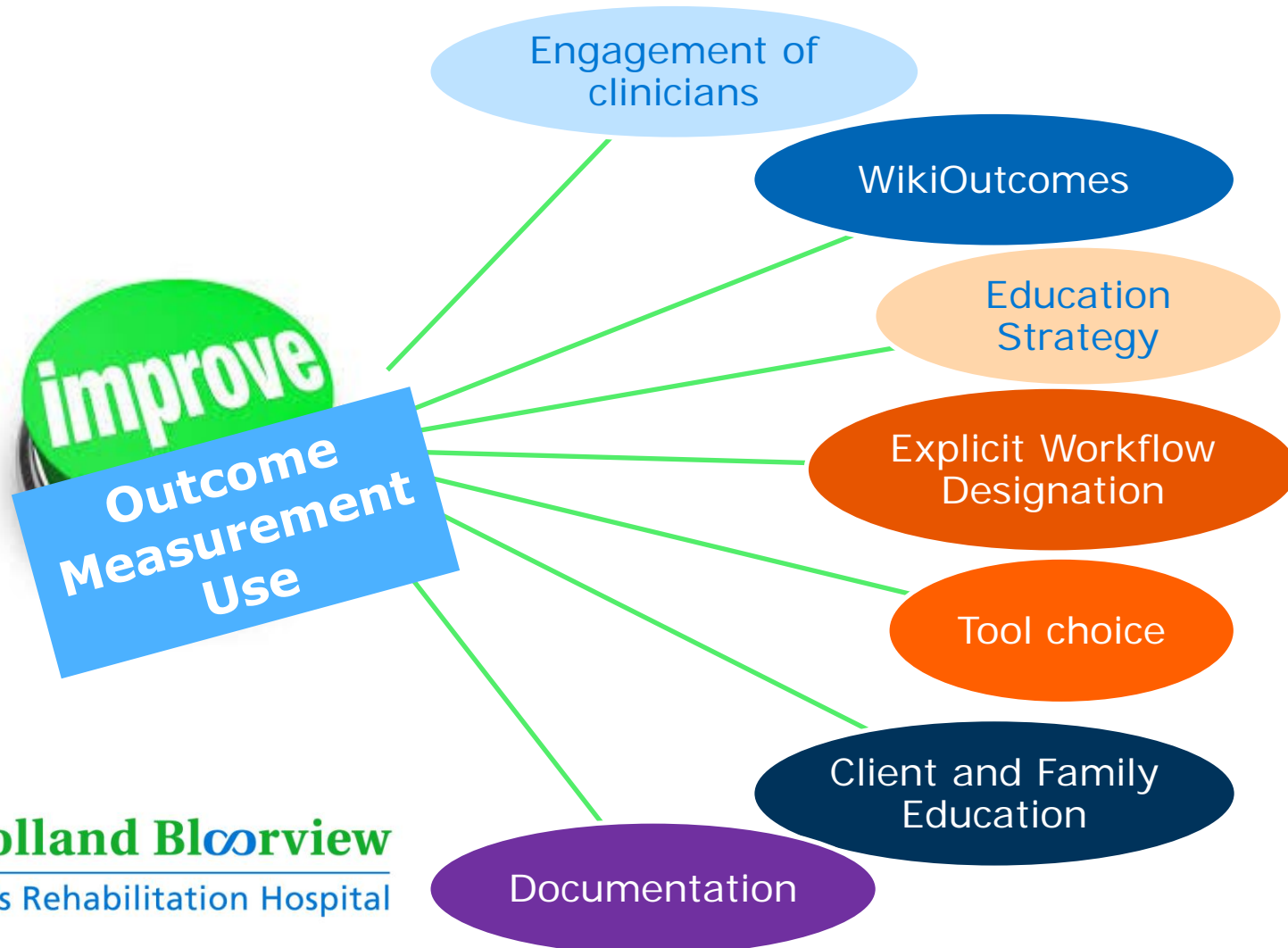


How will we address these?

