

0047

Challenges and solutions to assess client satisfaction with occupational therapy services

Nadine Lariviere

Universite de Sherbrooke, Ecole de Readaptation, Sherbrooke, Quebec, Canada

Introduction. As occupational therapists, measuring client satisfaction is an important indicator of the quality of our services. It can also guide the planning of interventions and services that meet the needs of our clients. However, several issues related to evaluation of client satisfaction have been reported. They include a lack of consensual definition, ceiling effect, global measures and superficiality of results. Objective. The purpose of this presentation is to discuss the main issues related to the measurement of client satisfaction. In addition, better ways to assess this important aspect of quality and effectiveness of occupational therapy services will be proposed. Description. A conceptual analysis and extensive literature review on client satisfaction with health care services was done. Discussion. No specific standardized questionnaire measuring satisfaction with occupational therapy services was found. Ideal quantitative questionnaires should be multidimensional, including items on the process, structure and effectiveness of services. As well, complementary open questions should be added to explore less satisfactory components and suggestions for improvement. Contribution to practice. In this era of evidence-based practice and accountability, it is very important that occupational therapists are well prepared to document this component of program evaluation.