

Physiotherapy Outcomes Study - FAQ for Administration Staff

What is the Physiotherapy Outcomes Study?

The Physiotherapy Outcomes Study is a set of surveys asked over a client's treatment journey that measures their pain, function, and experience of care.

What is the purpose of this?

- To better understand the quality of our physiotherapy service, what's working well, and what can be improved. We can use these insights for reflection, quality improvement and celebrating positive stories.
- To track how our clients are progressing with treatment over time.

How does it work?

Eligible clients will be asked to complete the initial survey before their first appointment, by clicking the link in the welcome email or completing it in the clinic before their appointment.

Following this, Cemplicity (the survey provider) will automatically email or text the client to complete follow-up surveys at these intervals after completion of their initial survey: 6 weeks, 3 months, and 6 months.

Who will be asked to take part?

Clients with a new musculoskeletal condition (a condition which affects their muscles, bones, tendons, ligaments, or joints) coming in for their initial appointment. *Eligibility criteria are as follows:*

- Over 18 years old.
- **NOT** referred for ACC rehabilitation contracts (Concussion Service, Vocational Rehabilitation Services (VRS), Pain Management Service, Escalated Care Pathway (ECP), or Training for Independence).

What do you need to do?

1. When an eligible client comes in for their first appointment, please ask if they have completed the survey from the welcome email.
2. If not, explain that they can complete the survey while waiting for their appointment via:

- **QR code option:** Provide the client with the QR code which they can scan with their smartphone and then complete the survey.
- **Tablet option:** Ensure that the survey link is loaded in the browser and the landing page is visible. Hand the tablet to the client to click 'next' and complete the survey.

3. If the client runs out of time to complete this, please ask them to complete the survey straight after their appointment.

What can you communicate?

Here is a suggested line you can say to eligible clients when you book their initial appointment on the phone. You can adapt this and use it when asking them to complete the survey via the QR code or tablet.



"Before your appointment, we ask that you fill out our performance tracking tool telling us about your condition. This will allow your physiotherapist to monitor how well you're responding to treatment. Please click on the link included in your welcome email to complete this prior to your appointment. Thank you for your participation!"