

Cleveland Hearing & Speech Center

**Program Evaluation Summary
2017**

Speech Language & Learning Department

Summary of Services

CHSC speech-language pathologists (SLPs) served a total of 3,597 clients across our office and community locations. In our offices we saw 925 of these clients, the remainder were seen in Head Start, school, or day care settings. Services provided included: 410 evaluations; 410 clients seen for individual therapy, and 57 clients participated in group treatment sessions. Clients presented with a variety of diagnoses, including aphasia, apraxia, expressive language disorder, mixed receptive/expressive language disorder, phonological disorder, hearing loss, stuttering, voice disorder or reading disorder. There were seven clients provided coaching for foreign accent modification.

Outcomes & Effectiveness

CHSC speech-language pathologists use the National Outcomes Measurement System (NOMS). The team began reporting NOMS data in July 2013. New staff have completed NOMS training during their orientation period. Adult data continues to be limited based on the number of clients who are on the therapy schedule that were admitted and discharged in 2017.

At CHSC 60% of preschoolers in NOMS are discharged from the program without meeting goals due to attendance issues or parent request (child receiving services at school) as compared to the national average of 7.5%. ASHA has indicated that in the near future they will be changing their outcomes reporting. At this time, they do not have a system for tracking school age therapy clients.

Adult ASHA National Outcome Measurement System (NOMS)	CHSC % 1 level or more of progress	National % 1 level or more of progress
Spoken Language Comprehension	NA	NA
Spoken Language Expression	NA	NA
Motor Speech	100% (N=1)	41.3% (N=7925)
Voice	NA	NA
Problem Solving	NA	NA
Length of typical SLP session	16-30 minutes, 100% of adult clients (CHSC)	31-45 minutes, 57.9% of adult clients (national)
Average number of SLP treatment sessions	188 (CHSC)	14.9(national)
Average number of sessions per week	One 100%	47% more than 5 sessions

Preschool Child ASHA National Outcome Measurement System (NOMS)	CHSC % 1 level or more of progress	National % 1 level or more of progress
Articulation/Intelligibility	50% (N=12)	70.2% (N=1041)
Spoken Language Comprehension	78.6% (N=14)	69.1% (N=982)
Spoken Language Production	79% (N=19)	67% (N=1273)
Length of typical SLP session	21-30 minutes, 88% (N=22)	21-30 minutes, 64.8% national 46-60 minutes, 16.9% national
Average number of SLP treatment sessions	31.4 sessions (N=22)	27.3 sessions
Average length of time in SLP treatment (in days)	238.2 (N=25)	161.6 national
Primary reason for discharge	60% discharged (attendance N=15) 12% goals met (N=3)	7.5% national 16.7% national
Funding	12% Medicaid Managed Care (N=3%) 12% self pay (3)	42.3 % Medicaid Managed Care national 3.5% self pay national

Outcomes

In 2017 we also tracked outcomes in-house. Demographics reflect the clients who come to CHSC for services. Expected outcomes are that clients improve the ability to communicate.

