



Building better futures
for children with disabilities

Canadian Occupational Performance Measure Report

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Introduction

Noah's Ark has used the Canadian Occupational Performance Measure (COPM) to measure outcomes achieved by families since 2012. Comparison of COPM 1 and COPM 2 scores provide information about parent perception of change over time, measuring a change in performance and satisfaction against a range of family identified priority areas. The COPM, along with the Family Outcomes Survey-Revised, Family Exit Interview, Family Feedback Interview and 'Check-in' questions on Records of Visit are all used to gather feedback. This information is used to inform Noah's Ark's Continuous Quality Improvement systems, as outlined in the Noah's Ark Outcome Measures Policy.

The COPM is a valid and reliable outcome measure¹. The COPM is typically administered using a semi-structured interview with a structured scoring framework. Participants rate performance (how well) and satisfaction (how happy) against each identified priority on a scale of 1 – 10. To capture the ratings, the following two questions are asked of each goal: “How well is (child) able to (goal) on a scale of 1 – 10, if 1 is not very well and 10 is very well?” and “How satisfied are you with that, if 1 is not very satisfied and 10 is really satisfied?”²The scores against each goal are then used to calculate the average performance and satisfaction scores. At Noah's Ark, the change in these average scores between initial assessment (COPM 1) and reassessment (COPM 2) are used to measure change over time.

The collection of COPM scores sits within the Explore and Evaluate Phases of the Noah's Ark Model™. During the Explore Phase goals are prioritised and initial scores for performance and satisfaction are collected and captured in a Family Service Support Plan (FSSP). All families who access Noah's Ark services participate in this process. As part of the Evaluate Phase, COPM 2 scores are collected against each of the goals. Once the COPM 2 score has been collected the average change in performance and satisfaction is calculated. It is expected that FSSPs are reviewed every six months. When the next FSSP has been developed another set of scores are collected.

This report analyses data from 1 October 2017 – 30 September 2018. Any set of scores with a COPM 2 score in the data collection period was included as part of this report.

¹ Dedding, C., Cardol, M., Eyssen, I. C., & Beelen, A. (2004). Validity of the Canadian Occupational Performance Measure: a client-centred outcome measurement. *Clinical rehabilitation*, 18(6), 660-667.

² Law, M., Baptiste, S., McColl, M., Opzoomer, A., Polatajko, H., & Pollock, N. (1990). The Canadian occupational performance measure: an outcome measure for occupational therapy. *Canadian Journal of Occupational Therapy*, 57(2), 82-87.

Data Collection

Data was collected from all 23 Noah’s Ark teams using the COPM data collection template which was introduced in 2016. The use of this template has enhanced consistency in the way data is collected, particularly format and data collection period. Key Workers currently document COPM scores on the Family Service Support Plan (FSSP) document and on a COPM form³. Some of this information is transferred to the team data collection template, which captures client initials, the number of problems, COPM 1 and COPM 2 dates and related total performance and total satisfaction scores. Average performance score change and average satisfaction score change is then automatically calculated within the data collection spreadsheet.

It should be noted that some children have more than one set of scores entered in the 12-month data collection period. It is expected that if FSSPs are reviewed every six months as outlined in the Noah’s Ark Model™ then two sets of COPM scores should be collected over a 12-month period. There are also a number of children who do not have a score submitted in the data set.

A total of 1351 COPM change scores were submitted in 2018. This represents 48% of the families who received services from Noah’s Ark between 1 October 2018 – 30 September 2018. This is a drop in % scores submitted when compared to 2016 and 2017 as outlined in the table below.