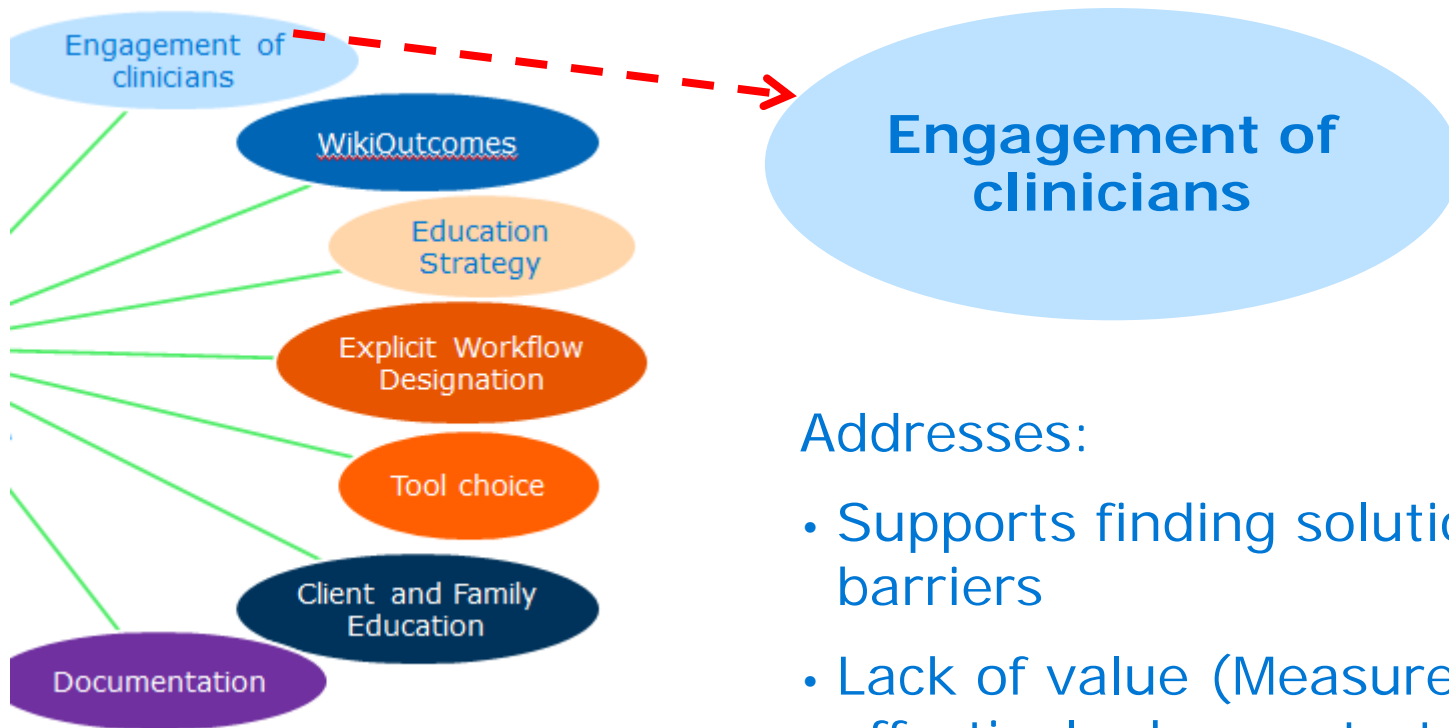
The Outcome Measures Strategy

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The Outcome Measures Strategy



