

Cleveland Hearing & Speech Center

**Program Evaluation Summary
2018**

Speech Language & Learning Department

Summary of Services

CHSC speech-language pathologists (SLPs) served a total of 3596 clients across our office and community locations. In our offices we saw 677 of these clients, the remainder were seen in Head Start, school, or day care settings. Services provided included: 482 evaluations; 526 clients seen for individual therapy, and 65 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 12 clients who came to an office and were 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, fit within the parameters of NOMS, and who were admitted and discharged in 2018.

At CHSC 54.4 % 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 44.9% . 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	100% (N=1)	63.7% (20715)
Spoken Language Expression	50% (N=2)	63% (N=24983)
Motor Speech	100% (N=2)	68% (N=9649)
Voice	NA	NA
Problem Solving	NA	NA
Length of typical SLP session	46-60 minutes 57.1%	31-45 minutes 58.9%
Average number of SLP treatment sessions	5.3	14.1 (national)
Average number of sessions per week	One 71.4%	More than five 48%

Preschool Child ASHA National Outcome Measurement System (NOMS)	CHSC 1% level or more of progress	National 1% level or more of progress
Articulation/Intelligibility	74.1% (N=43)	71.9% (N=822)
Spoken Language Comprehension	42.9% (N=3)	66.5% (N=700)
Spoken Language Production	87.6% (N=14)	67% (N=960)
Length of typical SLP session	21-30 minutes, 97.1% (N=66)	21-30 minutes, 61.5% national 31-45 minutes, 23.7% national
Average number of SLP treatment sessions	30.6 sessions (N=68)	33.4
Average length of time in SLP treatment (in days)	277.7 (N=68)	199.4 national
Primary reason for discharge	54.4% discharged (N=37) 5.9% treatment goals met (4) 5.9% noncompliance/refusal (4)	44.9% national 18.3% national 6% national
Funding	27.9% Medicaid Managed Care (N=19) 19.1% self pay (13) 35.3% Other educational funding (N=24)	33.9 % Medicaid Managed Care national 4.4% self pay national 2.9% other educational funding

Outcomes

In 2018 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.

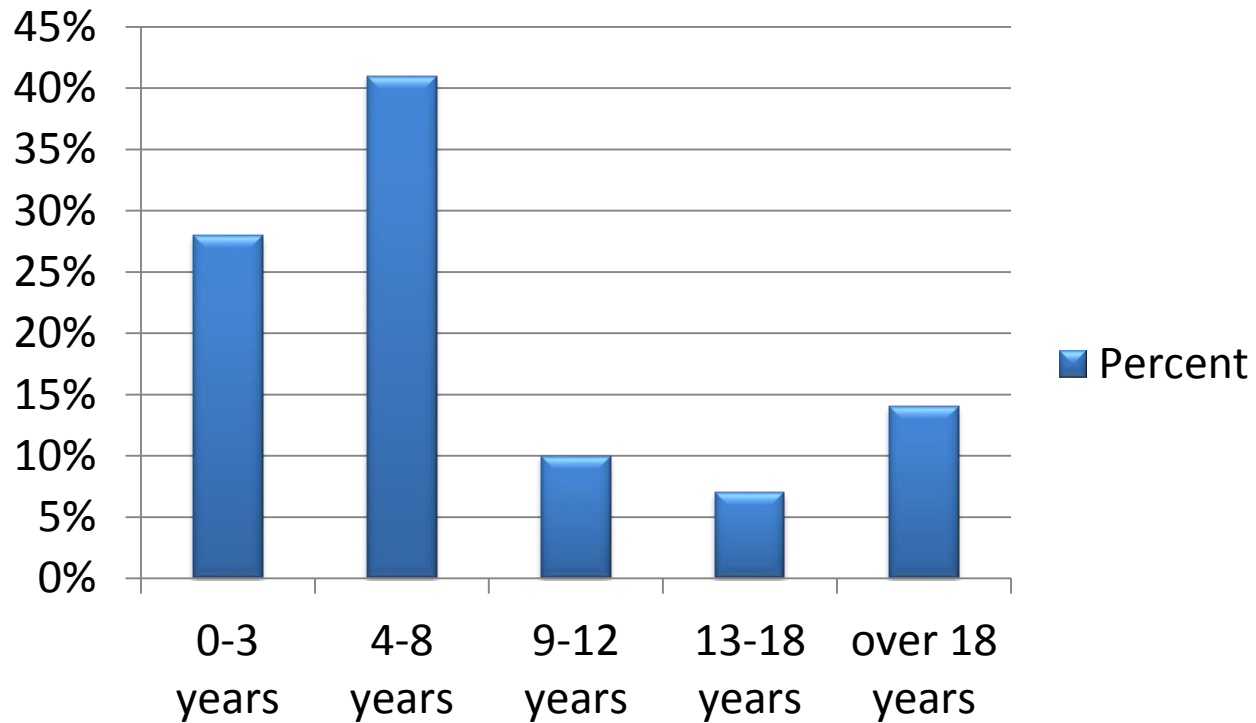
Actions: We continue to expect that clinicians will input data more consistently by using prompts in the Electronic Medical Record (EMR) system. We continue to analyze data and research for trends and changes that can positively impact outcomes. Goals for 2019 include increased parent participation in therapy for our parent implemented therapy program. Another goal is to decrease the duration of therapy and increase discharge of clients who are within normal/functional limits. CHSC continues to have a wait list for evening times. We are investigating how to decrease the wait through more evening and possibly weekend clinicians. We also will continue to try to track 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