Year	Number of COPM scores collected	Caseload numbers	% COPM completed
2012	827	1292	64%
2013	307	1401	22%
2014	771	1466	53%
2015	716	1617	44%
2016	1195	1894	63%
2017	1133	2082	54%
2018	1351	2817	48%

Table 1. Comparison of COPM scores collected against caseload numbers

It is important to note that data used to calculate the % of COPM completed may not be completely accurate. Some families may have commenced services with Noah’s Ark after April 2018. In this case, it would not be expected that their COPM 2 scores would have been collected in the current data collection period, given they have been accessing services for less than six months. A total of 2302 families accessed services between 1 October 2017 – 31 March 2018. Using this number, 59% of families had at least one COPM score collected, which

³ Law, M. C., Baptiste, S., Carswell, A., McColl, M. A., Polatajko, H., & Pollock, N. (1998). *Canadian Occupational Performance Measure: COPM*. CAOT Publ. ACE.

is similar to previous years. Further consideration needs to be made to identifying a reliable way to calculate the number of COPM scores collected against families who received services.

It is important to consider that the small sample size, relative to the number of families accessing services, may mean that conclusions drawn related to service quality and outcomes achievement may not be completely reliable.

2018 Organisation Wide Results

a. Frequency of performance and satisfaction score changes

In 2018, the average change in performance score from COPM 1 to COPM 2 was 3.0. The average change in satisfaction score from COPM 1 to COPM was also 3.0. On a team level, all Noah’s Ark teams reported a positive average change in both performance and satisfaction scores from COPM 1 to COPM 2. The range of average score changes across teams were 1.9 – 3.6 for performance and 2.2 – 3.5 for satisfaction. A difference of two points or greater is required to reliably demonstrate improved outcomes over time.

The frequency of performance and satisfaction score changes across teams is represented in the graph below.

