

Standard 6: Outcomes Assessment

6.1 The team uses a process to evaluate its own performance with regard to patient assessment, treatment, or satisfaction and to make improvements as a result of those evaluations.

39. In the textbox below describe either:

- 1) an example of how assessment or treatment data have been used to change the team's procedures (e.g., modify surgical treatment, change referral criteria, etc.),

OR

- 2) an example of how other data the team has collected have been used to change the team's process (e.g., address clinic processes to increase patient/family satisfaction).

The Cleft Palate Team has utilized techniques often implemented by leadership. These techniques have been used to routinely review team processes and protocols.

#1: Quarterly O3 [one-on-one] meetings are utilized to assess each provider's satisfaction with clinic processes. These meetings involve the Cleft Palate Clinic Coordinator, the Cleft Palate Clinic Team Leader, and each provider. Questions regarding clinic processes are posed and notes taken. Changes are made based on feedback.

#2: Per clinic, and brief O3 [one-on-one] meeting is held with each parent/caregiver prior to the start of clinic. These meetings involve the Cleft Palate Clinic Coordinator and each patient/parent/caregiver. Questions regarding clinic processes are posed and notes taken. Changes are made based on feedback.

#3: Bi-annually a team meeting is held to "hotwash" clinic logistics. This is a group setting through which each provider is able to discuss the strengths and improvement needs of the Cleft Palate Clinic. Notes are taken and changes are implemented based on feedback.

EXAMPLE:

Feedback collected from providers and parents/caregivers indicated that parent knowledge of how to feed infants post NAM delivery [Nasoalveolar Molding

Appliance] was lacking. Therefore, a process of post NAM delivery outpatient feeding evaluation was implemented. Immediately following NAM delivery, infants are evaluated by a speech pathologist and parents are educated at length re: effective feeding appliances and techniques. This change has heightened satisfaction with clinic processes, as indicated during a recent team "hotwash".

40. If your team does not currently have a quality management system, please describe your plan for implementing one.