

Improving Well-Being and Intervention Effectiveness in Pediatric Occupational Therapists



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Site Description

- Carrico Pediatric Therapy Incorporated provides outpatient pediatric services including occupational, speech, and physical therapy throughout their four clinics located in Southern California.
- Carrico provides services to children with a wide variety of developmental delays.
- Carrico's occupational therapists (OTs) provides 50-minute occupational therapy sessions, provide three minute parent education reviews, and complete documentation within seven minutes. OTs can have a total eight total clients a day.

Areas of Need

- Introductory Training Period for New OTs
- Time Management and Efficiency
- Caregiver Education and Completing Activities at Home

Literature Review

- Difficult Experiences for New OTs** (McCombie & Antanavage, 2017; Moir, Turpin, & Copley, 2021)
 - New OTs are receiving general knowledge and experiencing higher clinical demands at start of their career creating a learning curve and an increase in stress.
- Burnout Amongst OTs** (Park, 2021; Shin et al., 2022)
 - Burnout rates are increasing among OTs. There is a need to have research-based solutions in preventing and combating burnout within the occupational therapy field.
- Caregiver Education Methods** (Karns et al., 2022; Park, Kim, & Steinhoff, 2016)
 - Parents of children intellectual and developmental disabilities seek and prefer information through the internet or other digital media. 78% of participants utilized the internet in relation to their child's health.
 - Caregivers are receiving conflicting or outdated information.

Learning Objectives

- Implemented a new volunteer program and digital intervention library that decreases burden of care, improves well-being, and improves time management and quality of service for pediatric OTs.
- Evaluated the program to determine its effectiveness and ability to meet organizational needs.
- Enhanced clinical practice skills in early intervention.

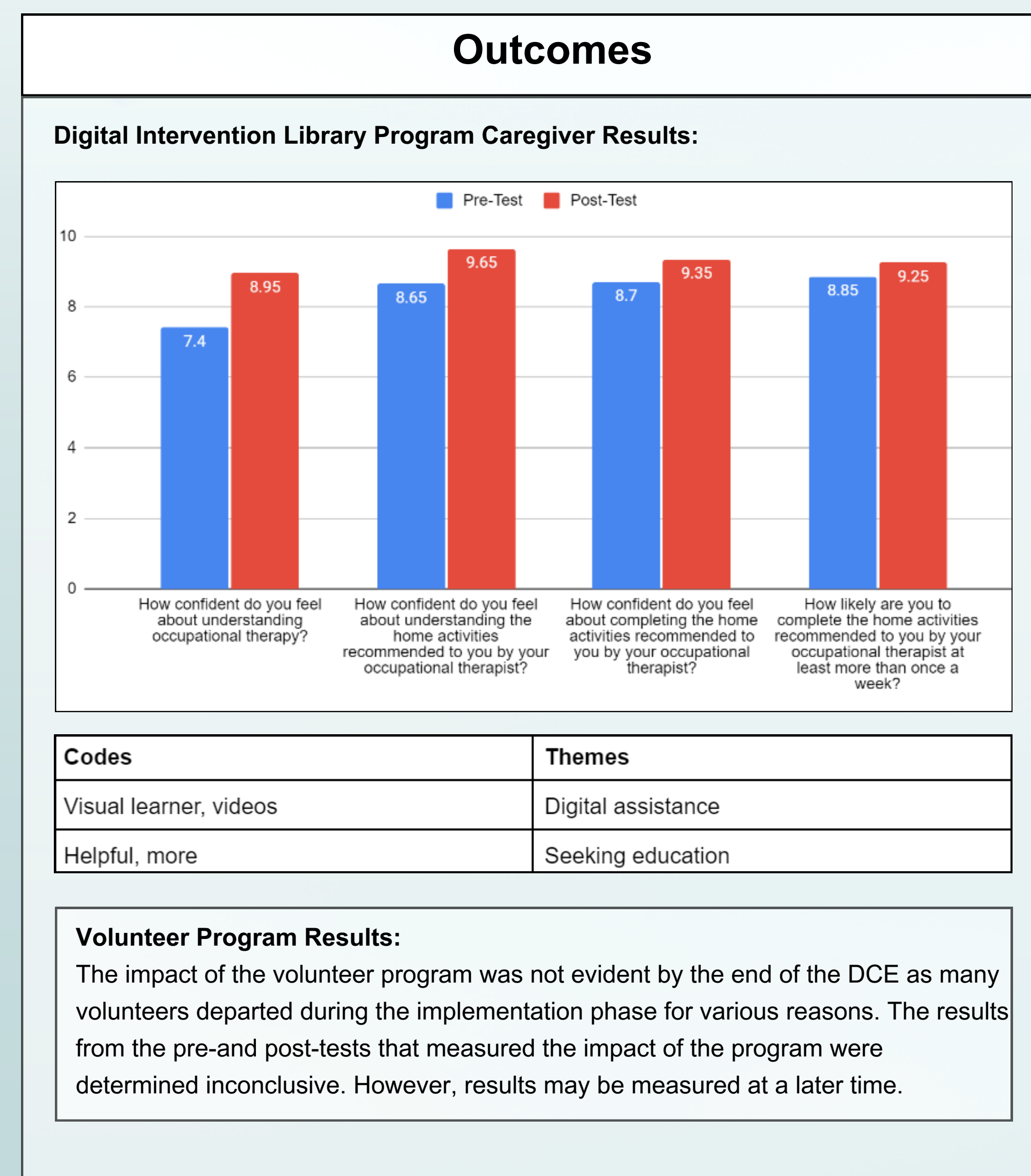
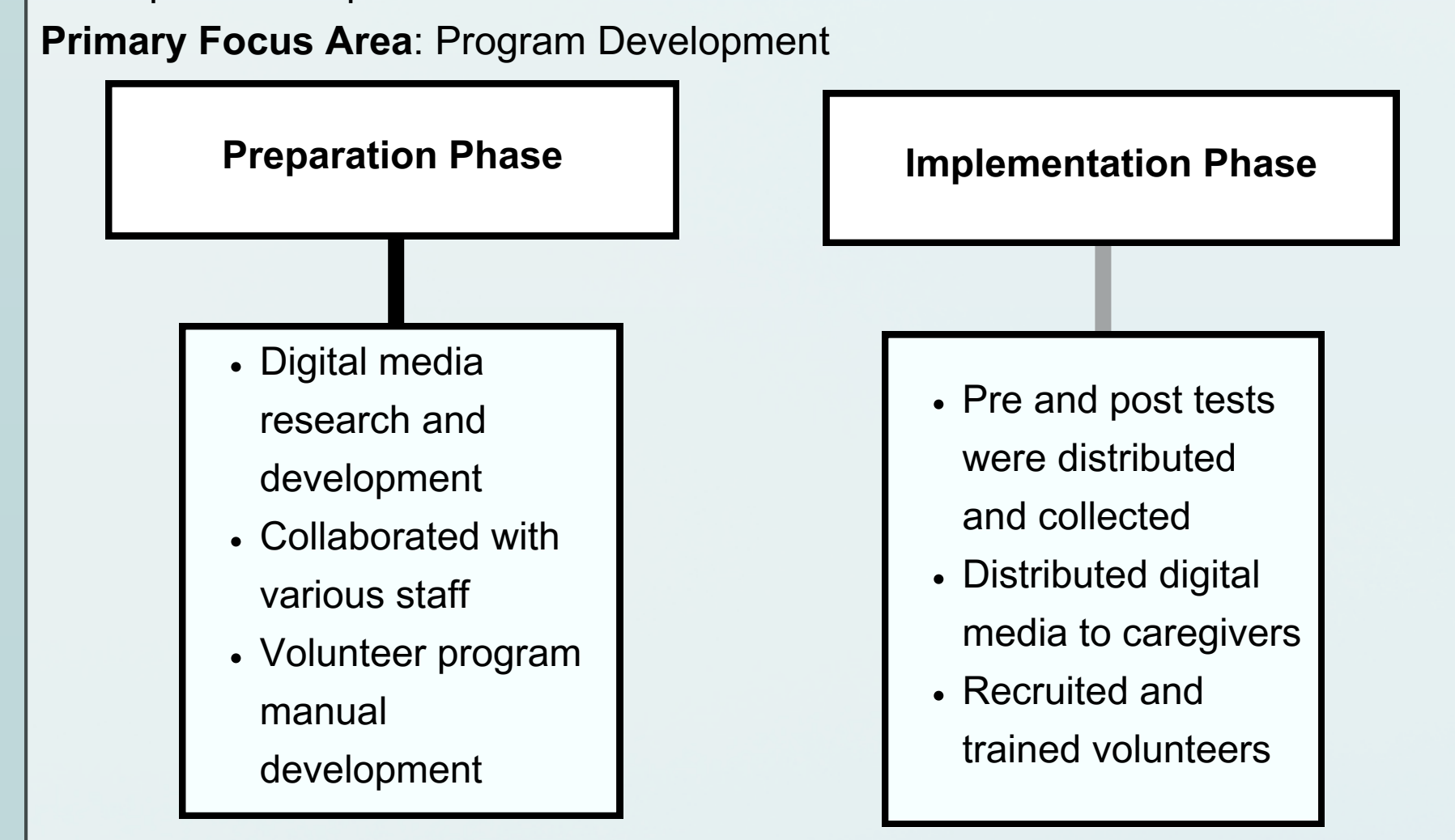
Program Description and Implementation