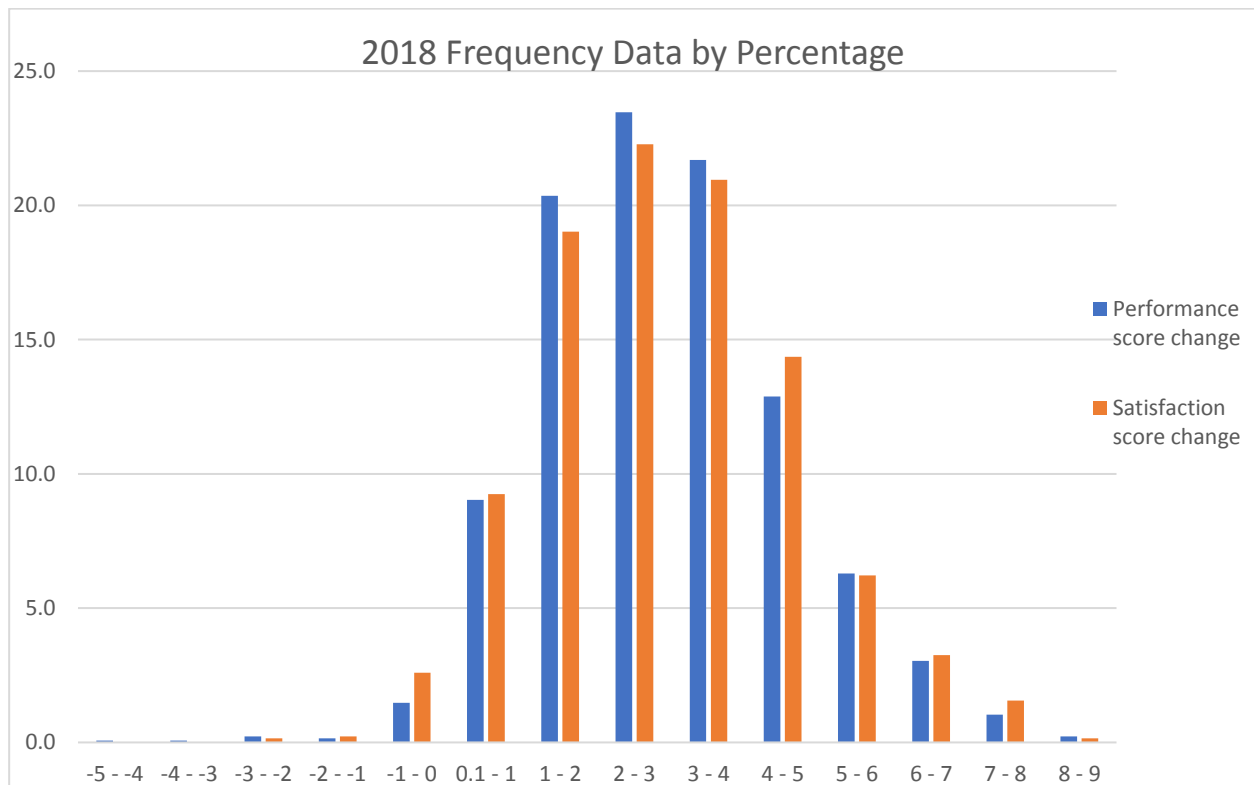


Figure 1. Frequency of performance and satisfaction score changes across all Noah’s Ark teams

The performance and satisfaction score changes in the 2018 data are clustered between 0 and +6. Most scores (74.5% performance, 71.5% satisfaction) fell between 0 and +4.

Almost all families (98%) reported an overall improvement in the performance of their child against the goals identified in the FSSP. The rate of improvement in average satisfaction was also high, with 97% of scores demonstrating improvement between COPM 1 and COPM 2. The highest proportion of average performance and satisfaction score change fell in the +2 - +3 range, with 23.5% of performance scores and 22.3% of satisfaction scores falling in this interval. The second highest number of performance and satisfaction scores fell in the +3 - +4 interval, with 21.7% of performance and 20.9% of satisfaction scores falling in this range.

b. Average score change by number of goals/problems

The 2018 data was also broken down based on the number of problems (goals) identified in the FSSP, as represented in the graph below. The majority of score sets submitted had between 6 – 10 problems identified (51.2%). There were 466 score sets (34.5% of the total scores submitted) with 1 – 5 problems and 193 score sets (14.5%) with 11 or more goals. The most amount of change in both performance and satisfaction scores occurred when a family identified 11 or more goals (3.2 for performance and 3.3 for satisfaction). For families with 6 – 10 goals, the average performance and satisfaction change was 3.0. The smallest change from COPM 1 to COPM 2 occurred when there were 5 or less goals identified. This data suggested that having more goals identified in an FSSP does not negatively impact the potential for achievement of outcomes.

