

A Comparison of Service Delivery Models: What Practicing Professionals Report

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Purpose:

- To study consequences of implementing a new model for service delivery in the public school setting.
- To see how practicing speech-language pathologists felt about the change in the service delivery model over time.

Delivery Models:

- Traditional Service Delivery Model:
 - Providing direct services on a weekly basis, not allowing time for other indirect tasks during school hours.
- 3:1 Service Delivery Model:
 - Providing direct services on a monthly basis for 3 weeks and during the 4th week completing indirect tasks during school hours.

Service Delivery

- **Direct Services:** Services provided directly to the students on your caseload: therapy and evaluation.
- **Indirect Services:** These include but are not limited to, meeting with teachers, parents, and other specialists, developing treatment materials, reviewing and writing IEP goals, and completing paperwork.

Research:

- Changes in requirements have shaped the current roles and responsibilities of speech-language pathologists.
- Finding a way for school-based speech-language pathologists to meet all the requirements and maintain a high level of job satisfaction has become a major challenge for many speech-language pathology supervisors across the country.

Research:

- 2001-2002 Portland, Oregon public schools began to reshape their service delivery model.
- Goals: To create a better working environment, increase consultative time with teachers and parents, and to enhance services to students.
- Using the 3:1 service delivery model, they have met all their goals and made their school district an attractive place for SLPs to work.

Methodology:

- The Kansas City, Missouri school District implemented the 3:1 service delivery model for the 2005-2006 school year.
- All district speech-language pathologists were given surveys in August 2005 and February 2006.
- A return rate of 100% was obtained.

Developing the Survey:

The following sources were used to develop the survey:

- ASHA's roles and responsibilities of a school-based speech-language pathologist.
- Information from pilot project meetings.
- Information from the Portland Oregon School District.