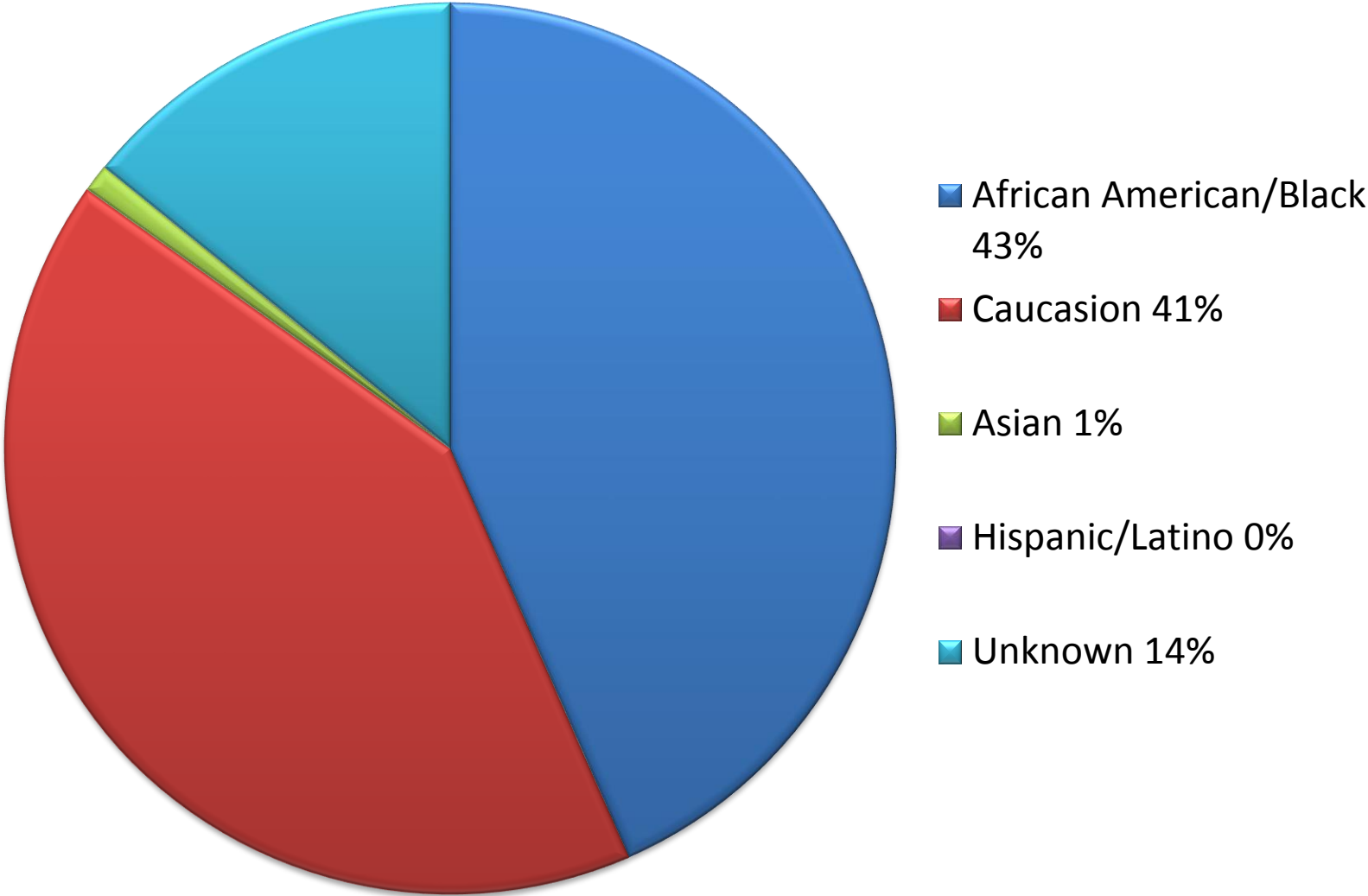
In-office Data 2018

Age Range

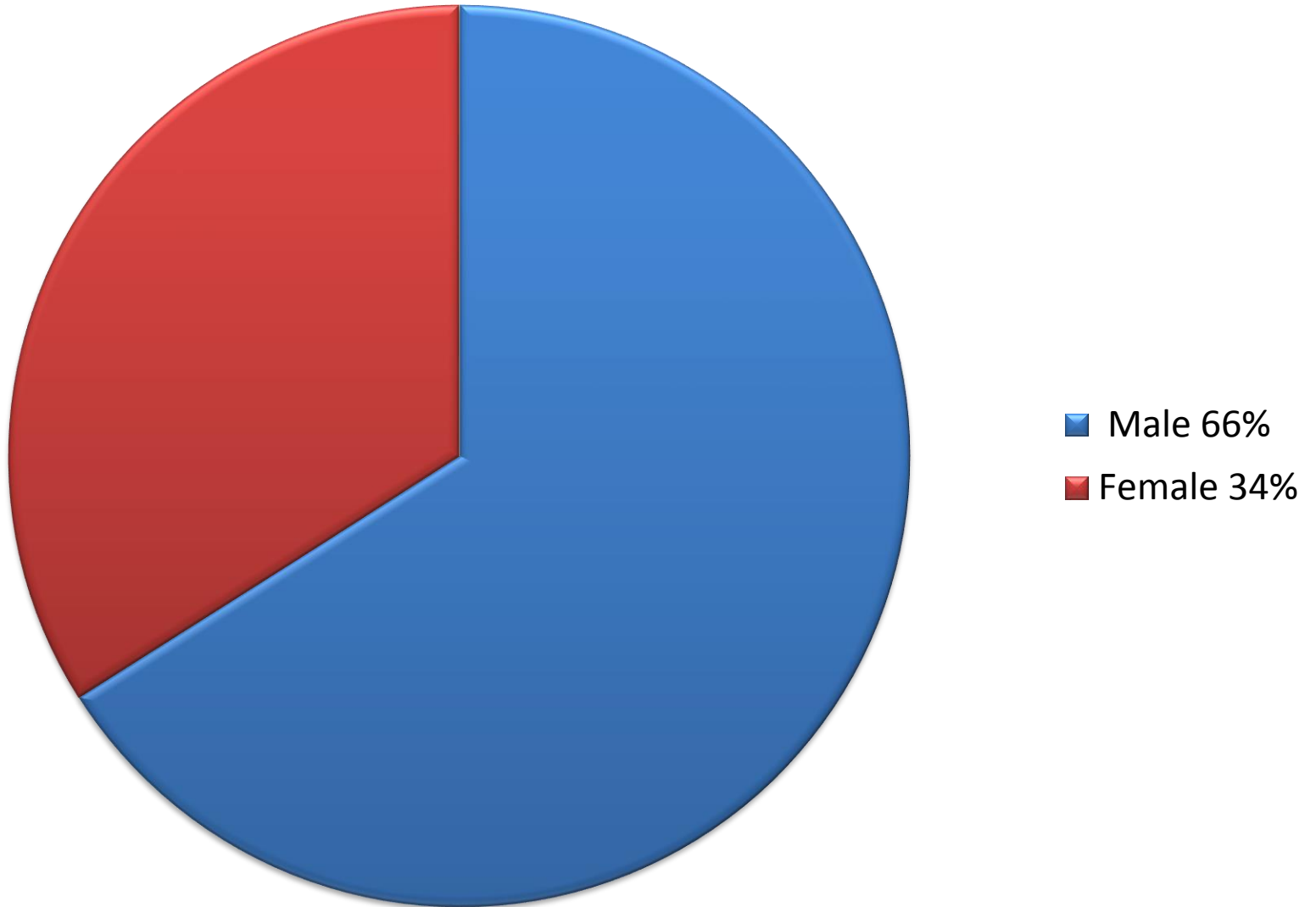
Percent



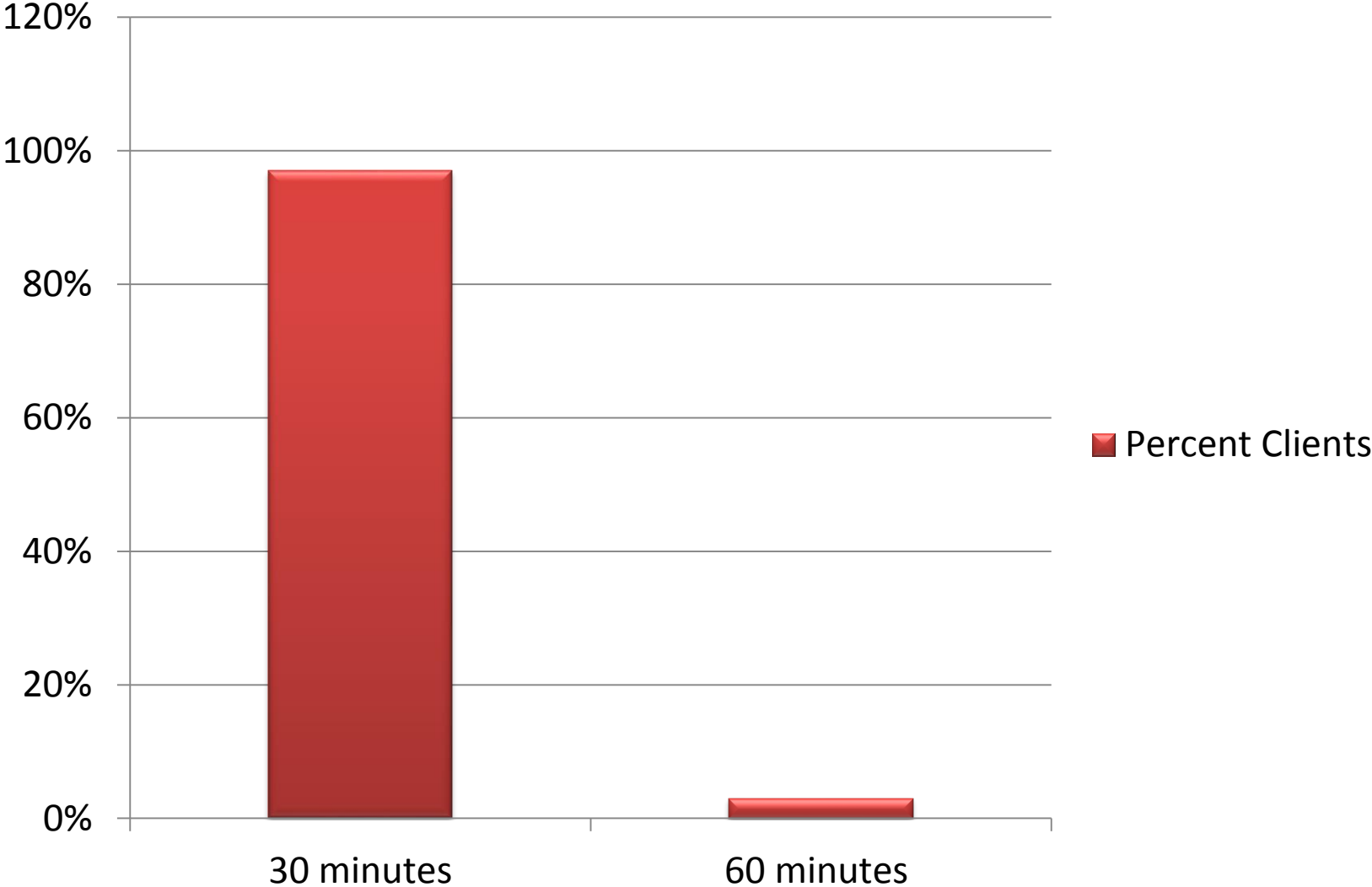
Ethnicity



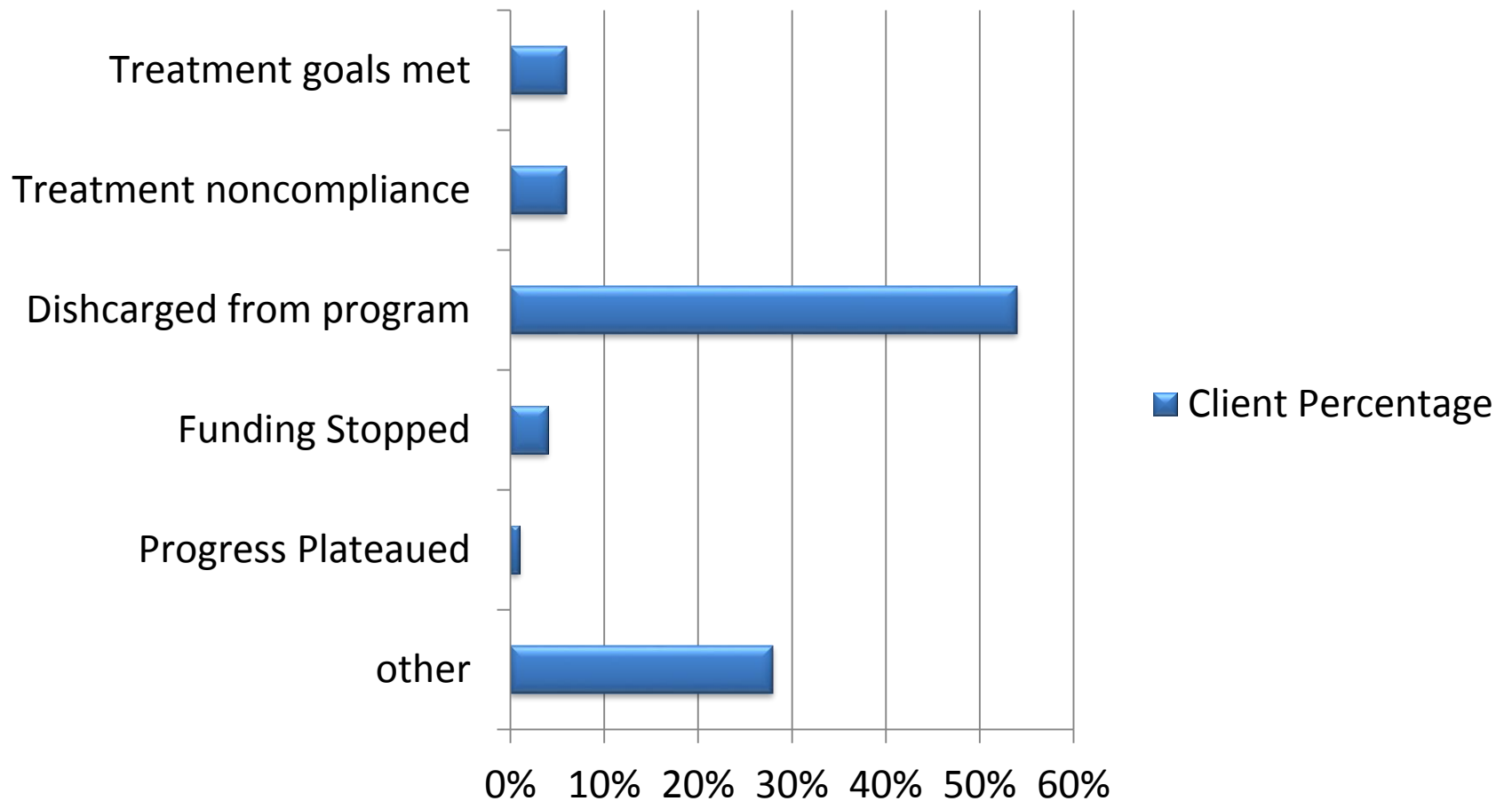
Gender



Length of Typical SLP Treatment Session for a Preschooler

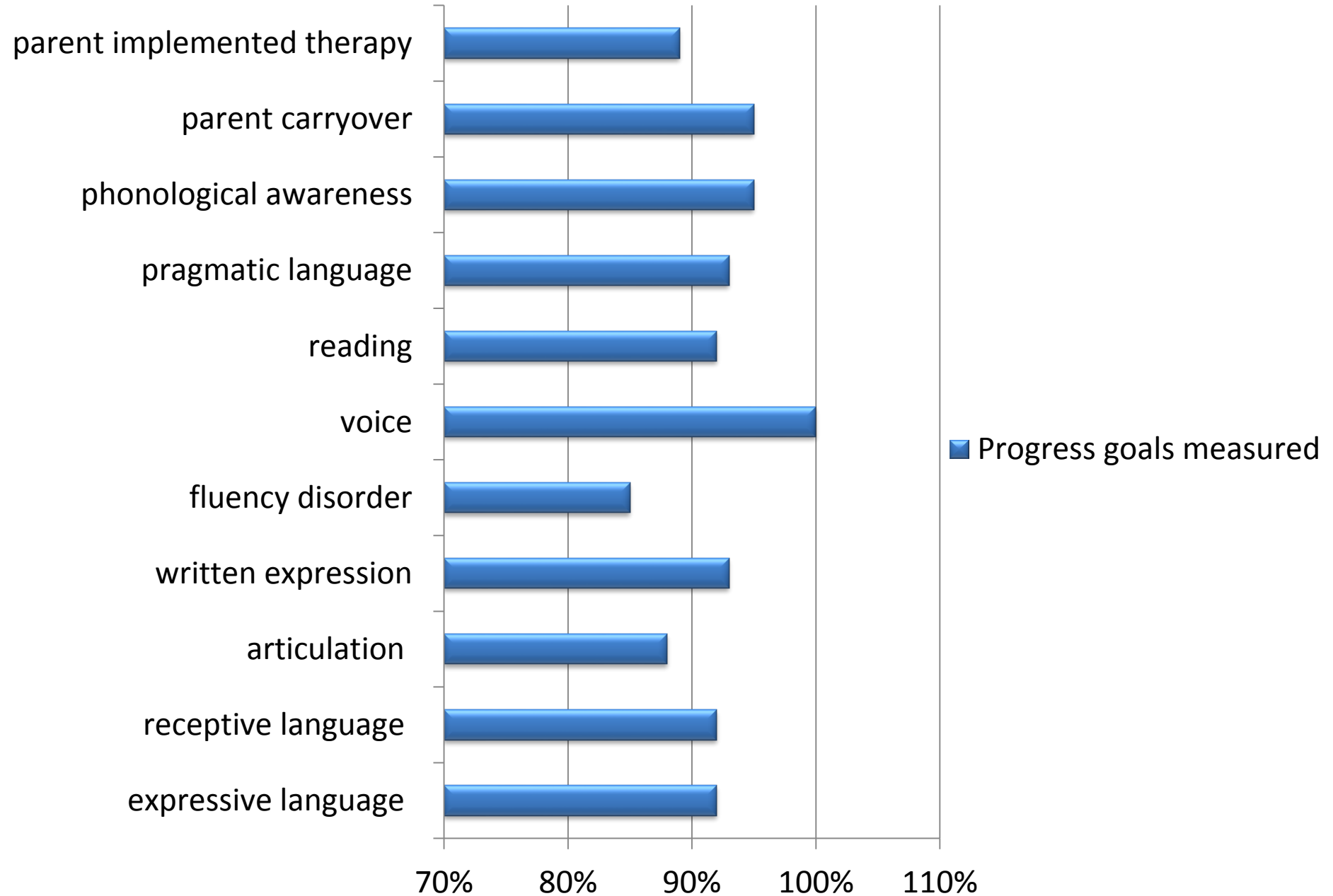


Reason for Discharge - Pediatric



*Discharged from program and other could be : transferred speech services to school, time conflict, attendance, parent request, illness

Progress goals measured



Client Satisfaction