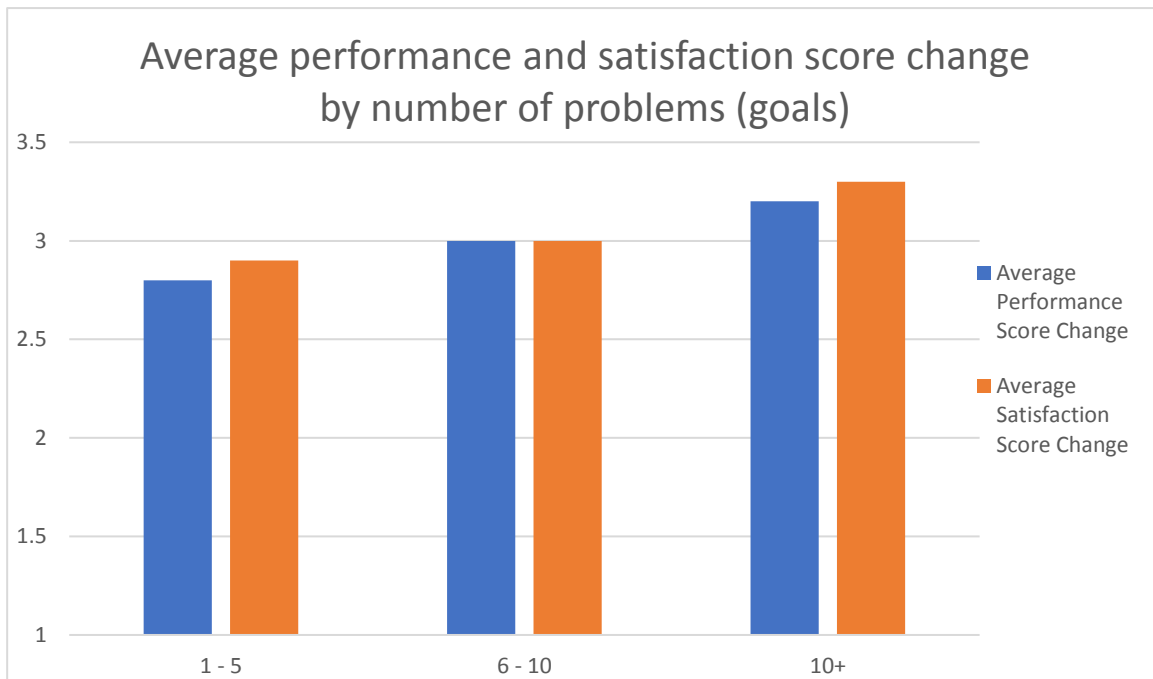


Figure 2. Average performance and satisfaction score change against the number of problems (goals) identified in 2018 data

c. Average change scores by age

The 2018 data can also be analysed according to the age of the child, with data separated out between children under six and over six. The average performance for children who are under 6 years of age was 3.0. For children older than 6 it was 2.8. The average satisfaction for children under the age of six was 3.0. For children older than 6 years it was 2.9. This indicates there is not a significant difference between the average performance and satisfaction score changes when comparing children under and children over the age of six. It should be noted that the age of the child at the end of the data collection period was used to separate this information. It will be important to enhance data collection processes in the future to ensure the reliability of analysis of data against demographic criteria.

