

WatLX™ Outpatient Rehabilitative Care Experience Survey

The Rehabilitative Care Alliance (RCA), with the support of the Ontario Hospital Association (OHA), is pleased to announce the availability of a new standardized survey to measure the experience of rehabilitation outpatients.

The *WatLX™ Outpatient Rehabilitative Care Experience Survey* was developed and validated by a team of researchers from the University of Waterloo and Wilfrid Laurier University (led by Dr. Josephine McMurray and Dr. Paul Stolee), in collaboration with the RCA. In 2016, the RCA completed a successful first phase of a field validation of an experience survey for outpatient rehabilitation patients, in which twenty-two hospital and community-based programs tested the *WatLX™ survey* on over 1000 patient participants.

Based on the positive feedback from the RCA pilot, the tool is now available from NRC Health to all hospital-based outpatient rehabilitation clinics through the OHA's Patient Reported Performance Measurement (PRPM) contract.

Why adopt the WatLX™?

- **Opportunity to hear from patients:** The WatLX™ for outpatient rehabilitation addresses a long-standing gap in data needed to demonstrate the value of outpatient rehabilitation in contributing to an overall positive experience in a patient's health journey. During the pilot both patients and clinicians identified the tool as easy to use, simple to implement, and providing helpful feedback.
- **Access to valuable data for evaluation and planning:** Most outpatient rehabilitation clinics struggle to gather and report meaningful data for use in evaluation and planning. The WatLX™ is a short, easy-to-use tool that provides informative patient experience data that can help illustrate the value and quality of outpatient rehabilitation services. Because the survey tool is standardized across hospitals, participants will be able to benchmark their results to those of participating sites across the province, once a minimum number of surveys have been submitted and a valid benchmark can be established.

What support is provided?

- NRC Health is able to deploy the survey and collect, enter, aggregate and report all data.

How is the data gathered and submitted?

- Similar to other surveys used in the OHA's PRPM contract, sites will need to provide contact information for patients to NRC Health. NRC Health will then administer the surveys by email, phone, mail, or handout (as directed by hospital surveying plans) and collect the data. (Please note that the survey is not available in postcard mode.)

Who can participate?

- All MOHLTC-funded outpatient/ambulatory rehabilitative care clinics or programs that are part of a hospital can participate.

What is the cost per survey?

- All costs related to the collection, aggregation, and reporting of results via the Catalyst data reporting tool is per the OHA's PRPM contract. There is no cost applied by the WatLX™ creators to access this survey. Please contact Sandra Spooner (sspooner@oha.com) for a copy of the updated NRC Health Survey Pricing Guide containing pricing information on administering the *WatLX™ Outpatient Rehabilitative Care Experience Survey* through the OHA's PRPM contract.

How do I begin using this survey?

- To use the survey under the OHA's PRPM contract, and discuss your surveying needs, please contact your hospital's designated primary NRC Health contact person: Nick Fontana (nfontana@nrchealth.ca) or Pamela Luciano (pluciano@nrchealth.ca).

For additional information on the development and content of the *WatLX™ Outpatient Rehabilitative Care Experience Survey*, please contact Rebecca Ho (rebecca.ho@uhn.ca).

Rehabilitative Care Alliance: Funded by Ontario's 14 LHINs, the Rehabilitative Care Alliance works with partners across the province to strengthen and standardize rehabilitative care through better planning, improved performance and evaluation, and the integration of best practices across the care continuum. Click [here](#) for more information.

WatLX™: The WatLX™ is a trademarked abbreviation derived from the researchers at the University of Waterloo and Laurier University who developed the patient eXperience tool for use in an outpatient rehabilitative care setting. Click [here](#) for additional background information about the *WatLX™ Outpatient Rehabilitative Care Experience Survey*.

NRC Health: NRC Health offers tools and technologies to help healthcare organizations understand the experiences of their patients, residents, clients, physicians, and staff in real-time and over time. They have been a leader in Patient Experience measurement in North America for 35 years, with a presence in Ontario for the last 15 years. Click [here](#) for more information.