# Designing a Survey: A Quality Improvement Process for an Interdisciplinary Autism Evaluation Clinic

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#### Background



- Established in 2019
- Interdisciplinary autism evaluation clinic in southern NM
- Expanding diagnostic teams



## Problem Framing

The need for quality improvement efforts in a new interdisciplinary autism evaluation team in southern New Mexico.

Foundation for quality improvement in the autism evaluation process

Current and future funding sources

Internal and external communities of NMSU



## LEND Competencies

5: Person- and Family-Centered Care

 Use individual and family input in a meaningful way to design, deliver, and evaluate services and systems of care

6: Research,
Quality
Improvement,
and EvidenceBased Practice

- Understand and critically use date to inform continuous quality improvement efforts in clinical and community-based practice
- Gain experience with framing a problem, researching, developing a product, disseminating to relevant stakeholders, and providing a professional presentation



### Research



## Information Gathering / Creating a Plan



Survey collection

NMSU Speech and Hearing Clinic

NMSU Student Health Center

NMSU CEP Clinic

**UNM CDD Clinic Survey** 



List of Stakeholders

Both internal and external to ADC / NMSU



#### Literature Review



Online Book: Conducting Research Surveys Via E-Mail and the Web (Schonlau)

Basic steps of the process of a survey

Sources of Error

Research into incentives



Understanding and Evaluating Survey Research (Ponto) Sampling

**Data Collection Methods** 

**Likert Rating Scales** 

Design

Arrangement, visual appeal, content



Internet, phone, mail, and mixed-mode surveys: The tailored design method (Dillman)

Four cornerstones of quality surveys



IRB

IRB approval not warranted as the purpose of the survey is to assess the quality of the clinic.

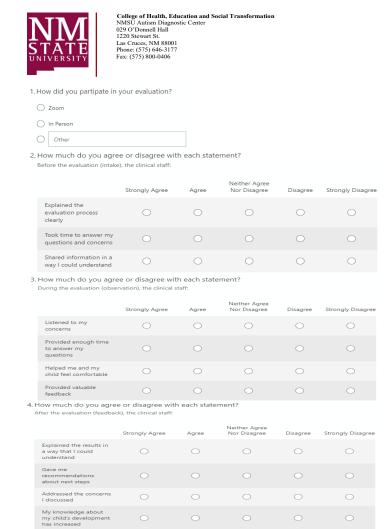


## Product: NMSU Autism Diagnostic Center Survey

Sent via REDCap (FERPA/HIPPA compliant)



#### Survey





\*\*NOTE: Boxes for qualitative feedback





E-Mail containing survey

Link to be contacted by member of clinical staff

Link to website to enroll in community support services, i.e. social skills trainings, parent training, support groups, research participation



E-mail reminder for completion



Indicate interest in survey results



#### Dissemination

#### **Internal to ADC**

- Evaluation Team Members
- Grant Writer
- Department Head

#### **External to ADC**

- LEND Contacts
- Similar Clinics on NMSU Campus
- Project SOAR
- Crimson Research



## Reflection



#### Next Steps: Partnership with Crimson Research



Mission: Crimson Research provides comprehensive research design and analysis services to meet program evaluation, survey, and basic or applied research needs for a variety of public and private entities.



#### References

Dillman D. A., Smyth J. D., Christian L. M. *Internet, phone, mail, and mixed-mode surveys: The tailored design method.* Hoboken, NJ: John Wiley & Sons, Inc; 2014.

Ponto J. (2015). Understanding and Evaluating Survey Research. *Journal of the advanced* practitioner in oncology, 6(2), 168–171.

Schonlau, M., Fricker, R. D., & Elliott, M. N. (2002). Conducting research surveys via e-mail and the web. RAND.



Questions?