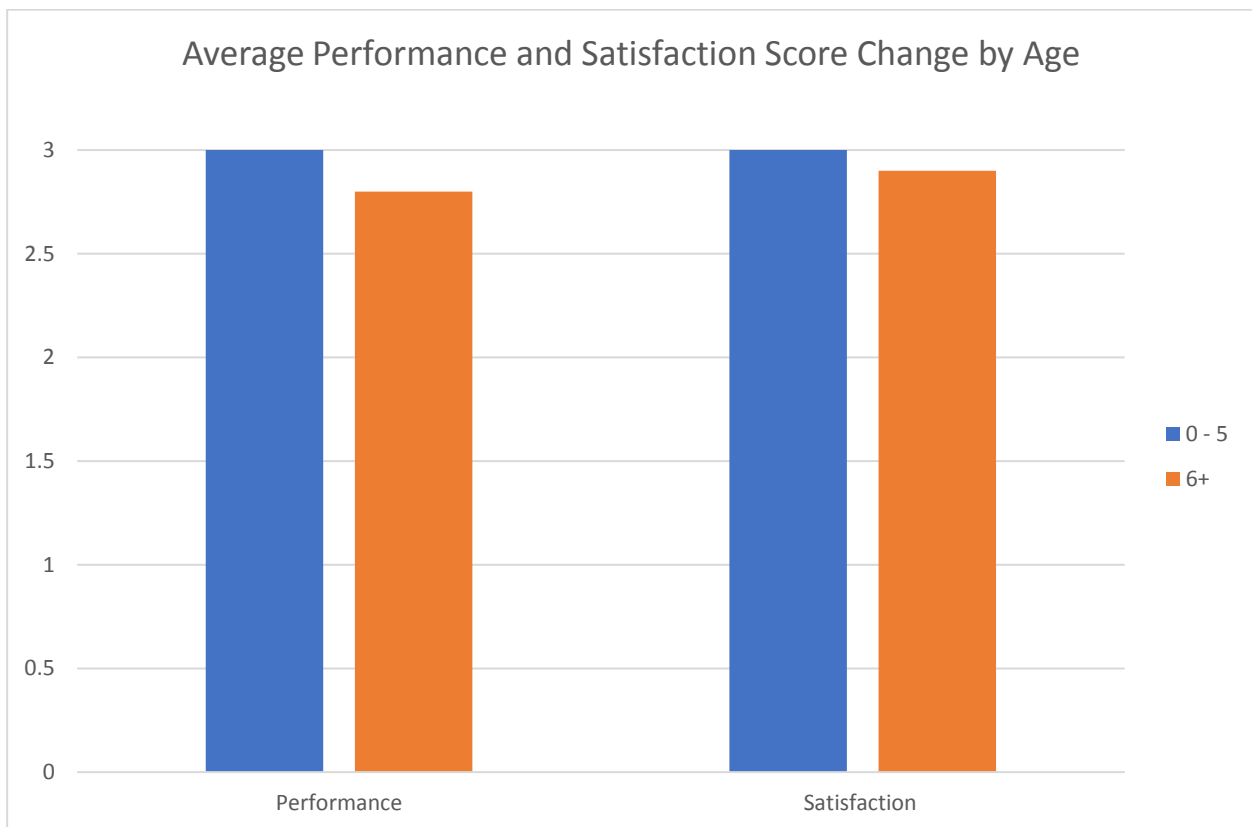


Figure 3. Average performance and satisfaction score change by age of the child at end of data collection period

Comparison of 2018 data with previous years

Although the COPM data has been collected since 2012, the number of scores collected as a proportion of total caseload has varied from year to year. The low number of scores received in 2013 (approximately 22% of families) should be noted as this sample may not be truly representative of general trends across the organisation in that year. The percentage score completion in other years ranges from 48% - 64%. Given the relative consistency in the rate of collection (excluding 2013) it is possible to compare the data across years.

The average score change in 2018 was similar to previous years, as represented in the graph below. The average performance remained at 3.0 and the average satisfaction dropped slightly, to 3.0 in 2018, following a 3.1 average in 2017. In comparing year on year data, there was a significant improvement in average performance and satisfaction score change from 2012 – 2014. Scores from 2015 – 2018 have remained consistently positive.