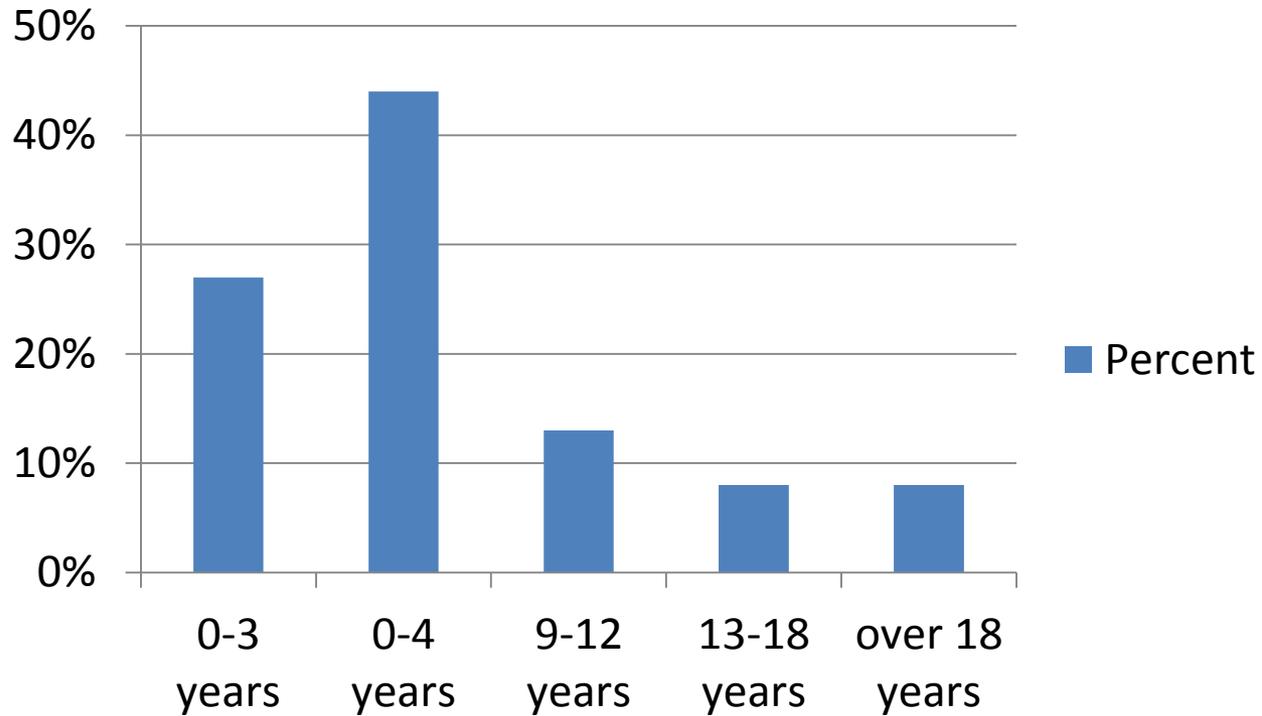
Actions: We expect that clinicians will input data more consistently by using prompts in the Electronic Medical Record (EMR) system. We continue to analyze data and research for trends and changes that can positively impact outcomes. Goals for 2018 include increased parent participation in therapy. Another goal is to decrease the duration of therapy and increase discharge of clients who are within normal limits. CHSC continues to have a large wait list for evening times. We are investigating how to decrease the wait through more evening and possibly weekend times. We also will begin tracking no show and cancellation rates through the EMR system to identify changes that may need to be made with the attendance policy.