Client satisfaction surveys were offered to speech pathology and audiology clients seen in 2018. Surveys were available in paper form at the front desk and via Ipad for use with Survey Monkey. Surveys continued to be available throughout the year in paper form at the front desk and all speech therapy observation rooms. There were 29 clients who participated in 2018. Generally, satisfaction with speech pathology and audiology services was high with an overall rating above 6 on a 7 point scale.

Action: A goal for 2019 is to send the survey's out two times per year to clients electronically in a HIPPA compliant system. We are now able to gather emails more efficiently and use them for contacting out clientele.

Client Satisfaction 2018	# responses	29 (paper in spring - 11; email in fall- 18)	6-7 exceeds expectations
			Avg. Rating 2018
The office manager was quick to respond to your call			6.07
The office manager was helpful, respectful, and friendly			6.24
When you arrived, the office manager thoroughly explained our procedures (payment options, privacy, Convenience of our office location(s)			6.14
Convenience of our office hours			5.68
The cleanliness and comfort of the office itself			6.06
The health care professional(s) were helpful, respectful, and friendly			6.08
The health care professional(s) were knowledgeable, thorough, and competent			6.67
The health care professional(s) explained their clinical recommendations in a manner you understood			6.67
The health care professional(s) requested and included your input in treatment planning			6.44
Your overall satisfaction with services received at CHSC			6.42
			6.49

Please select the office you visited today:	
	% responses
University Circle	25%
South Euclid	30%
Broadview Heights	45%

How did you hear about CHSC?	
	% responses
Internet or Website	9%
Family Member	9%
Friend/Co-Worker	6%
Physician	21%
Psychologist	0%
Social Worker	6%
Advertisement	12%
Community Education	0%
Other	33%
Did not respond	4%

Referral Sources Listed
Knickerbocker Apts - Carey Ann Smittey
Dr. Elizabeth Carpenter - Suburban Pediatrics
teacher
audiologist
From Lake Erie nature center
Dr. Underwood/ Dr. Natalie Woods

Would you return to CHSC for services? **yes** 92%

Would you recommend our services to a family member or friend? 93%

Efficiency

Efficiency is measured by tracking hours produced (billable time) as well as cancelation/no-show rates. This was not tracked in 2018 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 :In 2018, we continued the conversation with programming coordinators from the EMR company to find a way to pull no show and cancellation rate. We continue to look for a way to pull this information in 2019 to include a new EMR system. We did implement an online intake system that could be completed prior to the first visit.

Accessibility of Services

The client satisfaction survey in 2018 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 opened the Westlake office and continue to identify other opportunities for client care.

Convenience of office locations	5.68
Convenience of office hours	6.06