

Up-to-3: Year 2

Enhancing Family-Centered Early Intervention
Approaches Utilizing an Electronically Administered
Data Collection Method

URLEND 2014-2015

Trisha Chase

Brigid Crotty

Anthony Warn

Introduction

- *Up-to-3* is one of the leading providers of early intervention services to children with special health care needs (CSHCN) and their families in Utah (CPD, 2014), and:
 - Is located in the Center for Persons with Disabilities at Utah State University in Logan
 - Primarily serves children and families living in Cache, Box Elder, and Rich Counties
 - Operates under contract to the Utah Department of Health (UDOH) to provide Part C Services under the Individuals with Disabilities Education Act (IDEA)

Background of Early Intervention

- Early intervention services provide opportunities for infants and toddlers with special healthcare needs to improve key skills and to remediate developmental delays (U.S. Department of Health and Human Services, 2014)
- IDEA Part C services support children ages 0-3 years, and service providers like *Up-to-3* are required to provide early intervention services in sixteen areas, including: (a) autism support; (b) assistive technology; (c) behavior modification; (d) counseling; (e) diet; (f) family training; (g) hearing; (h) vision; (i) occupational therapy; (j) parent-child playgroups; (k) physical therapy; (l) preschool transition; (m) service coordination; and (n) speech-language therapy

Rationale

- IDEA Part C service providers are required to collect data on family outcome indicators (Bailey et al., 2006)
- Although not mandated, family satisfaction is another important indicator and can be linked with other important family outcomes
 - Parent/caregiver perceptions of early intervention services can predict immediate outcomes, such as understanding their child's strengths and abilities and having the skills to help their child to develop, which in turn can predict long-term outcomes such as quality of life (Epley, Summers, & Turnbull, 2011)

Purpose

- This project sought to provide *Up-to-3* with an effective survey tool through which they could gather data related to multiple goals:
 - To assess the quality, effectiveness, and efficiency of services provided to families
 - To facilitate program evaluation and development
 - To inform current and future quality improvement initiatives

Specific Aims

- Goal: To assist the *Up-to-3* program in obtaining satisfaction data to aid them in their goal of improving the services provided to families through program development and evaluation by:
 - Refining the existing electronic surveys developed by 2013-2014 leadership group
 - Conducting phone interviews with a subset of *Up-to-3* participants in order to obtain feedback on the surveys
 - Providing training to *Up-to-3* staff on administering the surveys
 - Assisting select *Up-to-3* staff in piloting the surveys with *Up-to-3* families
 - Implementing the surveys with all families participating in *Up-to-3*
 - Conducting a preliminary analysis of the collected data

Project Overview

- Phase 1
 - Phone interviews
- Phase 2
 - Pilot Training and Implementation
- Phase 3
 - Full-scale Implementation

Phase 1: Phone Interviews

- Participants
 - 6 adult parents of children ages birth-3 receiving *Up-to-3* services
 - 4 English-speaking
 - 2 Spanish-speaking
 - Participants were selected randomly by *Up-to-3* staff

Phase 1: Procedures

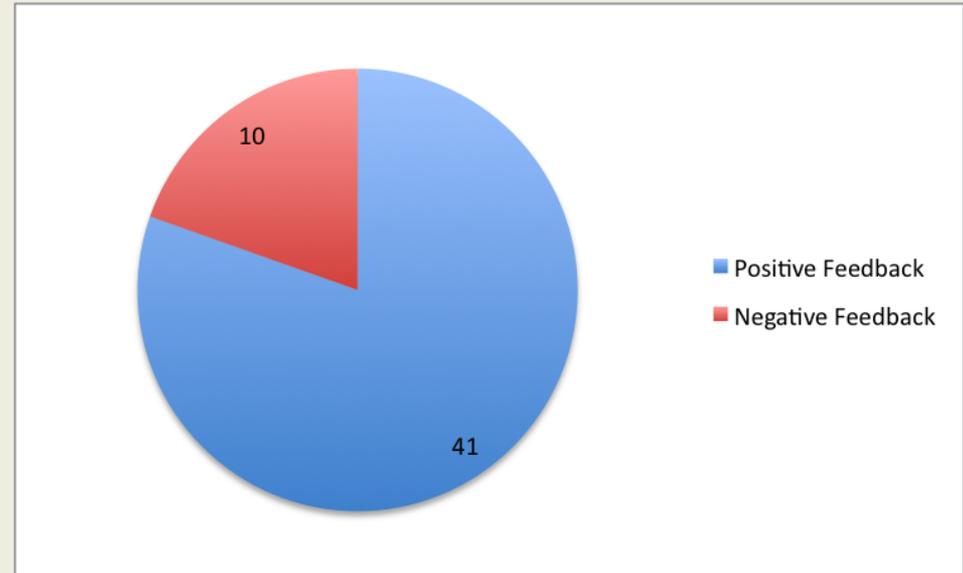
- Used to determine clarity and effectiveness of the satisfaction survey
- Semi-structured 15-minute telephone interview
 - General questions administered to all participants
 - Specific service questions:
 - Intake
 - Individualized Family Service Plan
 - Service Provider
 - Evaluation
 - Transition
- Researchers blind to participant identity
- 3 attempts made to contact each participant by telephone

