

Practical Application of OBM (Organizational Behavioral Management) In The Workplace

Autism Rocks Support Centre
Pediatric Outpatient Rehabilitation Centre

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Patient Safety Challenge - Identification

- After each ABA (Applied Behavior Analysis) session, the junior ABA therapist has 5-10 minutes to provide feedback to the child's parents on how the session progressed.
- Instead of focusing on the strengths of the session, it was anecdotally observed by myself that the focus of the feedback was only on the negative aspects of the session (such as problem behavior, skills not being acquired, etc.).
- While important to be truthful about each session, feedback should be provided in a positive way.

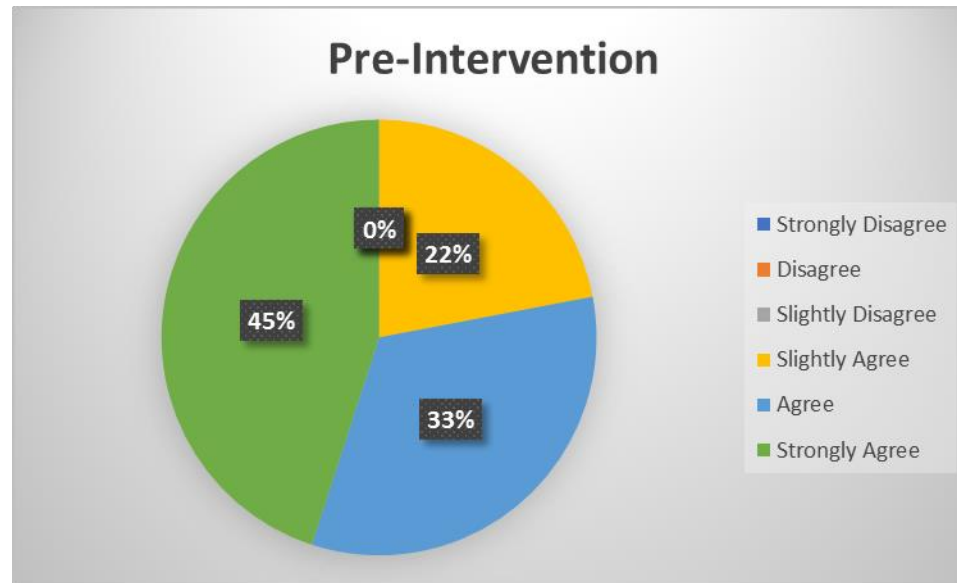
Patient Safety Challenge - Identification

- Provided a survey to parents inquiring about therapist's ability to provide feedback.
- Through analysis of the survey (which included closed and open-ended questions), we identified that this is an area that we, as a center, can improve upon.
- Started an analysis to identify the root cause of problem.

Patient Safety Challenge - Analysis

- 9 parents were asked to participate in the survey. Each parent had their child enrolled in a 10-hour per week ABA program.
- For one question on the survey, parents were presented with a Likert Scale regarding their thoughts on session feedback.
- Parents were presented with the statement, “The session feedback you receive from your therapist is excellent, and you would not suggest any changes being made to the process.”
- Options provided were “Strongly Disagree”, “Disagree”, “Slightly Disagree”, “Slightly Agree”, “Agree”, “Strongly Agree”

Patient Safety Challenge - Analysis



- Slightly Agree = 22% (2 participants)
 - Agree = 33% (3 participants)
- Strongly Agree = 45% (4 participants)
- Slightly Disagree, Disagree, Strongly Disagree = 0% (0 participants)

Patient Safety Challenge - Approach

- We utilized an OBM (Organizational Behavioral Management) approach to improve feedback in this area.
- OBM is an Applied Behavior Analytic approach of analyzing the problem to assist with fixing it.
- It is not punitive in nature; rather it focuses on creating learning opportunities to improve upon challenges.
- By focusing on the behavior (and conducting an analysis on the systems in place) and not the person, we were able to make a change.

