

Introduction and Objectives

- The Comprehensive Interdisciplinary Combined Hemophilia and Orthopedic Clinic (CICHOC) is a bi-annual clinic for patients requiring joint health assessment and management.
- The CICHOC provides orthopedic assessment, physiotherapy consultation, bracing/orthotics, intra-articular joint injection, nursing care and recommendations for surgery.
- Our objective was to assess patient preferences and perceived value of the CICHOC.

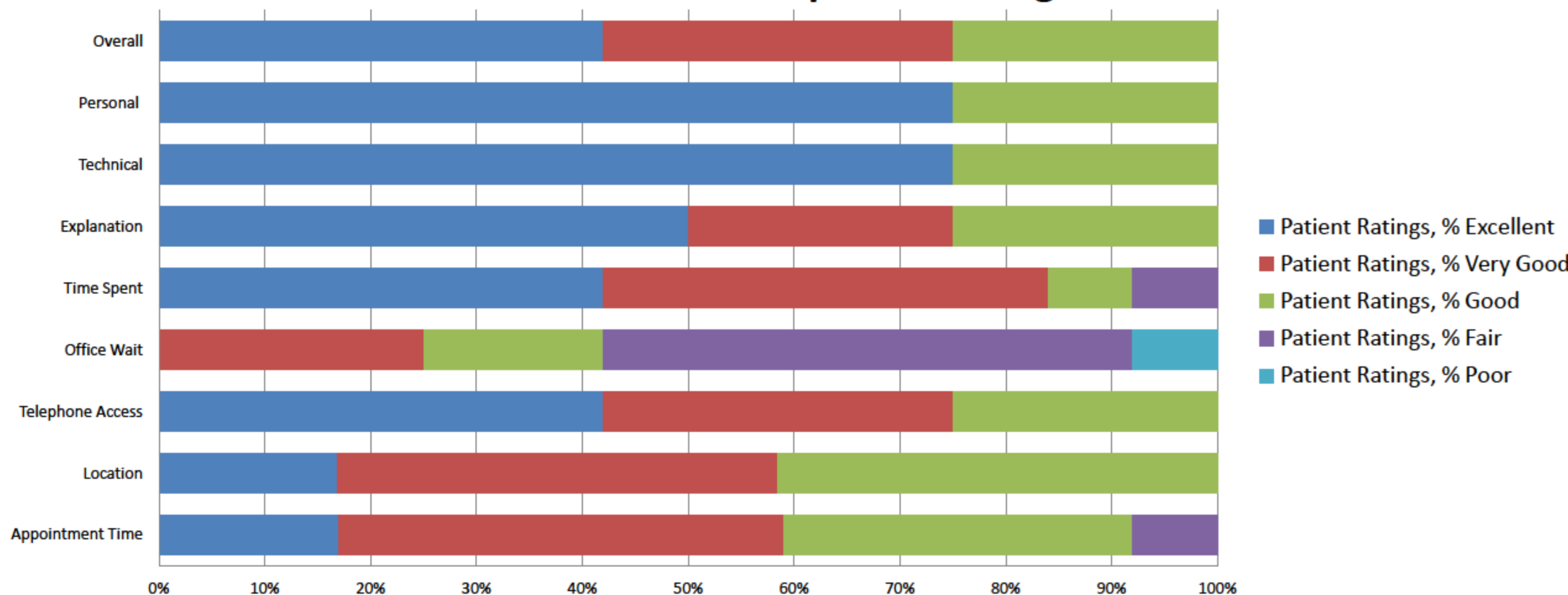
Materials and Methods

- We used the VSQ-9, a visit specific satisfaction instrument that rates the quality of specific features of the visit and access to care.¹
- The 9 items are scored on a 5 point scale, then linearly transformed to centiles, with 100 corresponding to excellent and 0 to poor.
- A series of qualitative questions were appended to the VSQ-9 to assess specific aspects of the CICHOC and were evaluated by thematic analysis.
- The questionnaire was provided to each English speaking patient aged 18 years or older who attended the CICHOC in October 2013.