Phase 1: Data Analysis

- Qualitative data from phone interviews analyzed
- Due to a limited sample size, researchers used the following modified content analysis protocol
 - Independent review of interview transcripts by each researcher
 - Notes taken on most important information in each response
 - Notes transferred into a coding sheet for team analysis
 - Each response was categorized as:
 - positive feedback
 - suggestion for change
 - Summary of response information presented to *Up-to-3* with corresponding recommendations
 - Revisions made to surveys based on recommendations

Phase 1: Results

- Feedback on surveys
 - 100% agreement that surveys assessed satisfaction and quality of services
- Logistical Feedback
 - 83% comfortable with technology
 - 83% preference for immediate completion
 - 50% responses would remain the same



Phase 2: Pilot

- Pilot Training
 - 4 staff members selected by *Up-to-3* administration
 - included staff members providing full range of services
 - 2 members of administrative staff also attended
 - 1-hour training
 - overview of project
 - steps of survey administration using Qualtrics
 - discussion of confidentiality
 - hands-on practice with iPad
 - Revisions made to survey based on feedback from staff members

Phase 2: Pilot

- Pilot Implementation of Satisfaction Survey
 - This phase is pending
 - Participation open to all families receiving services from the four *Up-to-3* staff members piloting surveys
 - 4 trained staff members will administer survey for 2 weeks
 - Feedback from staff and pilot participants will be used to identify and remediate any technical, procedural, or interpersonal issues
 - Revisions will be made to training and survey

Phase 3: Full-Scale Implementation

- Full-scale Implementation of Satisfaction Survey
 - This phase is pending
 - Participation open to all families receiving services from *Up-to-3*
 - Trained staff will administer surveys for 1 week each month
 - Initial data will be analyzed by URLEND researchers
 - This phase will be ongoing and run internally by *Up-to-3*

Outcome Measure: Phases 2 & 3

- Satisfaction Survey
 - Will be administered via iPad at the end of each home visit
 - Provides confidential feedback from parents to *Up-to-3* about the quality and effectiveness of the following services:
 - Intake
 - Individualized Family Service Plan
 - Service Provider
 - Evaluation
 - Transition
 - Demonstration Survey
 - 3 question practice survey for family to complete prior to completing satisfaction survey

Sample of Survey

- Link to [view survey](#)

Data Analysis - Phases 2 & 3

- Descriptive statistics will be collected for Likert scale survey items
 - Frequency counts, mode, median, and range
 - Areas of strength and weakness will be identified
 - >60% positive response (strongly agree, agree) a strength
 - >60% negative response (strongly disagree, disagree) a weakness
- Open-ended responses will be analyzed using content analysis
- Post-URLEND, data will be analyzed by *Up-to-3* staff

Discussion

- Strengths
 - Efficient and effective survey system
 - Structured data analysis plan
 - Staff training
- Limitations
 - Several objectives not attained
 - Small sample size

Future Directions

- Phase 2-Pilot implementation
 - Data analysis
 - Additional revisions
- Phase 3-Full-scale implementation
- Sharing survey with others

References

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