Problem: There is an increasing number of occupational therapists experiencing burnout in the pediatric outpatient setting. Despite the growing concern, there is a lack of evidence-based programs to prevent burnout among occupational therapists within the United States.

Purpose: This doctoral capstone project implemented an eight-week volunteer program and digital intervention program aimed at improving the well-being of OTs to improve quality service for clients.

- The volunteer program created leadership positions that provided assistance to OTs while delegating clean-up, setup, and other daily tasks. This would provide OTs sufficient time to complete their tasks and reduce take-home documentation.
- The digital intervention library aimed to improve caregiver education and follow through with take-home activities utilizing evidence-based digital media. The digital intervention library also included concept-review videos for OTs to improve their practice skills.

Primary Focus Area: Program Development



Scholarly Deliverables

- Volunteer Program Manual
 - Training Protocols
- Effectiveness Data
- Digital Intervention Media
 - 11 caregiver videos
 - Four occupational therapy videos
 - One volunteer training video

Caregiver Digital Media

Discussion

- The digital intervention library demonstrated a positive impact on caregiver confidence in OT concepts and understanding of home activities, filling the need of caregivers' desire to seek digital assistance that contains reliable information. Multiple caregivers noted that they are "visual learners" and would like more education provided via videos further.
- Although the volunteer program was unable to demonstrate its full impact at this time, it was important to fully establish the program, provide instructions on volunteer training, and create volunteer recruitment channels for the volunteer program to fulfill its purpose in the future.

Implications

- Caregiver education partly provided through supplemental digital media has a positive impact on caregiver confidence, supporting OTs' parent education and quality of service.
- This project also increased awareness in the field of OT as the caregiver videos on YouTube provided exposure to the general public.
- Additional research is required to establish the effectiveness of volunteer programs being effective in reducing OTs' workload to prevent burnout.

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References