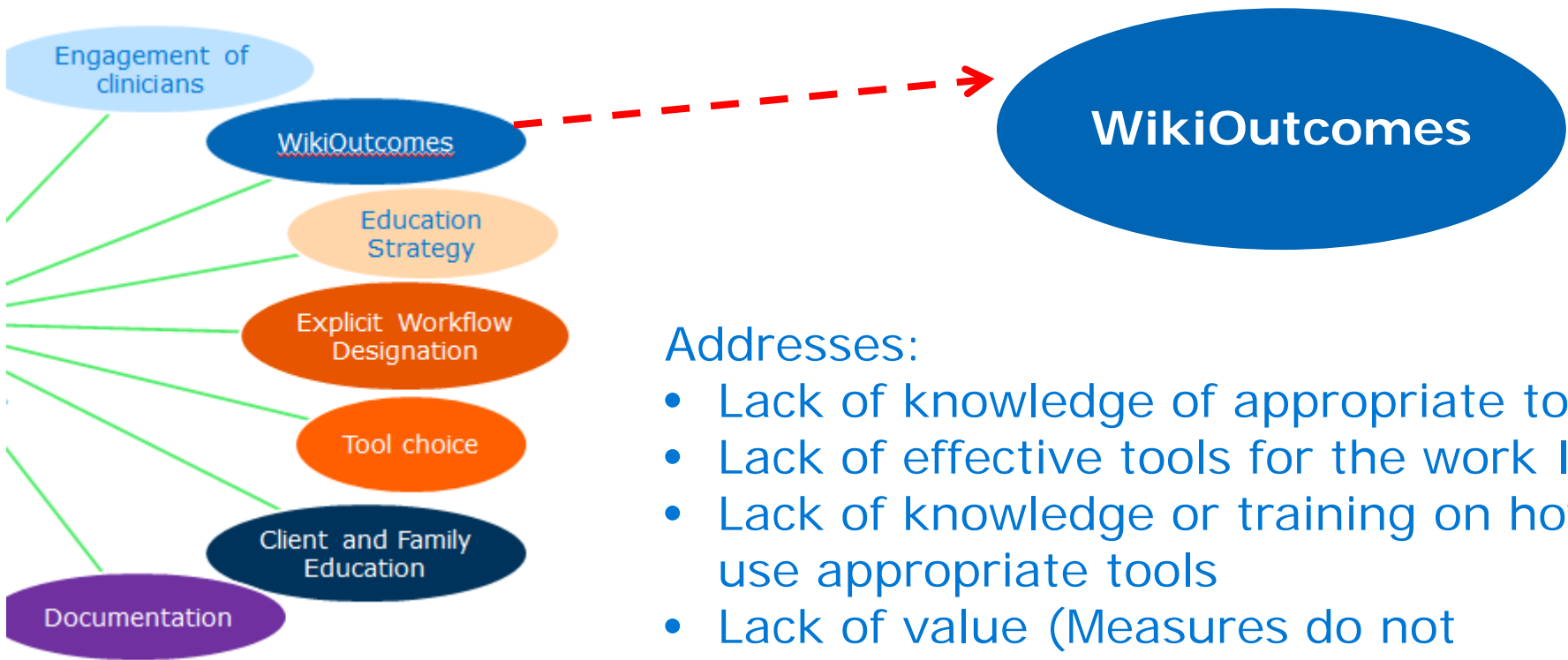
Outcome Measures Strategy – Clinician engagement



Addresses:

- Supports finding solutions for all barriers
- Lack of value (Measures do not effectively demonstrate change)

Outcome Measures Strategy- WikiOutcomes



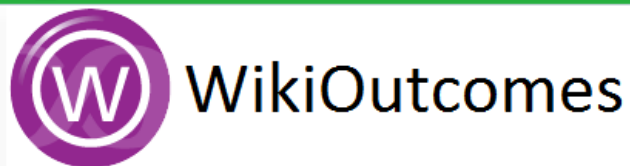
Addresses:

- Lack of knowledge of appropriate tools
- Lack of effective tools for the work I do
- Lack of knowledge or training on how to use appropriate tools
- Lack of value (Measures do not effectively demonstrate change)

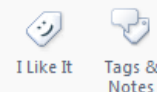
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Joanne Maxwell ▾