Monthly data collected: survey results, productivity, outcomes

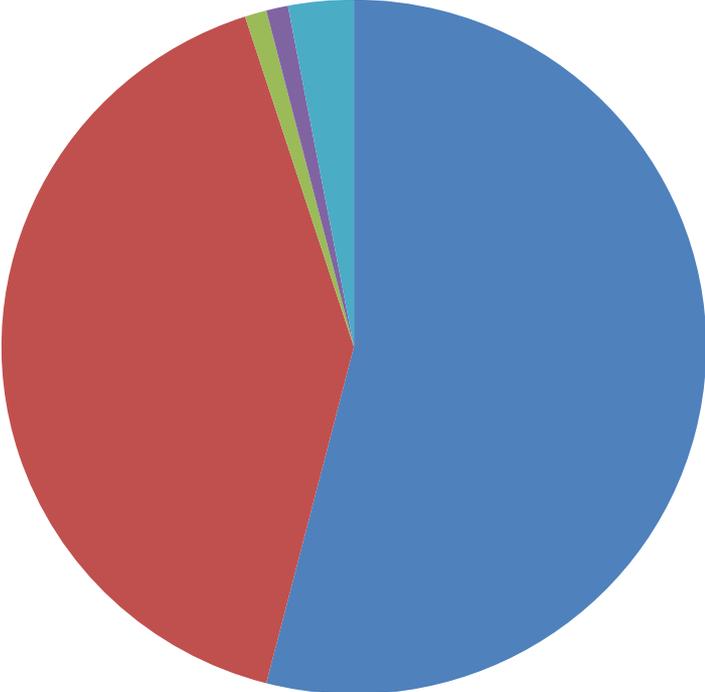
In-office Data 2017

Age Range

Percent

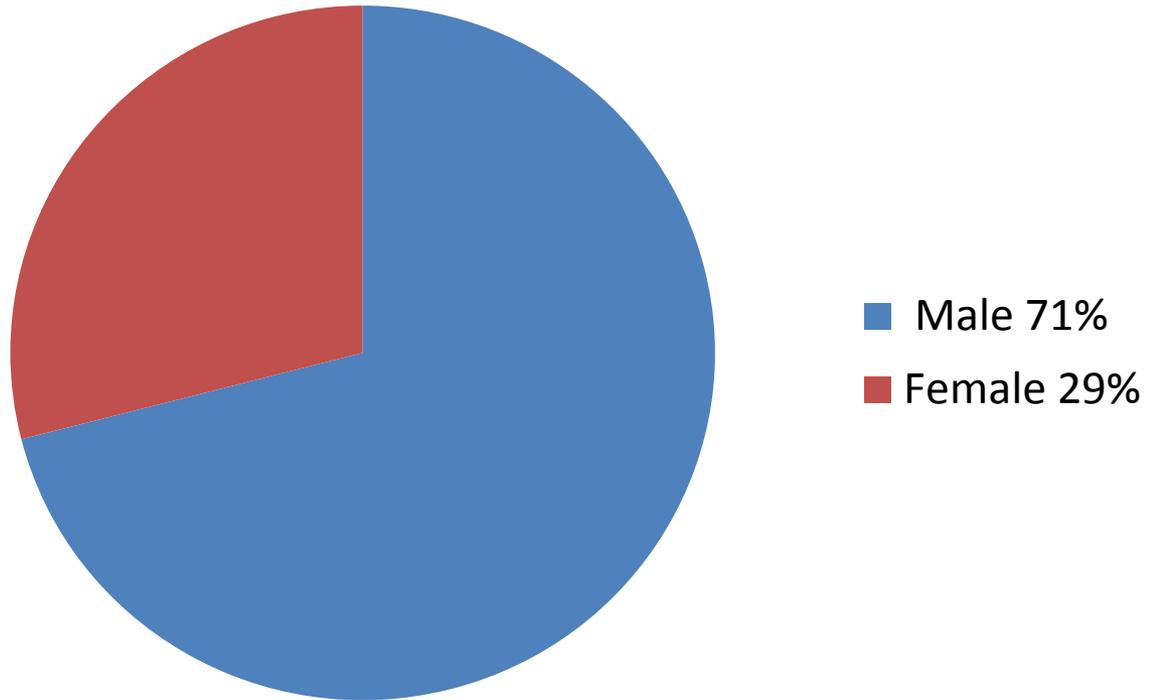


Ethnicity

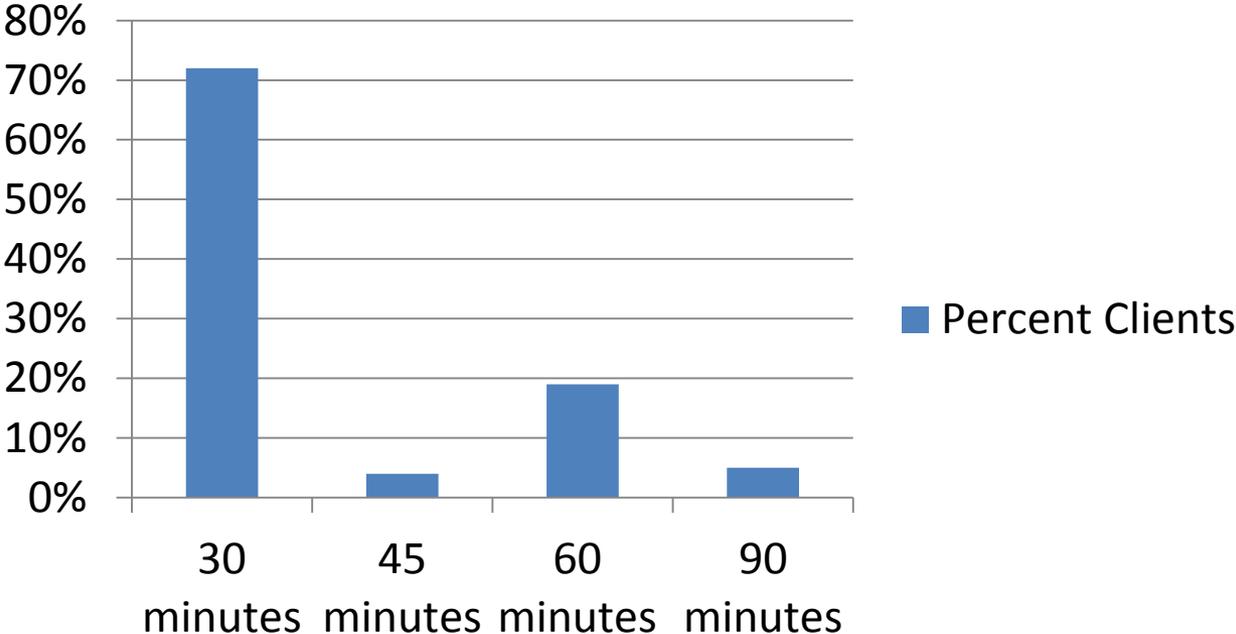


