


Name of Policy: <u>Outcomes</u> Policy Number: 3364-137-OM-01 Department: Rehabilitation Services Approving Officer: Chief Executive Officer - UTMC Responsible Agent: Director, Therapy Services Scope: Rehabilitation Services	 Effective Date: 12/1/2022 Initial Effective Date: 10/1988		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy </td> <td style="width: 50%; border: none;"> <input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy </td> </tr> </table>		<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy
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(A) Policy Statement

The Rehab Services Department will have an ongoing systematic process for monitoring the quality and outcomes of services provided.

(B) Purpose of Policy

To ensure provision of optimal rehab services which meet the needs of the community.

(C) Procedure

1. Information will be gathered, and quality monitoring completed via a variety of means—financial system data, surveys, record review, etc.
2. Information gathered will be reviewed/analyzed to evaluate program’s effectiveness and efficiency. Program evaluation plans, including objectives and expected level of performance, will be reviewed annually, and approved by the Rehab Services Director. Follow up data will be evaluated and analyzed for interrater reliability.
3. Satisfaction of the persons served, and other stakeholders will be monitored and analyzed via the hospital-wide satisfaction survey, as well as stakeholder surveys, follow-up phone calls, patient interviews, etc. Information will be discussed at staff meetings and disseminated as necessary.
4. Information will be provided, and education completed for the staff, the persons served, referral sources and other stakeholders via brochures, newsletters, patient orientation, staff meetings, website, community presentations, etc.
5. Staff members will be involved in the planning, data collection for internal data and initial analysis and recommendations. The Director of Therapy are responsible for the final analysis and recommendations.
6. The Director in conjunction with staff will assist in development of the Rehab PI plan, taking into account the hospital PI plan and issues raised from the program evaluations and issues raised from other Rehab program information. The plan will be implemented upon review and approval of the Director of Therapy.

<p>Approved by:</p> <p><u>/s/</u> <u>8/3/23</u> Alison Matson PT, DPT, NCS Date Director of Therapy Services</p> <p><u>/s/</u> <u>2/11/2025</u> Christine Stesney-Ridenour, COO Date</p>	<p>Review/Revision Date:</p> <p>3/2002 7/2003 8/2006 8/2009 8/2012 7/2013 7/2014 7/2015 12/2019 12/2022</p>
<p>Next Review Date: 12/2025</p>	
<p>Policies Superseded by This Policy: 23-OM-01</p>	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.