MATCH: Making Alternative Therapy Choices Happen: Engaging hard-to-reach families

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Background
- In one year, clients missed 1662 appointments without notice, using >30% of clinic time, documented and schedule
- KidsAbility identified hard-to-reach families on those who missed appointments without notice (no choices)
- Hard-to-reach families are eligible for a service, but for a variety of reasons, do not use the service.
- Complex and chronic supports are needed to promote engagement.

Purpose
To increase engagement with hard-to-reach families by implementing best practices at KidsAbility.

Method
2010: Knowledge Creation ➔ Develop MATCH
2011-2012: Action Cycle 1 ➔ Pilot MATCH
2013: Action Cycle 2 ➔ Expand MATCH

The Knowledge-to-Action (KTA) framework guided the path development, implementation, and evaluation (Figure 1).

Results: I
2010: Knowledge Creation ➔ Develop MATCH
- Literature review to identify hard-to-reach families (Figure 2) and best practices for them (Figure 3).
- Developed MATCH (Figure 4).

Results: II
2011-2012: Action Cycle 1 ➔ Pilot MATCH
- Obtained organizational support and external funding.
- Implement MATCH at one site and evaluated by matching program use and challenges; clinicians completed case reports (Figure 5).

Results: III
2013: Action Cycle 2 ➔ Expand MATCH
- Obtained organizational support to continue MATCH
- Selected site facilitators as required to pilot MATCH, from clinicians and managers program area.
- Implement MATCH at four sites and evaluated by clinician survey (Figure 6).

Conclusion
- The KTA cycle guided this multi-phase implementation and evaluation.
- Use of the KTA should be considered when implementing new programs and best practices.
- Site facilitators provided ongoing training and support to help clinicians understand which clients can use MATCH and how it can be applied.
- Overall, therapists felt positively about having this flexible therapy option for their clients and noted increased engagement with families and improved client outcomes after implementation.

Future Directions
- Explore how hard-to-reach families view engagement in pediatric therapy services.
- Determine if the use of missed appointments decreased following implementation of MATCH.

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References
[References provided in the original document.]

Figure 1: KTA Framework
Figure 2: Identifying hard-to-reach families
Figure 3: Best Practices for engaging hard-to-reach families
Figure 4: MATCH Case Path
Figure 5: Sample clinician quote
Figure 6: Clinician survey results