Use of the “Orthotics and Prosthetics Users’ Survey” in Clinical Practice

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Satisfaction Surveys & Outcome Measures

- Need for “patient satisfaction surveys” in public health
- Evaluate service
- Monitor improvements
- Team goal-setting & planning
- Basis for quality improvement
The Orthotics and Prosthetics Users’ Survey (OPUS)

- Designed by Heinemann, Bode & O’Reilly

- OPUS modules:
  - “Lower Extremity Functional Status”
  - “Upper Extremity Functional Status”
  - “Health Related Quality of Life”
  - “Satisfaction with Device and Services”

- Easy to administer
- No special equipment
- Variety of uses

Sample page from OPUS

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Potential Uses

- Evaluating clinical interventions
- Assessing functional status
- Assessing quality of life
- Service evaluation
- Staff feedback tool
- Funding support- individually/state wide
- Referral to other services
- Benchmarking
Process

- Prepare survey
- Educate staff
- Conduct survey
- Collate results
- Report results to staff
- Formulate ideas for improvement
- Engage with wider profession
- Conduct benchmarking across P&O profession
Conducting the OPUS

- Two week period
- All outpatients
- Identified by sub-service
- 10-15 minutes to do
- Anonymous
- Post, email, at reception
- 30% to be returned for validity
- 87 appointments scheduled (including DNAs)
- 57 surveys handed out
- 29 returned = 50.87%
Challenges

- Handing out surveys
- Patient participation
- Language
- Literacy
Quality Improvement from Results

- Accreditation
- Minimum standards for review
  - Standard review form
  - Book in telephone call
- Pictorial guide
- Regular feedback
- Team goals
- Funding
- Decision making with patients

http://blog.mindjet.com/2013/07/team-brainstorming-tips/
Future OPUS at St Vincent’s

- **Annual survey:**
  - measure improvement
  - translate into 4 main St V’s languages
  - standard instructions, also translated

- **Benchmarking**

- **Quality assessment and improvement**
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References

Providing Culturally Responsive Care at St Vincent's- online learning