Results: Direct Services

- Survey Questions

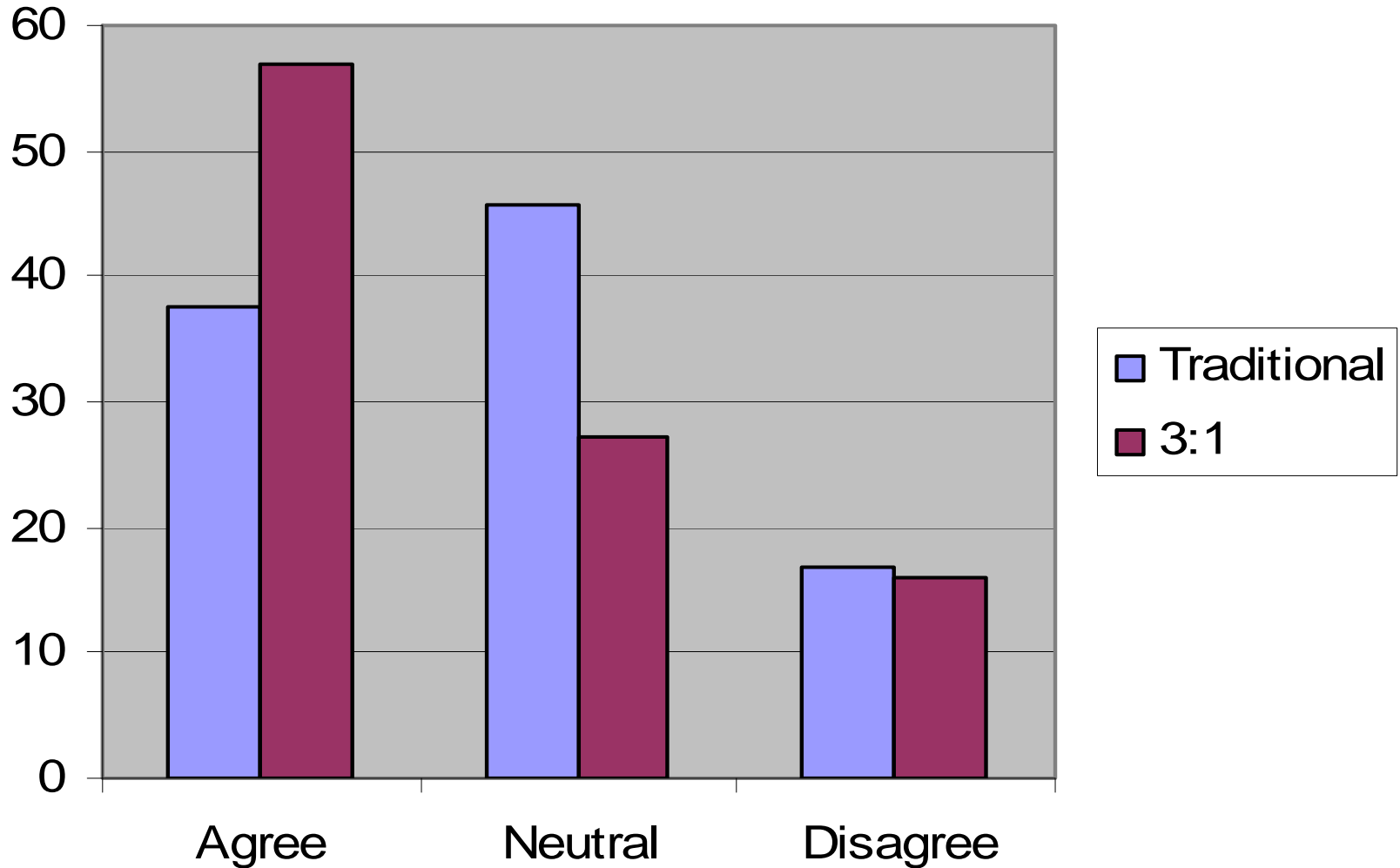
- August

- The 3:1 service delivery model will allow me to provide more direct service to students.

- February

- The 3:1 service delivery model has allowed me to provide more direct services to students.

Results: Direct Services



Results: Paperwork Completion

- Survey Questions

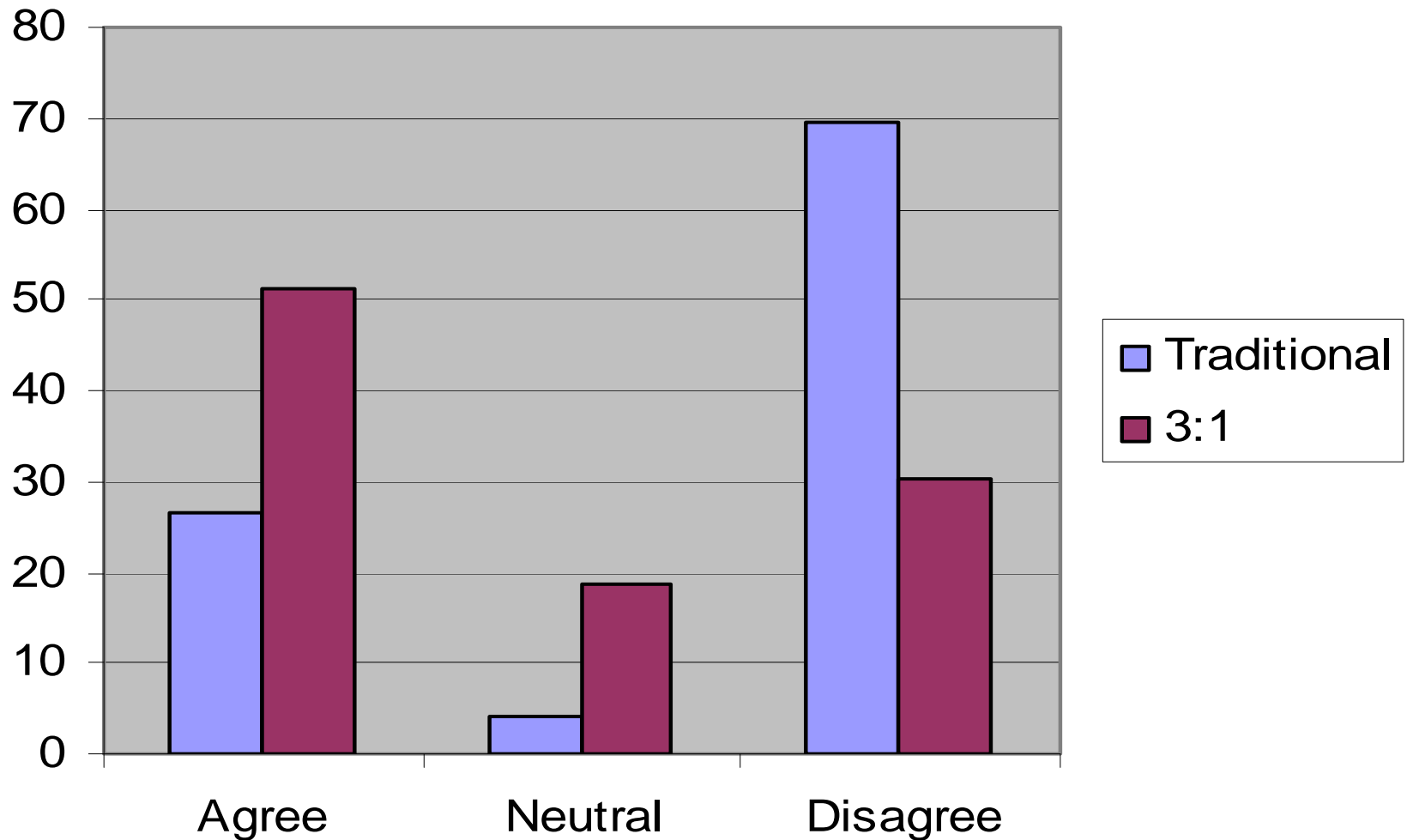
- August

- The traditional service delivery model I previously used allowed adequate time for paperwork to be completed on time.