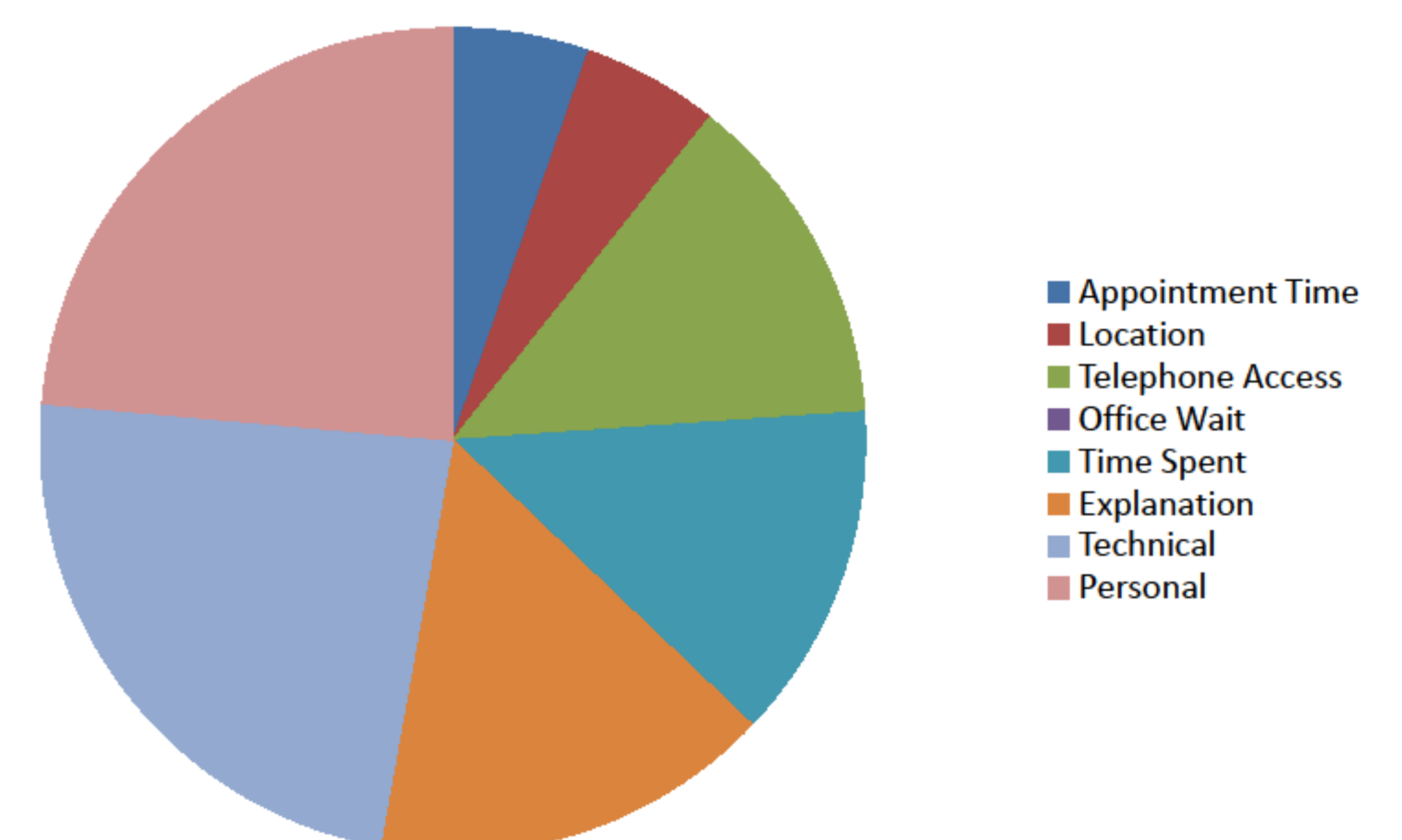
Results

- 19 patients attended the CICHOC and 17 were eligible.
- 12 questionnaires were completed (71% response rate) and are included in the analysis.
- For overall visit ratings, 42% of respondents rated their visit as excellent, 33% as very good, 25% as good and 0% as fair, poor.
- Technical skills and personal approach (courtesy, respect, sensitivity, friendliness) of the team were both scored as excellent by 75% of respondents.
- Information regarding options/plan, time spent with the team and pre-visit telephone interactions were rated as excellent by 50%, 42% and 42% respectively.
- 17% of respondents gave excellent ratings to both the appointment wait and clinic location.
- Waiting time (avg. 0.25-2 hrs) on the clinic day was our lowest rated feature with 0% of respondents providing an excellent rating.
- From the qualitative analysis, prevalent themes were satisfaction with the comprehensive, interdisciplinary approach and simultaneous consultation from all disciplines. Respondents reported a high level of satisfaction, preparedness with the pre-visit information sheet and appreciated the advanced notice on the need for diagnostic imaging.

Distribution of Patients' Visit Specific Ratings



Patient Ratings, % Excellent



Discussion/Conclusion

Despite less than favorable results regarding wait time, our study suggests that the CICHOC is a valued model of service care and delivery for hemophilia patients with orthopedic concerns.

References

1. Rubin HR, Gandek B, Rogers WH, Kosinski M, McHorney CA, Ware Jr. JA. Patients ratings of outpatient visits in different practice settings: results from the medical outcomes study. *JAMA* 1993;270:835-840.

