

**Cleveland Hearing & Speech Center
Program Evaluation Summary
2019**

Speech, Language, and Learning Services

Summary of Services

Overall, the department served 3,990 clients across all settings

- 3,877 unduplicated **pediatric** (97% of total individuals served)
- 113 unduplicated **adults** (3% of total individuals served)

Breakdown of services by setting:

- **In-house:**
 - 659 unduplicated **pediatric** clients
 - 0 – 3 years: 170
 - 4 – 8 years: 345
 - 9 – 12 years: 95
 - 13 – 17 years: 49
 - 84 unduplicated **adult** clients
 - 8,479 total clinical visits

- **Charter Schools:**
 - Caseload: 467
 - Screenings: 1,058

- **Private Schools Caseload:**
 - Gilmour Academy: 10
 - University School: 6
 - Hathaway Brown: 2
 - Lural School: 1

- **Head Start and PLLC:**
 - 1,246

- **Other screenings:**
 - 447

- **Accent modification (in-house and at Cleveland Clinic)**
 - 29

Future Actions: A goal for 2020 is to increase the number of adult clients served by this department, especially through out NEO-ACT (Northeast Ohio Adults Communicating Together) programming. We have an Adult Services Coordinator who has protected time to grow this program over the coming year.

Demographics:

Gender, in-house:

- Male - pediatric: 63%
- Female - pediatric: 26%
- Male – adult: 7%
- Female -adult: 5%

Ethnicity, in-house:

- Asian: 10 (1%)
- African American: 327 (44%)
- Caucasian: 319 (43%)
- Other: 12 (2%)
- Declined to specify: 75 (10%)
- Hispanic: 0 (0%)

Future Actions: “Hispanic” is currently not a pulldown option on our EMR system. Editing our EMR system is not a quick or easy process, but this will be changed for 2020.

Outcomes

Progress on Goals In-House

Goal Measured – 10-week sessions	# instances goals met	# instances progress on goal	# instances goal not met	% of instances goal met goal or progress on goal on 10-session treatment plans
Expressive Language	284	429	52	93%
Articulation/Phonology	428	526	67	93%
Carryover	203	538	53	93%
Receptive Language	101	217	27	92%
Reading	19	44	8	89%

Fluency	89	87	23	88%
Written Expression	5	10	3	83%
Voice	6	7	3	81%
Parent-implemented therapy	96	N/A	25	79%

Future Actions: We will continue to encourage the SLPs to work on parent involvement for parent-implemented therapy. This is the newest goal that we have introduced and are tracking.

Reasons for In-House Discharge

Disposition at d/c	# clients	% of total discharge
Inconsistent attendance	83	29%
Parent request for break	60	21%
Tested within normal limits	55	19%
Schedule conflict	54	19%
Receiving services elsewhere	18	6%
Progress plateau	16	6%
Total clients discharged	286	

Future Actions: Inconsistent attendance is our largest reason for discharge. CHSC needs to work on how to make our services more accessible to the populations we serve – based on our attendance dismissal rate, we are not as accessible as we should be.

ASHA National Outcomes Measurement System (ASHA NOMS) – Provides Data on Pre-Kindergarten Clients

Progress measured through Functional Communication Measures (FCM) – used to rate child’s communication abilities.

**** Progress reported is only for discharged clients**

Category	CHSC % Children 1 FCM Increase at Discharge	National Average % Children 1 FCM Increase at Discharge	CHSC # of Sessions and Time in Therapy for 1 FCM Increase	National Average # of Sessions and Time in Therapy for 1 FCM Increase
Articulation/Intelligibility	51.8% (n=29)	37.4%	Sessions: 19.9 Hours: 8.6	Sessions: 27.0 Hours: 13.0

Spoken Language Comprehension	27.3% (n=6)	38.1%	Sessions: 9.5 Hours: 4.4	Sessions: 17.8 Hours: 8.9
Spoken Language Production	28.9% (n=11)	34.2%	Sessions: 11.3 Hours: 5.0	Sessions: 17.8 Hours: 9.3

Average Number of Sessions per Week	CHSC	National
< 1 time per week	13.1% (n=11)	8.2%
1 time per week	85.7% (n=72)	58.2%
2 times per week	1.2% (n=1)	28.0%

Length of Typical Treatment Sessions	CHSC	National
21-30 minutes	94.0% (n=79)	61.2%
31-45 minutes	3.6% (n=3)	26.1%
46-60 minutes	2.4% (n=2)	11.2%

Treatment Time	CHSC	National
Average Number of Sessions	26.0	38.9
Average Length of Time in Treatment (in days)	239.5	226.6

Structured Home Program Status	CHSC	National
Structured Home Program Established	72.6% (n=61)	77.0%
Structured Home Program Completed (all or some)	86.9% (n=53)	94.0%

Discharge Reason	CHSC	National
Child discharged from program/facility	50.0% (n=42)	42.5%

Funding stopped and caregiver unable to pay for continued treatment	2.4% (n=2)	4.0%
Progress plateaued	1.2% (n=1)	3.1%
Treatment goals met	11.9% (n=10)	19.0%
Treatment noncompliance or refusal	16.7% (n=14)	9.1%
Other	17.9% (n=15)	21.5%

Demographics of CHSC NOMS Sample:

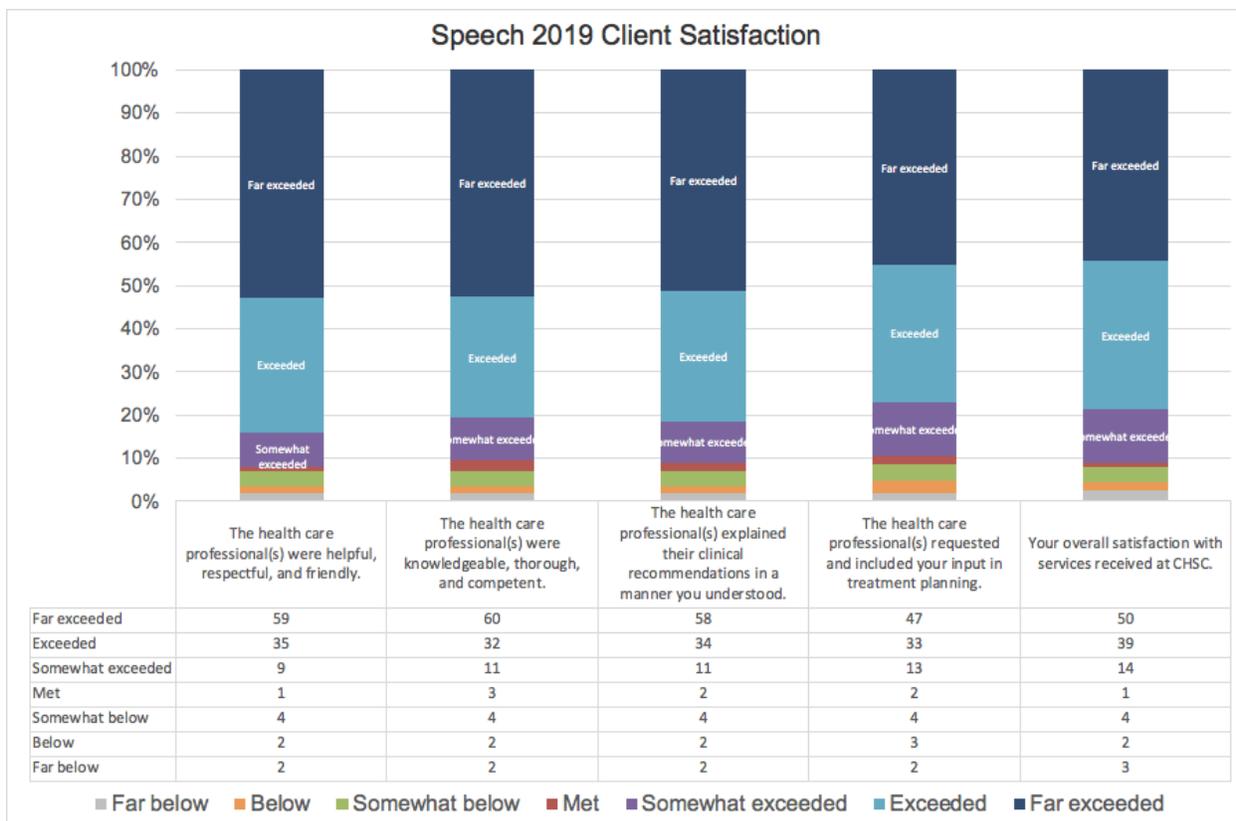
- **Age (at discharge)**
 - 3 years: 44
 - 4 years: 30
 - 5 years: 10
- **Gender**
 - Female: 34
 - Male: 50
- **Ethnicity**
 - Asian: 1
 - African American: 32
 - Hispanic or Latino: 1
 - White: 49
 - Unknown: 1

Future Actions: ASHA is in the process of revising the way NOMS data are collected to be more straightforward and a better representation of client progress. In 2019, CHSC served as a pilot location for the new system. This new system will also include school-age children instead of just pre-school age.

Client Satisfaction

Client satisfaction surveys were offered to speech and audiology clients three times this year via an emailed survey sent post-visits. This was a change from previous years where paper surveys were the only way to participate.

Results are indicated in the chart below. The majority of responses indicated that CHSC “far exceeded” or “exceeded” expectations.



Future Actions: We will continue to reach out to clients through email, as this is a more valid way to gather satisfaction data than is having a client fill out a survey in front of a client care coordinator. We will also share these satisfaction data with the SLP staff.

Efficiency

Tracking efficiency continues to be a challenge with the current EMR system used by CHSC. Ideally, the department would like to track no show and cancellation rates, but this is not possible except through a laborious manual process; therefore, we do not have those data tracked for 2019. Clinician productivity is assessed every month, and clinicians who meet their high-level productivity goals are entered in to an incentive drawing. Overall for 2019, an average of 7 clinicians meet their high-level productivity goals each month.

Future Actions: The department is considering a switch from our current EMR system to a new system that will make it easier to track efficiency data.

Accessibility of Services

CHSC's four office locations allow the department to offer services over a relatively wide geographical area in 2019 (University Circle, South Euclid, Westlake, and Broadview Heights). We recognized that our South Euclid location, located in an older building with physical accessibility challenges, was not up to par with the CHSC brand. In 2019 we secured a new

location in Lyndhurst, which was a larger and more accessible space. We will move into this new location in February of 2020.

Future Actions: CHSC's strategic plan includes plans to expand our geographic reach in order to make our services more accessible to those throughout Northeast Ohio.