Manual M-6, DM&S Program Evaluation

(Veterans Administration, Department of Medicine and Surgery Manual)

Part II, Evaluation Criteria

Chapter 6, Prosthetic and Sensory Aids Activities (Paragraphs 6.01 through 6.03)

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DM&S PROGRAM EVALUATION



PART TWO

EVALUATION CRITERIA

Department of Medicine and Surgery Veterans Administration Washington 25, D.C.

November 14, 1960

Part II, "Evaluation Criteria," VA Department of Medicine and Surgery Manual M-6, "DM&S Program Evaluation," is published for the compliance of all concerned.

WILLIAM S. MIDDLETON, M.D. Chief Medical Director

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1. COMPLETE RESCISSIONS

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CHAPTER 6. PROSTHETIC AND SENSORY AIDS ACTIVITIES

6.01 GENERAL

a. Prosthetic and Sensory Aids activities in VA field stations are divided into two principal categories, i.e., those which prescribe appliances, procure them, and furnish services directly to disabled veterans, e.g., Prosthetic and Sensory Aids Units or Services (including Orthopedic and Prosthetic Appliances Clinic Teams); and those which fabricate and repair appliances upon prescription or request, e.g., Orthopedic Shops and Plastic Eye and Restorations Clinics. In addition, activities such as the VA prosthetics center in New York and the prosthetic distribution center in Denver fall into a special third category. This chapter attempts to establish major elements for consideration applicable to all three categories, and specific criteria for each element which can be selected for application to the specific activity being evaluated.

b. Any prosthetics activity meeting or exceeding all the criteria shown for each major element would be considered to be operating at an optimum level. The extent to which a particular activity fails to meet these criteria will determine its relative standing below the optimum. The selection and use of specific criteria, and the emphasis or weight to be given to each factor used, will vary with the type of prosthetics activity being evaluated and must be left to the discretion of the evaluator. Validity of the evaluations will be largely dependent upon the specialized experience, judgment, and/or training of the evaluator, but with proper use these criteria should result in a desirable degree of uniformity in evaluations of prosthetics activities in different medical areas.

6.02 MAJOR ELEMENTS FOR CONSIDERATION

The major elements for consideration are listed below. The absence of any element considered necessary for proper evaluation of a specific activity will not preclude its use in the final evaluation; nor is it required that <u>all</u> the elements listed be utilized in the evaluation of every prosthetics activity.

- a. Overall program adequacy.
- b. Quality of service to patients.
- c. Physical facilities.
- d. Adequacy of budgetary support and controls.
- e. Adequacy of records and reports.
- f. Staffing.

6.03 CRITERIA FOR EVALUATION

a. Overall Program Adequacy. This is a composite evaluation based upon weighted consideration of all the other elements, and determination of overall adequacy and effectiveness in relation to program mission and objectives.

b. Quality of Service to Patients

Areas of Inquiry:

- (1) Patients who request prosthetics services are treated with courtesy and respect; are given expert counsel and guidance with regard to their needs and benefits; and are made to feel that their request, however small, is given serious and sympathetic consideration.
- (2) Major appliances are prescribed by an active and properly organized Orthopedic and Prosthetic Appliances Clinic Team having one or more physician members specifically trained in modern prosthetics concepts.

- (3) Prescriptions for appliances are complete and specific; processing of requests is fast and highly efficient; procurement is expedited; appliances are properly checked before acceptance; and patient is given fully adequate advice and/or training in the proper use and maintenance of the device.
- (4) Quality of workmanship on appliances fabricated or repaired is clearly superior to the average available from other shops (or clinics), including local commercial facilities.
- (5) Appliances for patients are fabricated or repaired promptly; special efforts are made to provide 1-day service when required for emergency cases or patients being discharged; and patients are given fully adequate instruction in the proper use and maintenance of devices fabricated.

c. Physical Facilities

Areas of Inquiry:

- (1) Offices and shop or clinic working areas are conveniently located in relation to the professional staff with whom the employees work; assigned space is fully adequate in relation to privacy, total area, internal arrangement, light and ventilation, and accessibility to wheelchair patients.
- (2) Orthopedic and Prosthetic Appliances Clinic Team meeting room is conveniently located, large enough to provide observation of patients walking with artificial legs or braces, has adjoining or nearby dressing room for patients, and has adequate equipment for proper examination of patients.
- (3) Shop (or Plastic Eye Clinic) machinery, tools, and equipment are of modern design adequate as to type, amount and condition, and utilized effectively. There is an established program of maintenance and replacement.
- (4) Office machines, equipment and furnishings are adequate as to type, amount and condition, and are utilized effectively.

d. Adequacy of Budgetary Support and Controls

Areas of Inquiry:

- (1) Chief of the Prosthetic and Sensory Aids Unit or Service, VA Orthopedic Shop, or Plastic Eye Clinic participates actively in preparing and justification of budget requirements for operation of his activity; is notified of the amount of funds available specifically for operation of his activity; and is responsible for proper control and use of such funds.
- (2) Service to patients is never delayed or prohibited because of lack of funds.
- (3) Accurate expenditure and complete records are maintained for proper control of expenditure of funds, and unit (or service) chief is able to give immediate report on status of funds at any time.

e. Adequacy of Records and Reports

Areas of Inquiry:

- (1) Records and files are neat, orderly, well organized, and complete.
- (2) Data for required statistical reports is kept current and accurate; required reports are generally accurate and on time.

- (3) Basic statistical charts to indicate trends in expenditures, numbers of veterans served, and/or production data are established and current.
- (4) Management is informed periodically of progress in the prosthetic program, and is furnished timely supplementary reports showing status of funds, increases or decreases in workloads, etc.

f. Staffing

Areas of Inquiry:

- (1) The chief of the activity concerned is highly qualified; his position description accurately reflects his actual duties and responsibilities; and he enjoys the confidence and support of management and the professional and administrative personnel with whom he is associated.
- (2) Unit (or service) chief has been delegated the necessary authority to carry out his program management and operating responsibilities.
- (3) The activity is properly staffed for amount and quality of work produced, as indicated by a relatively stable backlog of work, evidence of prompt service to patients, and favorable comparison with similar units in other field stations.

VETERANS ADMINISTRATION REFERENCE SLIP

TO (Name or title-Mail routing symbol) INITIALS-DATE Miss. A. B. Hahn (101B2) 2. 3. 4. REASON FOR REFERENCE AS REQUESTED COMMENTS INFORMATION PER CONVERSATION CONCURRENCE NECESSARY ACTION SIGNATURE

I am returning the attached material with the request that we inform facilities requesting copies of VA Manual M6, Part 2, that the manual will not be reprinted and that Health Care Review Service is working on the developing of a consolidated policy statement to replace M6, Part 2, and similar requirements relating to review of facility activities.

Also, facilities requesting copies of M6, Part 2, as a response to Internal Audit recommendations, should inform Internal Audit staff of the developmental activity of Health Care Review Service in regard to review policy.

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FROM HOW wellean	DATE
JOHN MULHEARN, Chief, Quality	11-7-77
Assurance Division, Health Care	TEL. EXT.
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