Patient Safety Solution -

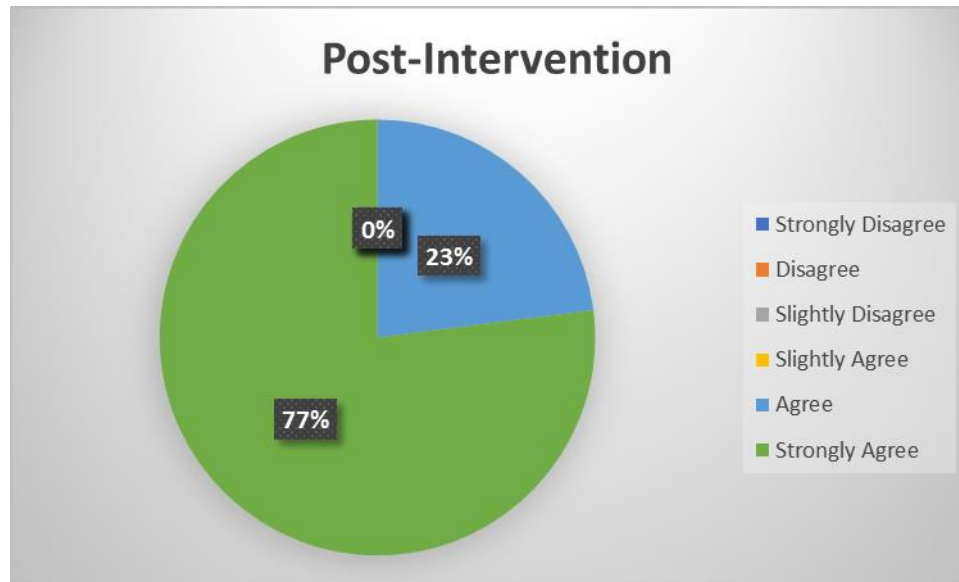
Best Practice Implementation

- By doing a complete analysis of our systems and policies in place through an OBM approach, we realized that providing feedback was not formally trained on (it was generally reviewed, as other areas such as clinical implementation were deemed more important).
- Thus, the fault was not with our employee, but rather the systems we had in place for training.
- Based on this analysis, we changed our system to incorporate the more advanced training system.

Patient Safety Challenge - Solution

- **Independent Variable** – Three 30-minute training sessions by Managing Director with five junior therapists.
 - Training sessions utilized the BST (Behavior Skills Training) Model which includes
 - Instructions
 - Modeling
 - Rehearsal (through role play)
 - Feedback
- Continued observation by Clinical Supervisor/Feedback

Patient Safety Challenge - Analysis



- Agree = 23% (2 participants)
- Strongly Agree = 77% (7 participants)
- Slightly Agree, Slightly Disagree, Disagree, Strongly Disagree = 0% (0 participants)

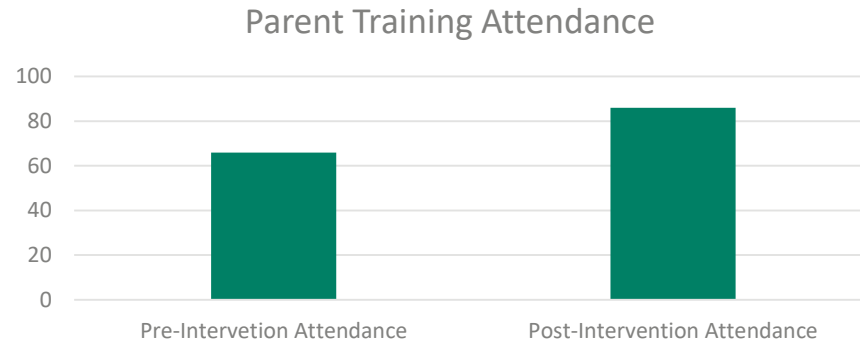
Patient Safety Challenge - Analysis

Pre-Intervention and Post Intervention Change

- Slightly Agree = **Decrease** from 22% (2 participants) to 0% (0 participants)
- Agree = **Decrease** 33% (3 participants) to 23% (2 participants)
- Strongly Agree = **Increase** from 46% (4 participants) to 77% (7 participants)

Also interesting.....

Patient Safety Challenge - Analysis



There was a challenge with parents attending Parent Training sessions. Our intervention appeared to have a positive outcome on attendance....

- Pre-Assessment – 66% of parents’ training sessions were attended
- Post-Assessment – 86% of parents’ training sessions were attended

Patient Safety Solution -

Best Practice Results & Sustainability

- Utilized a Parent Survey to Measure Pre-Post results (as well as direct observation by supervisor)
- We modified our current training system, in which we provide more training to providing feedback to parents
- We will continue to provide Parent Satisfaction surveys to determine how we are doing in this area and future areas

Patient Safety & Best Practice - Lessons Learned

- By embracing an OBM approach, we were able to fix the problems from a systematic vantage point
- When staff were not performing, we looked at our systems first, identified that there was a deficit in our system, and fixed it
- Through continued analysis of parent feedback, we can continue to develop these systems
- Advice – make the behavior the focal point of analysis, not the individual. By doing this, you create a positive culture of reinforcement (and not punishment).