- African American/Black 54%
- Caucasion 41%
- Asian 1%
- Hispanic/Latino 1%

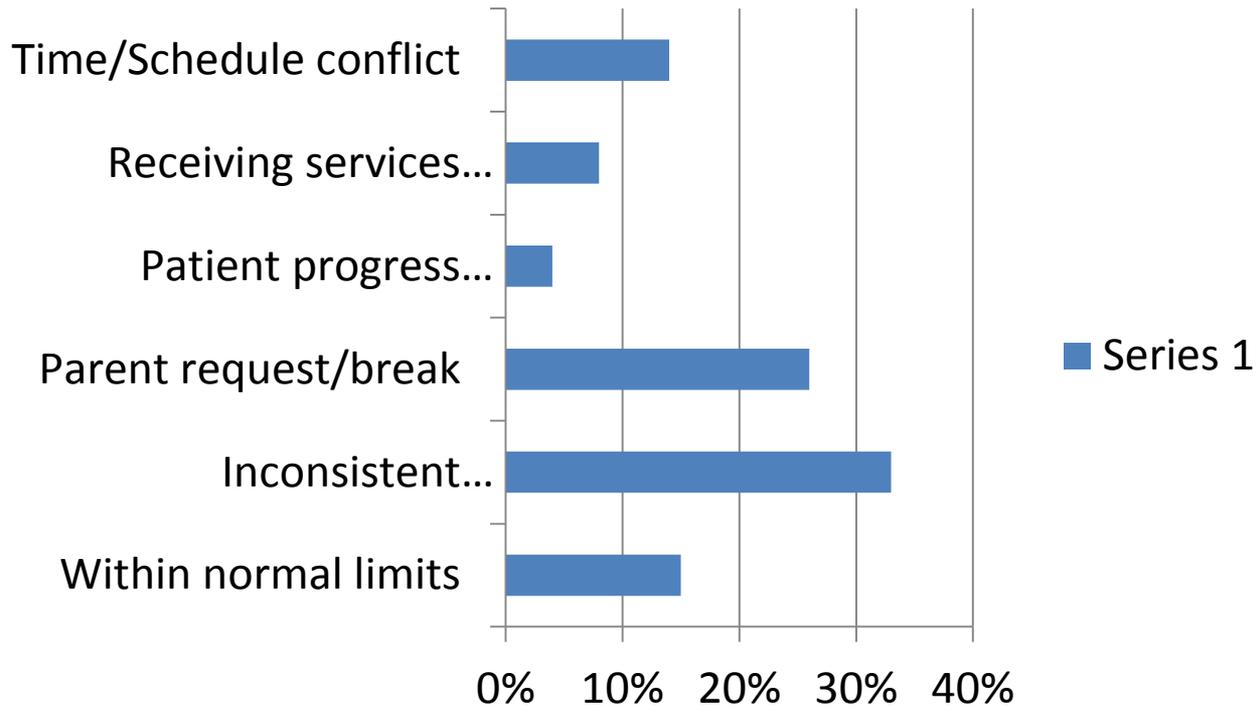
Gender



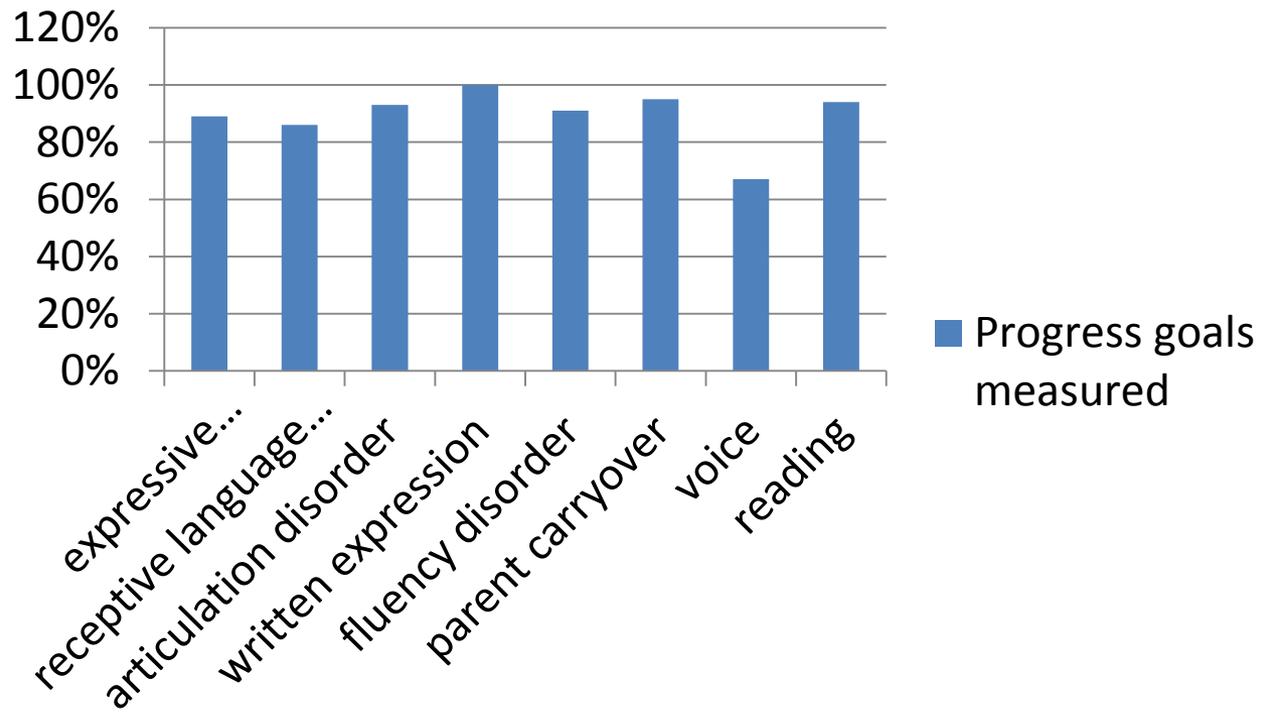
Percent Clients /length of treatment sessions