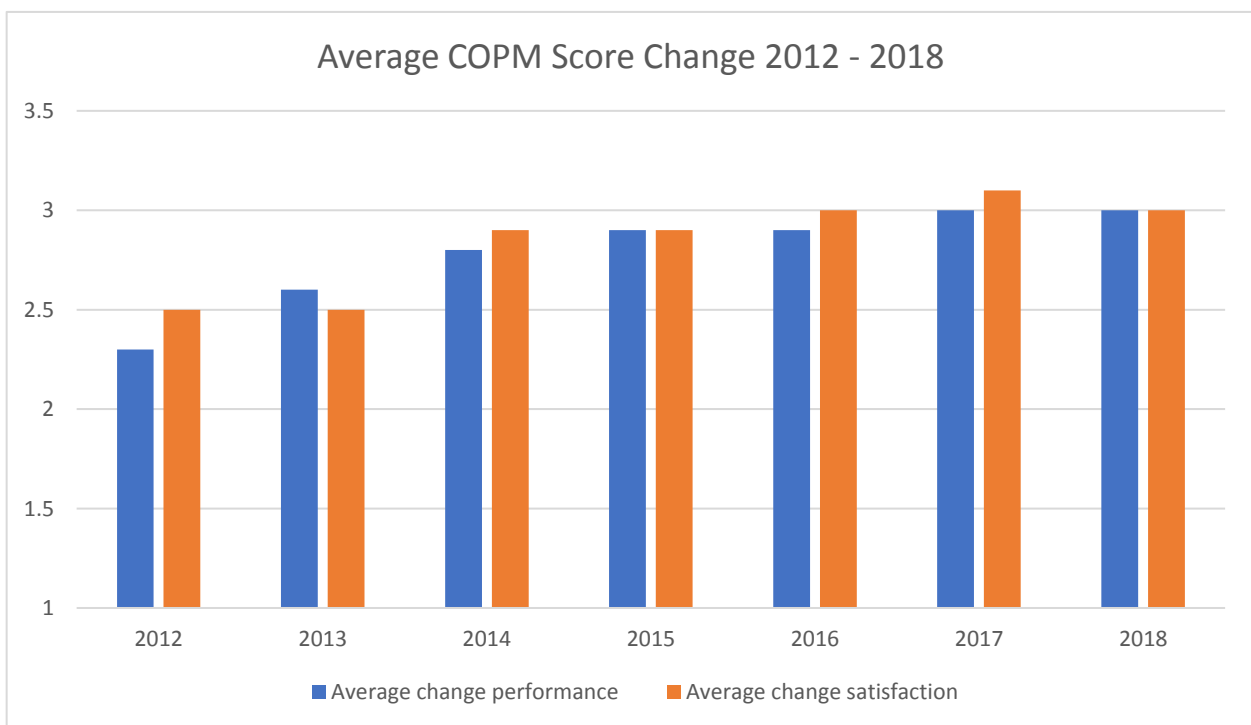


Figure 4. Average performance and satisfaction score change from 2012 - 2018

The frequency of scores from 2013 – 2017 can also be compared, using percentage calculations to account for the variance in the total number of COPM scores recorded. This data gives useful information regarding the distribution of scores.

a. Performance

When looking at the 2013 – 2018 performance scores, the shift toward the higher intervals has continued, as represented in the bold line in the graph below. Slightly more scores fell in the +2 and above range in 2018 (68.6%) than in previous years. More performance scores continue to be in the +2 and above interval each year (68.6% in 2018, 67.7% in 2017, 66.9% in 2016, 62.7% in 2015, 59.1% in 2014 and 58.6% in 2013). There were less performance score changes of less than 2 in 2018 when compared to previous years. This indicates that each year more families are reporting greater overall improvements in their child’s performance. Less families are experiencing negative or non-significant changes.