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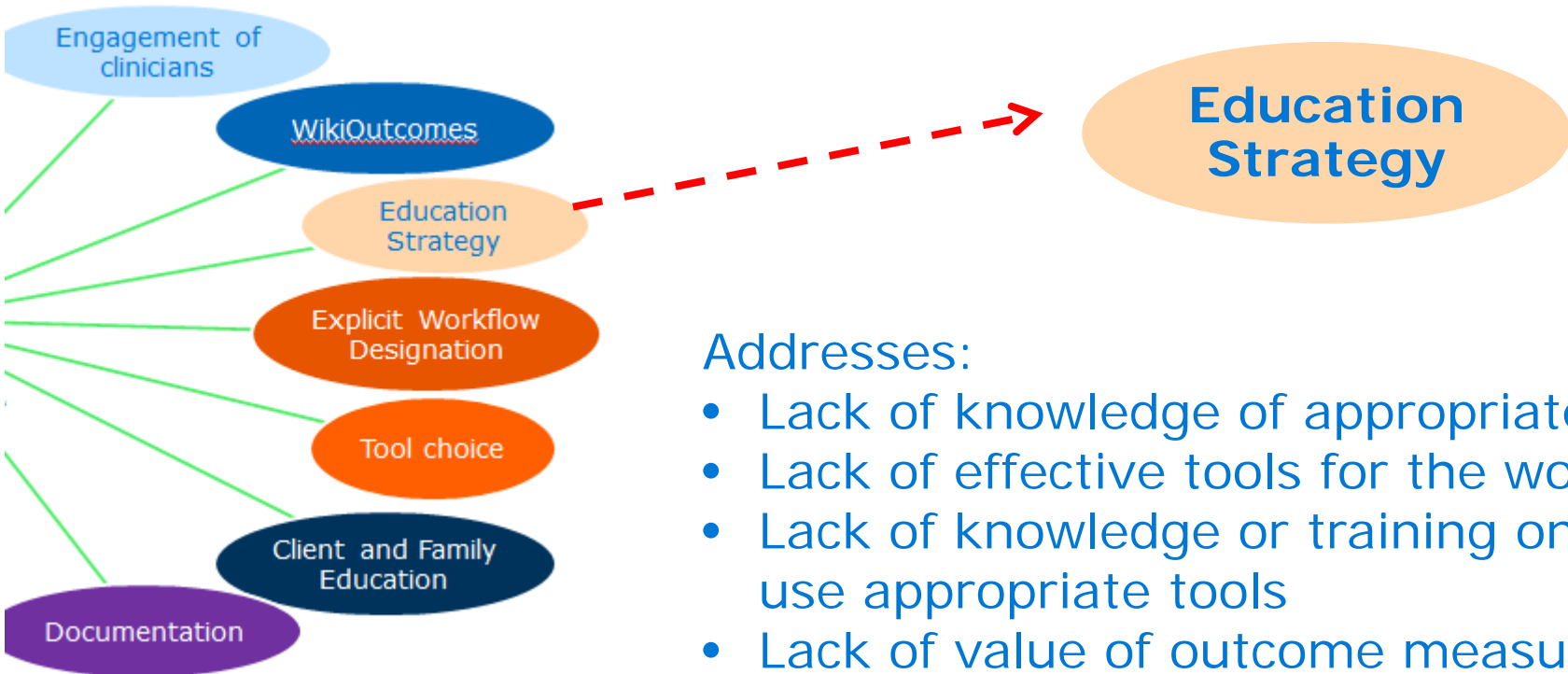
On Wiki Outcomes YOU can:

- Look up **information** on an Outcome Measures tool you may be considering
- Add your **experience** or ask a **question** about using a particular measurement tool
- Find out **who else** at Holland Bloorview **is interested** in that tool
- Get an **email alert** when new information is added to the entries you are interested in
- Find **links** to articles, conference proceeding on specific tools or on outcome measurement
- See the **range of outcome measures**, and wide flow plans of the clinicians and programs at Holland Bloorview

Wiki Outcomes is yours:

It is built, used and sustained by the Clinicians, Researchers and Students at Holland Bloorview

Outcome Measures Strategy – Education Strategy



Addresses:

- Lack of knowledge of appropriate tools
- Lack of effective tools for the work I do
- Lack of knowledge or training on how to use appropriate tools
- Lack of value of outcome measures

Education Menu

"Meeting you where you are at"



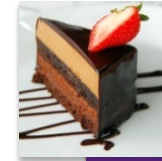
Starters

- WikiOutcomes
- Small group problem solving
- Blue text and protocols embedded in PCS screens



