

# Rehab Directors Forum

## Questions Regarding Preparing for CARF Survey and Tools to Measure Satisfaction

### April 2014

#### Questions:

Good morning, all,

We are preparing for the first CARF survey for our inpatient rehab unit and are in the process of choosing tools for obtaining stakeholder input.

We are specifically interested in tools to measure satisfaction as outlined below:

- Age appropriate tools for use with children and adolescents
- Tools for use with parents
- Tools for use with other stakeholders, e.g. physicians, insurance case managers, etc.

#### Answers:

**A**

We are specifically interested in tools to measure satisfaction as outlined below:

- Age appropriate tools for use with children and adolescents – in research we have used the PedsQL ages 4 and up and also PODCI for ages 11 and up; we do not use anything standardly in clinical practice
- Tools for use with parents – in research we have used the PedsQL and PODCI; we do not use anything standardly in clinical practice
- Tools for use with other stakeholders, e.g. physicians, insurance case managers, etc. none

**B**

I'm sorry, but we are not CARF accredited.

**C**

Since we don't do CARF certification any more, I haven't kept up with what regs are. Here are the old survey templates if you think would be helpful to the group.



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## D

We are specifically interested in tools to measure satisfaction as outlined below:

- Age appropriate tools for use with children and adolescents : We use a home grown tool with both a faces and a number scale and have criteria ( WeeFIM scoring and age based) for our SLP's to help decide which patients should receive the survey. One of our aides is responsible for administering the survey with the patient. We set a target based on previous years performance.
- Tools for use with parents Home grown tool based on Picker question and specific Rehab data points we need. Target is set on the overall patient experience, which is in line with the rest of our hospital.
- Tools for use with other stakeholders, e.g. physicians, insurance case managers, etc. Zoomerang for referring facilities

## E

We do not have an inpatient Rehab unit.

## F

**Subject:** Response to Directors Forum Inquiry

- Age appropriate tools for use with children and adolescents: *we designed our own, and were asked to add measures of participation to it. We have one for kids under ten and one for older kids. The one for the kids under ten will be administered with adult help so the kids understand what's being asked. Questions like "people used words I understood when they talked to me", "I was happy with how busy I was"*
- Tools for use with parents: *We use Picker.*
- Tools for use with other stakeholders, e.g. physicians, insurance case managers, etc. *I can't think of any tools we use for other stakeholders*

## G

We had our first CARF survey almost 3 years ago and are getting ready for our reaccreditation in Sept. so I will be curious regarding your responses.

For Stakeholders, we actually tried to send a survey to our referral sources. It was only a few questions and was on a stamped post card but I think we only got 2 or 3 back.

We have started sending a little questionnaire to our schools to see how the transition back to school was and how we are doing. Not sure if we have gotten any of those back.

For parents: Both the hospital and our Rehab center send a satisfaction survey. Not too bad on the return for this but not really very helpful.

For the patients: We were using a written survey specific for different age groups but basically asking the same questions. Our Rec Therapist would administer it but felt he was not getting anything useful so we have changed our format. Now he asks the same questions but does it as part of a game so the patients tend to answer a bit more appropriately instead of just what they thought we wanted to hear.

For us we were just using the satisfaction survey and the patient survey when we had our visit for the first time. We did not get any concerns or comments from CARF about it. Don't know how they will feel about the changes we have made.