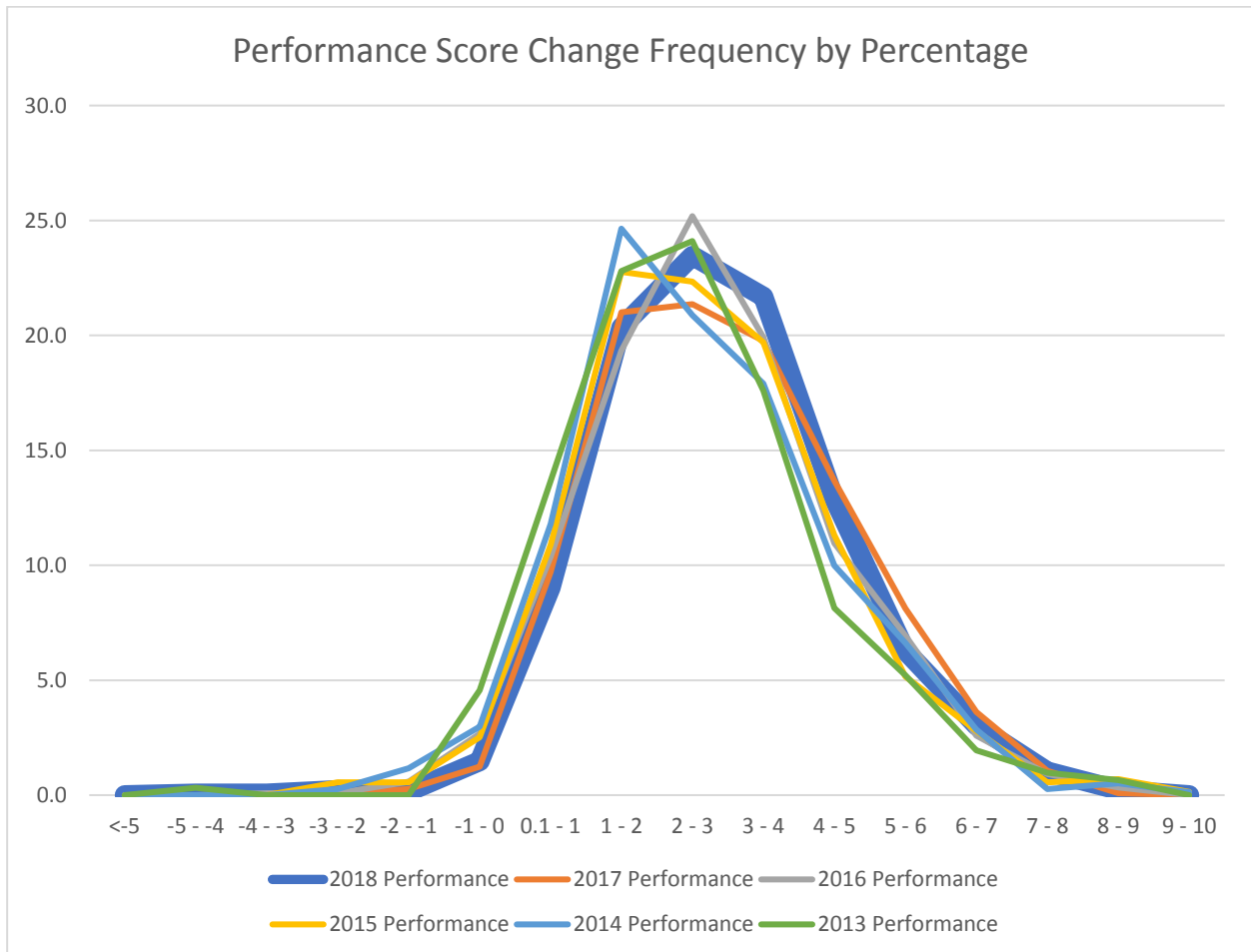


Figure 5. Comparison of frequency of performance scores from 2013 – 2018

b. Satisfaction

As represented in Figure 6, the frequency of satisfaction score change between 2013 – 2018 can also be analysed. More satisfaction scores fell in the 2 – 3 interval in 2018 (22.3%) than in 2017 (20.2%) but the same amount of satisfaction scores (68.8%) fell in the +2 and above range in 2018 as in the 2017 data. This, combined with the reduction in the average satisfaction score change, indicates that there were slightly more satisfaction score changes in the lower intervals, bringing the average satisfaction score change down when compared to last year's data. When looking at trends across years, each year there are less satisfaction scores falling in intervals below +2, indicating less families are reporting no or non-significant change in satisfaction.