Main Course

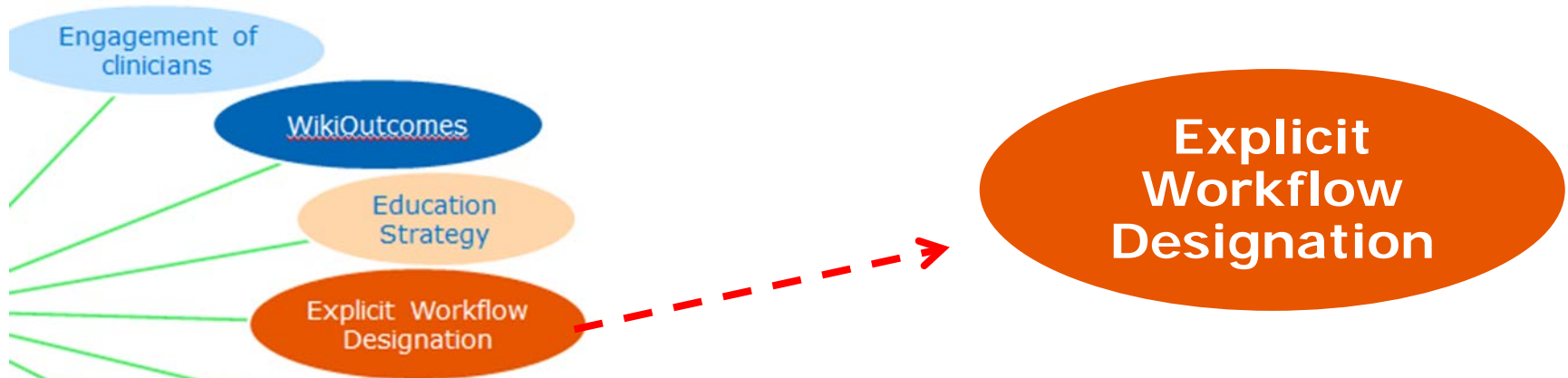
- Workshops
- Drop In Sessions
- Email Consultations
- Reference Information
- Compendium