Reason for Discharge



Progress goals measured



Client Satisfaction

Client satisfaction surveys were offered to all speech pathology and audiology clients seen in 2017. Surveys were available in paper form at the front desk and via ipad for use with Survey Monkey. Surveys continue to be available throughout the year in paper form at the front desk and all speech therapy observation rooms. There were 103 clients who participated in 2017. Generally, satisfaction with speech pathology and audiology services was high with an overall rating above 6 on a 7 point scale.

Action: CHSC has discussed with therapists ways to better communicate evaluation results and therapy programs with families and offer them an opportunity to contact the therapist following the appointment if they still have questions by giving them the clinician's business card. CHSC is looking into ways to increase participation in the survey including using the new Practice Management system to gather responses and / or to distribute more frequently. With the new PM/EMR system implemented at the end of 2016, there is a function that will allow us to email satisfaction surveys to current and past clients. We are investigating this option for the agency and HIPAA compliance

Client Satisfaction 2017	# responses	103	<i>6-7 exceeds expectations</i>
			Avg. Rating
The office manager was quick to respond to your call			6.43
The office manager was helpful, respectful, and friendly			6.50
When you arrived, the office manager thoroughly explained our procedures (payment options, privacy, documents)			6.28
Convenience of our office location(s)			6.16
Convenience of our office hours			6.30
The cleanliness and comfort of the office itself			6.36
The health care professional(s) were helpful, respectful, and friendly			6.70
The health care professional(s) were knowledgeable, thorough, and competent			6.70
The health care professional(s) explained their clinical recommendations in a manner you understood			6.30
The health care professional(s) requested and included your input in treatment planning			6.41
Your overall satisfaction with services received at CHSC			6.31
Please select the office you visited today:			
	% responses		
University Circle	17%		
South Euclid	32%		
Broadview Heights	51%		
How did you hear about CHSC?			
	% responses		
Internet or Website	15%		
Family Member	5%		
Friend/Co-Worker	8%		
Physician	42%		
Psychologist	0%		
Social Worker	5%		
Advertisement	4%		
Community Education	0%		
Other	17%		
Didn't respond	6%		
			yes
Would you return to CHSC for services?			98%
Would you recommend our services to a family member or friend?			98%

Efficiency

Efficiency is measured by tracking hours produced (billable time) as well as cancelation/no-show rates. This was not tracked in 2017 due to the incompatibility of the EMR reporting system and collection of data in this area.

Cancellation/No-show rates NA

Year-to-year analysis, by office:

University Circle - NA

Actions: NA

South Euclid - NA

Actions: NA

Broadview Heights NA

Actions: NA

Actions :At the end of 2017, programming coordinators from the EMR company were working for a way to pull this information in 2018. The office managers did work to create a plan for increased efficiency, scheduling , and client satisfaction. The plan is called the “road to joy”.

Accessibility of Services

The client satisfaction survey in 2017 included measures of accessibility. Clients were asked to rate the convenience of our office locations as well as the convenience of our hours of operation.

Actions: As part of the current strategic plan, we plan to make services more accessible by opening up to 5 offices in the next three years to expand our service area.

Convenience of office hours	6.30
Convenience of office locations	6.16