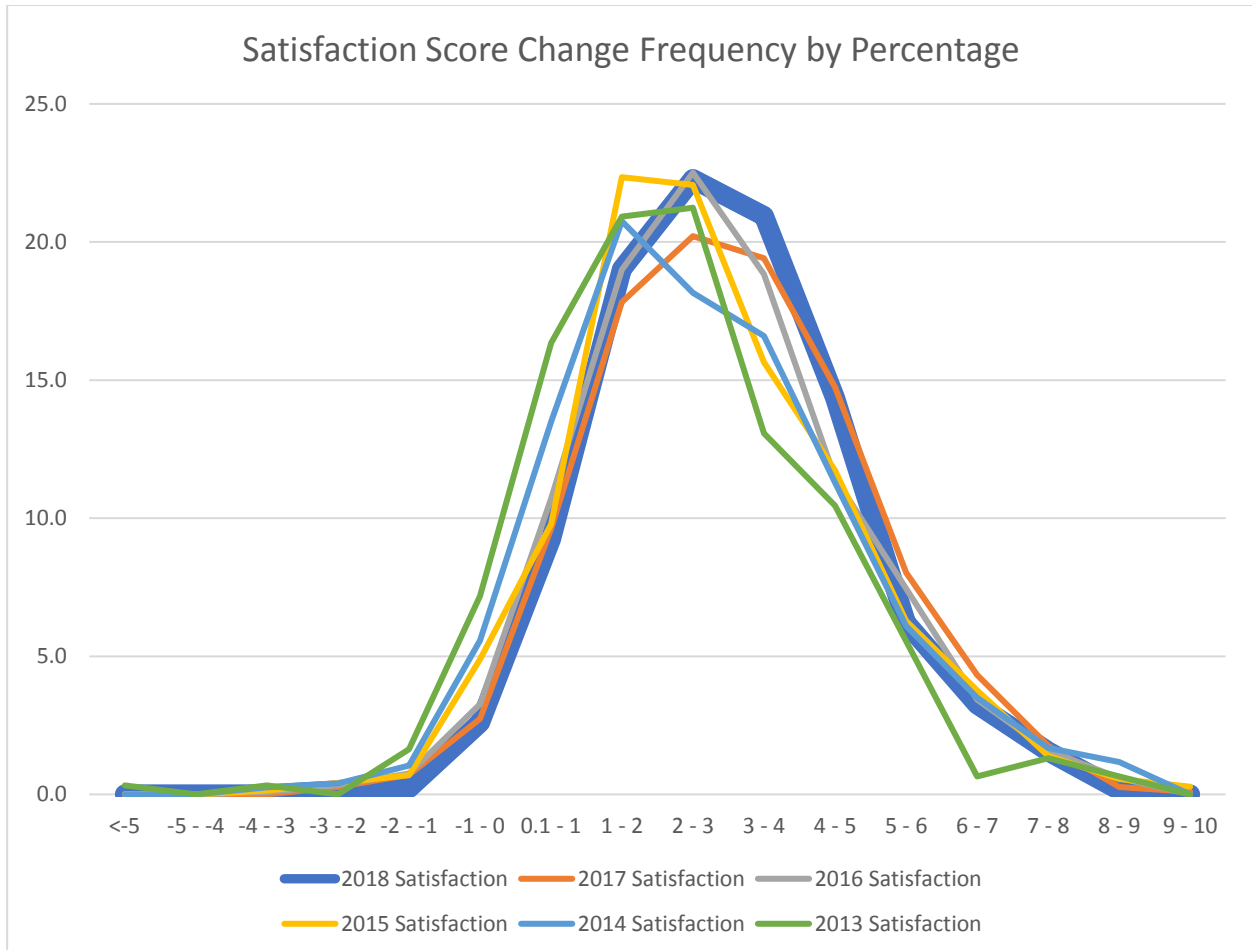


Figure 6. Comparison of frequency of satisfaction scores from 2013 – 2018

Findings

- Almost all families (98%) reported an improvement in their child's performance against goals identified in their family service support plan (FSSP).
- Almost all families (97%) reported an improvement in their satisfaction in their child's performance.
- The average score change across the organisation for both performance and satisfaction scores was 3.0
- Families with 11 or more goals on their FSSP reported the most change in both performance and satisfaction, followed by families with 6 – 10 goals. This suggests that having a higher number of goals on the FSSP (6+) does not negatively impact the potential for change over time.
- When separated out by age, there was a similar change in performance and satisfaction scores for children under the age of six, when compared to children six and above.
- Slightly more families experienced an average change in performance of 2 or greater than in previous years. A similar number of families experienced an average change of satisfaction of 2 or more than in previous years. This suggests that the frequency distribution of scores in 2018 is similar to 2017 data.
- A low number of scores continue to be submitted when compared to the number of families serviced by Noah's Ark which may impact the reliability of the data.

Recommendations

- Explore options for capturing COPM data using Noah's Ark Client Records Management System to reduce double handling of information and duplication of processes. This would also ensure more reliable checking of the number of scores collected against caseload numbers. In lieu of this, continue using a standard template for data collection.
- Expand depth of information collected, including child date of birth, types of goals and the data on individual goals (rather than just an average score). This would improve the depth of analysis that can be completed, enhancing the usefulness of data gathered.
- Explore how Key Workers can share and explore COPM scores with families to encourage further reflection including, but not limited to, collecting scores in "real time" (as goals are achieved), using scores to measure the success of joint plans between visits and engaging in deeper reflection as part of an FSSP review. This may involve developing resources to be included alongside the existing tools on the Noah's Ark Practice Manual™. Building Key Worker capacity to use the COPM data more actively may enhance rates of data collection.
- Support teams to use their own COPM data for reflection on team performance both when the COPM report is published and throughout the year as part of a continuous cycle of quality improvement.

- Provide training and update guidelines and recommendations around the use of the COPM to ensure better consistency of administration and data collection. This may help to increase the number of COPM scores recorded. Circulating this information at regular points throughout the year may act as a prompt to Team Leaders to ensure COPM data is being recorded consistently.
- Introduce processes to collect COPM scores as part of other Noah's Ark Service Offers, including Bursts of Learning and Therapy™, It Takes Two to Talk and More than Words Hanen Groups, working with Early Childhood Education and Care settings and school and other innovated practices and programs.