AM-CCRQ: a rehabilitation specific patient experience survey

ACI Rehabilitation Network
Annual Education Forum
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Outline

• Background
• AM-CCRQ
• AM-CCRQ data collection tool
• Using your AROC data
AROC coverage – 288 Inpatient Rehabilitation Services

About 140,000 Inpatient episodes per annum

AROC DATA, calendar year 2018
AROC

Inpatient dataset: key outcome measures

- Functional Independence Measure (FIM)
- Length of stay
- FIM efficiency
- Discharge destination
Background

• ‘patient-centred’ care has emerged as a central principal of safe and high-quality care across clinical populations and settings
• patient survey data used variously to inform quality improvement initiatives and influence service delivery
• no one patient survey is commonly utilised in Australia
Patient Reported Measures (PRMs)

- capture outcomes that matter to patients

**Patient Reported Outcome Measures (PROMs)**
- capture a patients’ perspective about how illness impacts on their life, health and well-being

**Patient Reported Experience Measures (PREMMs)**
- assess the patient’s experience and perception of their health care – these are completed anonymously by the patients
Background

- **Patient experience** questions ask patients for factual response about what did or did not occur during an episode of care.

- **Patient reported outcome measures (PROMs)** capture a person’s perception of their health.

- Caution: ‘experience’ is used in a broad sense in much of the literature i.e. ‘the patient’s experience’; could include a range of question types.
Background: considerations for instrument choice

- Meaningful to patient and clinician
- Interpretable + useable, ie actionable data
- Not burdensome or duplicative
Development of the AM-CCRQ

• Literature search identified only one rehabilitation specific patient experience survey, the Client-Centred Rehabilitation Questionnaire (CCRQ)

• Research using a modified CCRQ conducted in three stages:
  - Stage 1: face validity of the CCRQ
  - Stage 2: implementation and evaluation of a modified CCRQ
  - Stage 3: report utility
AM-CCRQ

• publicly available self-reported tool
• 31 items
• 7 subscales:
  ➢ patient participation in decision-making and goal-setting
  ➢ patient-centred education
  ➢ outcomes evaluation from patient’s perspective
  ➢ family involvement
  ➢ emotional support
  ➢ physical comfort
  ➢ co-ordination/continuity
AM-CCRQ
AUSTRALIAN MODIFIED CLIENT-CENTRED REHABILITATION QUESTIONNAIRE

INSTRUCTIONS

Please circle the one response that is closest to what you think about your experience as a rehabilitation inpatient. The rehabilitation staff includes all of the nursing staff, therapists, and physicians working in your inpatient rehabilitation program.

Please circle one response for each question. If this question does not apply to you, please circle the last column.

It is okay to ask for assistance in answering questions as long as the answers represent your own feelings. There are no right or wrong answers. How strongly do you agree or disagree with the following statements?
<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The rehabilitation staff and I decided together what would help me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>2. I had no difficulty getting the health care information I needed.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. I was kept well-informed about my progress in areas that were important to me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. My family/friends were given the support that they needed by the rehabilitation staff.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. The rehabilitation staff treated me as a person instead of just another case.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>6. The rehabilitation staff tried to accommodate my needs when scheduling my therapy.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>7. My physical pain was controlled as well as possible.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td></td>
<td>Question</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>17</td>
<td>I was encouraged to participate in setting my goals.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>18</td>
<td>I received information when I wanted it.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>19</td>
<td>My family and friends were treated with respect.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td></td>
<td>Does not apply</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>20</td>
<td>Treatment choices were fully explained to me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>21</td>
<td>My therapy program was explained to me in a way that I could understand.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td></td>
<td>Does not apply</td>
<td></td>
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<tr>
<td>22</td>
<td>My family/friends were involved in my rehabilitation as much as I wanted.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td></td>
<td>Does not apply</td>
<td></td>
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<tr>
<td>23</td>
<td>I felt comfortable expressing my feelings to rehabilitation staff.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Question</td>
<td>1</td>
<td>2</td>
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<td>4</td>
<td>5</td>
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<tr>
<td>26. My therapists, nurses and doctors worked well together.</td>
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<tr>
<td>Preparation for life after rehabilitation</td>
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<td>27. I was given adequate information about support services in the community.</td>
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<tr>
<td>28. My family/friends received information to assist in providing care for me at home.</td>
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<td>29. I learned what I needed to know in order to manage my condition at home.</td>
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<tr>
<td>30. I know who to contact if I have problems following discharge.</td>
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<tr>
<td>31. I was told what to expect when I got home.</td>
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<td></td>
<td></td>
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</tbody>
</table>
AM-CCRQ Data Tool

• Excel; formatted
• Once sufficient data has been entered choose a date range -> automatic generation of a number of tables and graphs which you may find useful.
• View data tool
References


Accessing and using AROC data
Accessing and using AROC Data

1) Access your own facility’s data
   - Via AROC Online Services (AOS)
   - Facilities can extract their AROC v4 data with calculated fields such as AN-SNAP class, FIM change, length of stay, etc
Introduction

Welcome to the AOS Online Documentation. We hope it will answer any of your questions about using AOS.

To help you get started - here is a short list of things you may want to look at in our documentation:

- Download our user manuals in PDF format
- Read the AOS Introduction, which provides you with an overview of AOS
- Follow one of the links below to read about a particular AOS Key Feature
- Use the search box below to find information about a particular topic

We hope this documentation helps you find everything you need to know about using AOS.

AOS Key Features

- Introduction
- Data Entry
- Data Upload
- Data Extract
- Data Audit
- Data Summary
- Data Reports and Extracts
- Benchmark Reports
- FIM and WeeFIM
- AOS User Manuals
- AROC Data Dictionaries
- Data Deadlines
- Data Collection Forms
Accessing and using AROC Data

2) Request specific data eg for research project
   - AROC to discuss project with investigator to ensure research question can be answered using AROC data
   - if yes --> AROC data access application process
AROC Contact Details

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iC Enterprise 1, Innovation Campus
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