Dessert

- SIM
- Orientation
- E-learning

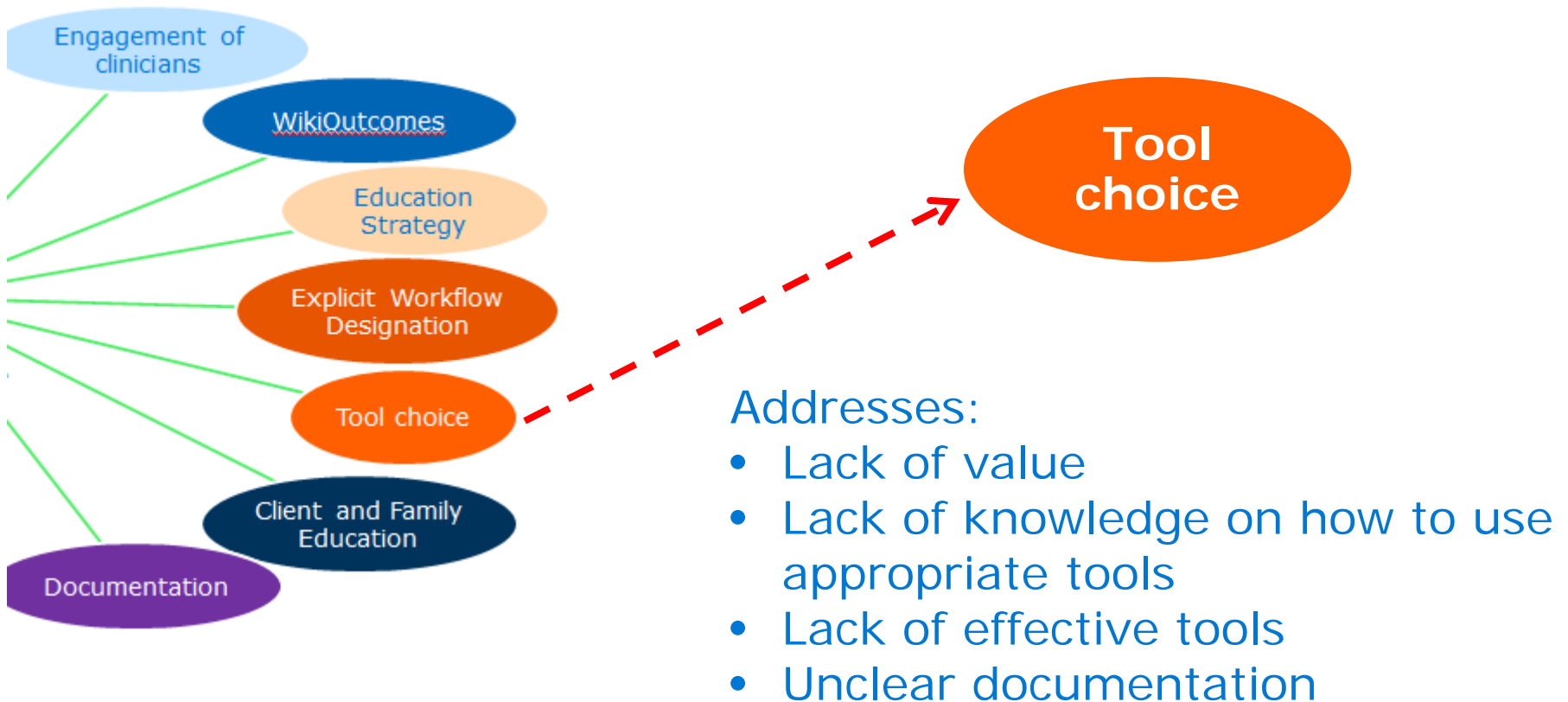
Outcome Measures Strategy – Workflow



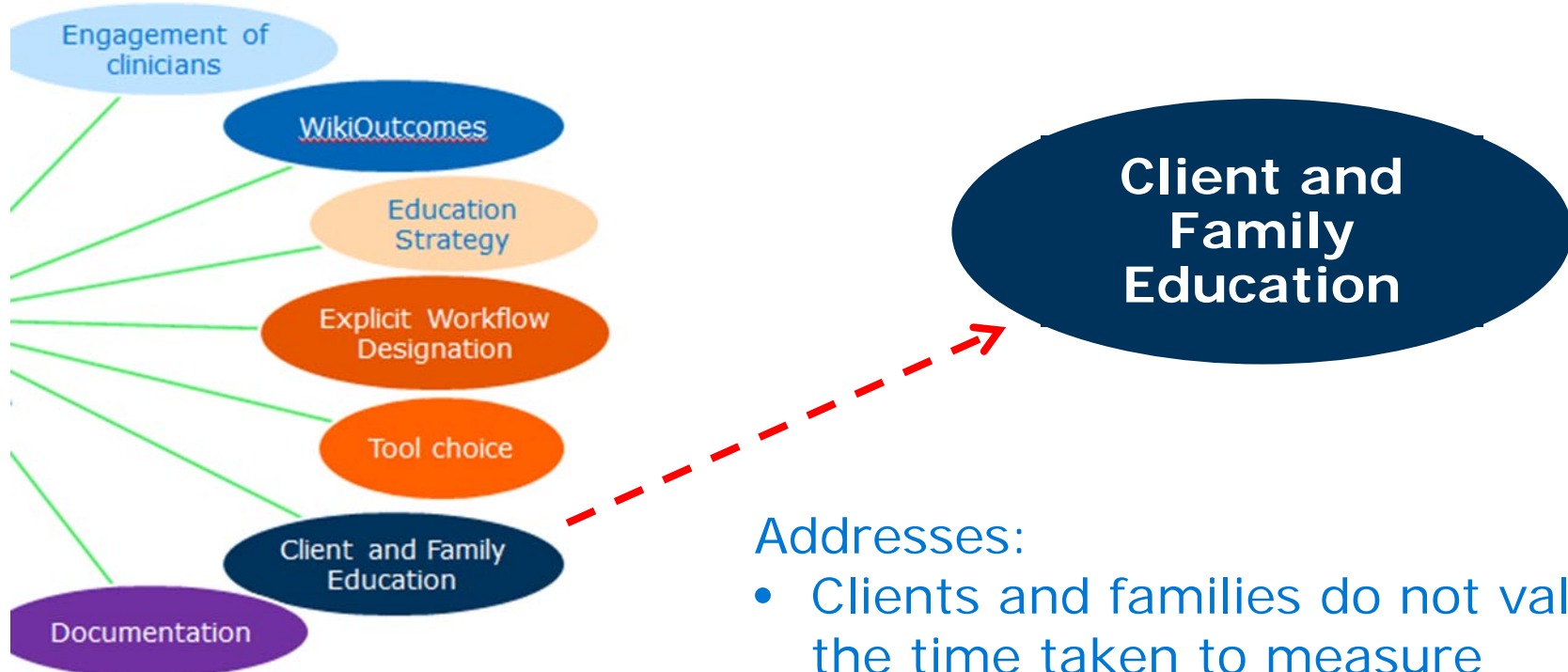
Addresses:

- Knowledge on how to use tools
- Insufficient time
- Outcome tool interfere with my ability to develop rapport with clients

Outcome Measures Strategy – Tool Choice



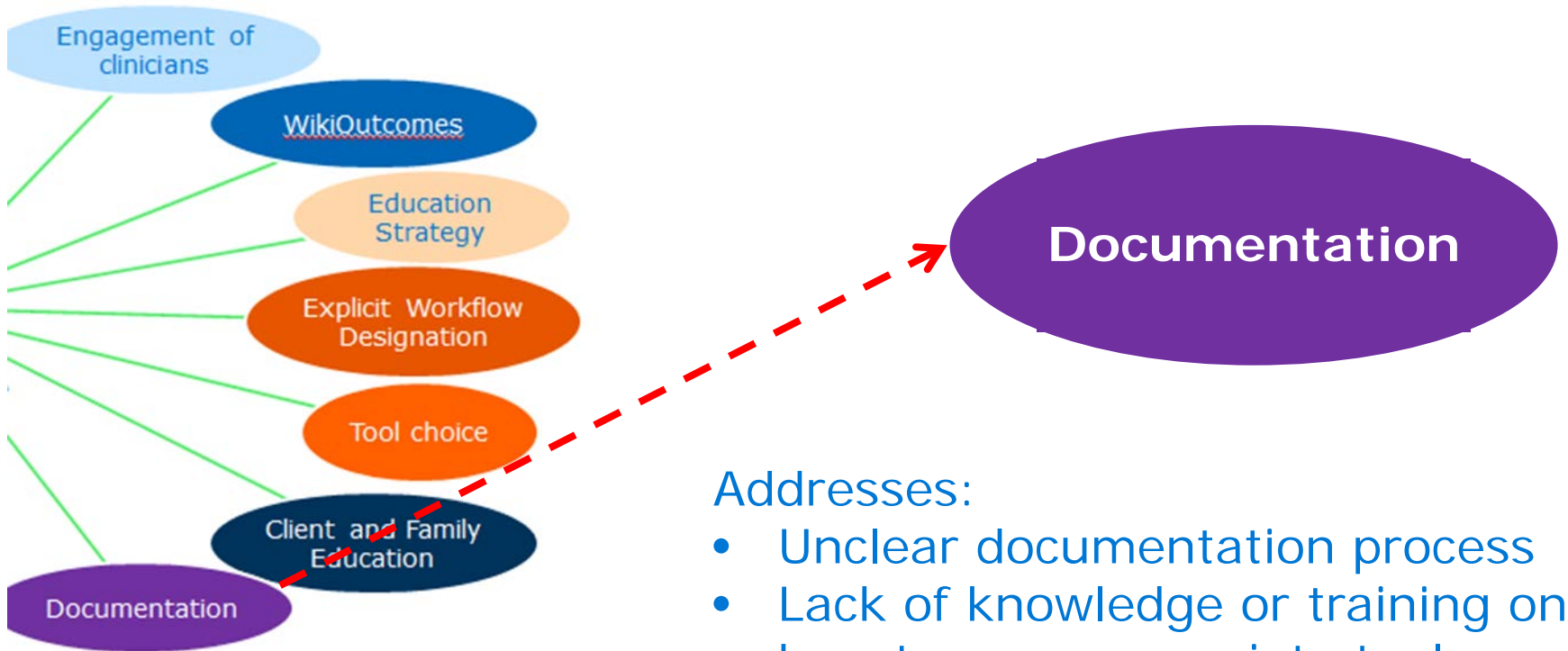
Outcome Measures Strategy – Client and Family Engagement



Addresses:

- Clients and families do not value the time taken to measure outcomes
- Outcome tool interfere with my ability to develop rapport with clients

Outcome Measures Strategy – Documentation



Addresses:

- Unclear documentation process
- Lack of knowledge or training on how to use appropriate tools (protocols built in)
- Lack of value (via feedback)

Final thoughts



Through the Outcome Strategy, every clinician will know:

- what outcome measure they are to use and when to administer it
- where to document the results and where to find the results of other team members
- how to share outcome measures with families to support goal setting
- how to access resources on existing tools

The goal is to turn data into information and information into insight " (Carly Fiorina)

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