Evaluating quality indicators for physical therapy in primary care

M. Scholte, E. Hendriks, R. Nijhuis-van der Sanden, J. Braspenning
14 October 2013

Background

- Transparency
- Different stakeholders
- How to measure quality?
- 2007: Development quality indicators physical therapy in the Netherlands

Quality Indicators: 3 domains

- Physical therapy care process (8 indicators)
- Patient Experience (10 indicators)
- Practice management (5 indicators)

Purpose

- To evaluate the quality indicators on psychometric properties
- Based on Terwee et al. (2007) Quality criteria were proposed for measurement properties of health status questionnaires. Journal of Clinical Epidemiology; 60, pp 34-42

Data

- 3,743 practices in 2009 and 2010
- Physical therapists reported retrospectively on 30 cases
- Quality indicator scores 0-100
Indicator scores

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<tr>
<th>Indicator</th>
<th>Score</th>
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<td>2</td>
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Results

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Conclusion

- Most properties neutral or positive
- Ceiling effects worrisome;
  - Harder to discriminate between therapists or practices
  - Top segment is unresponsive to change
- Ceiling effects have to be dealt with before use in practice is recommended

Discussion

- Bias in data collection
- Clear purpose of the indicators
- Indicator set too generic
- But: we can draw conclusion on the quality of the whole population of physical therapists
- Improvements in process will benefit quality of care for patients!

Questions?