- February

- The 3:1 service delivery model has allowed adequate time for paperwork to be completed on time.

Results: Paperwork Completion



Results: Make-up Therapy

- Survey Questions

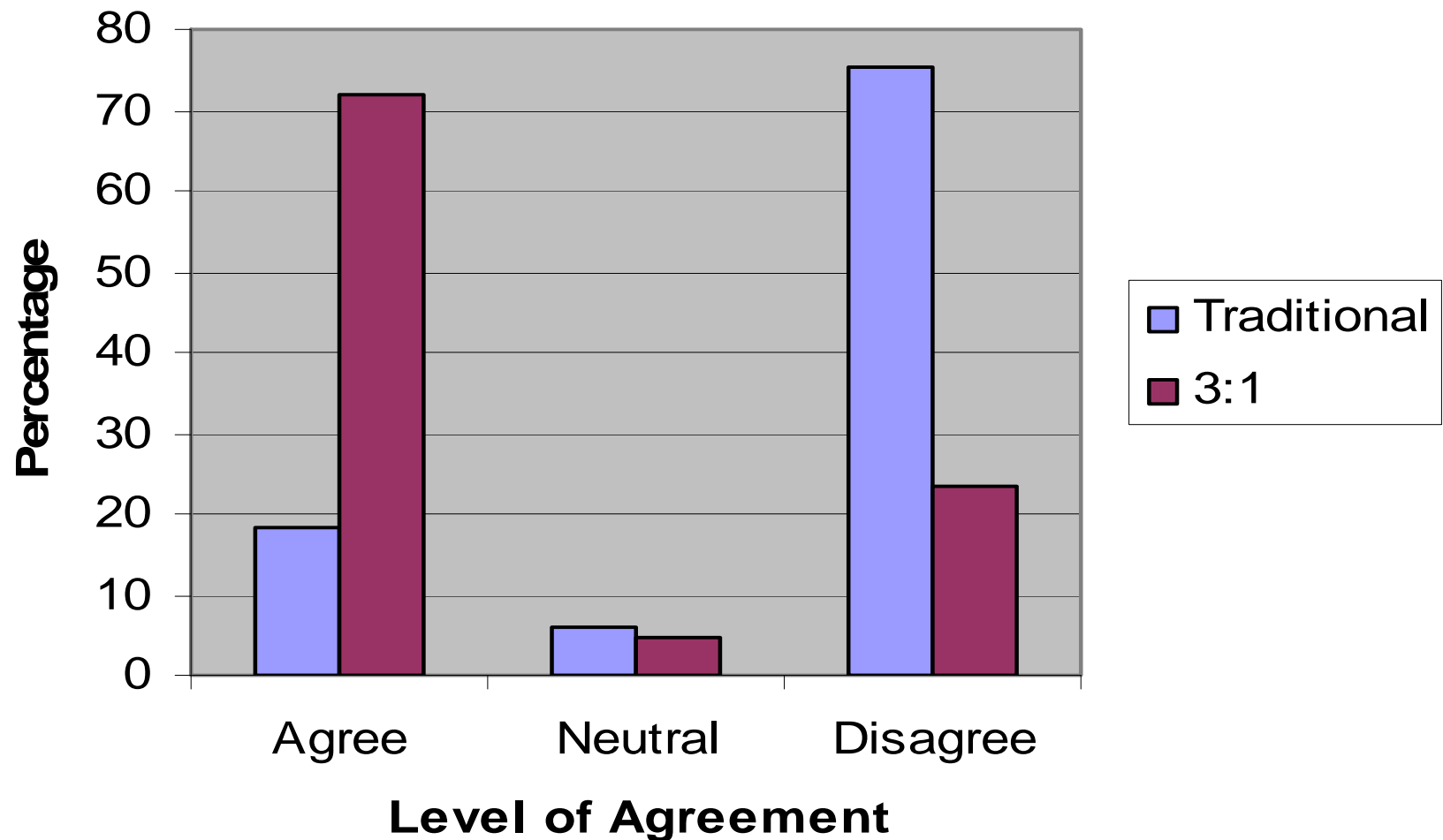
- August

- The traditional service delivery model I previously used allowed time to make-up therapy sessions that I canceled.

- February

- The 3:1 service delivery model I currently use has allowed me to make-up missed therapy sessions that I canceled.

Results: Make-up Therapy



Results: Job Satisfaction

- Survey Questions

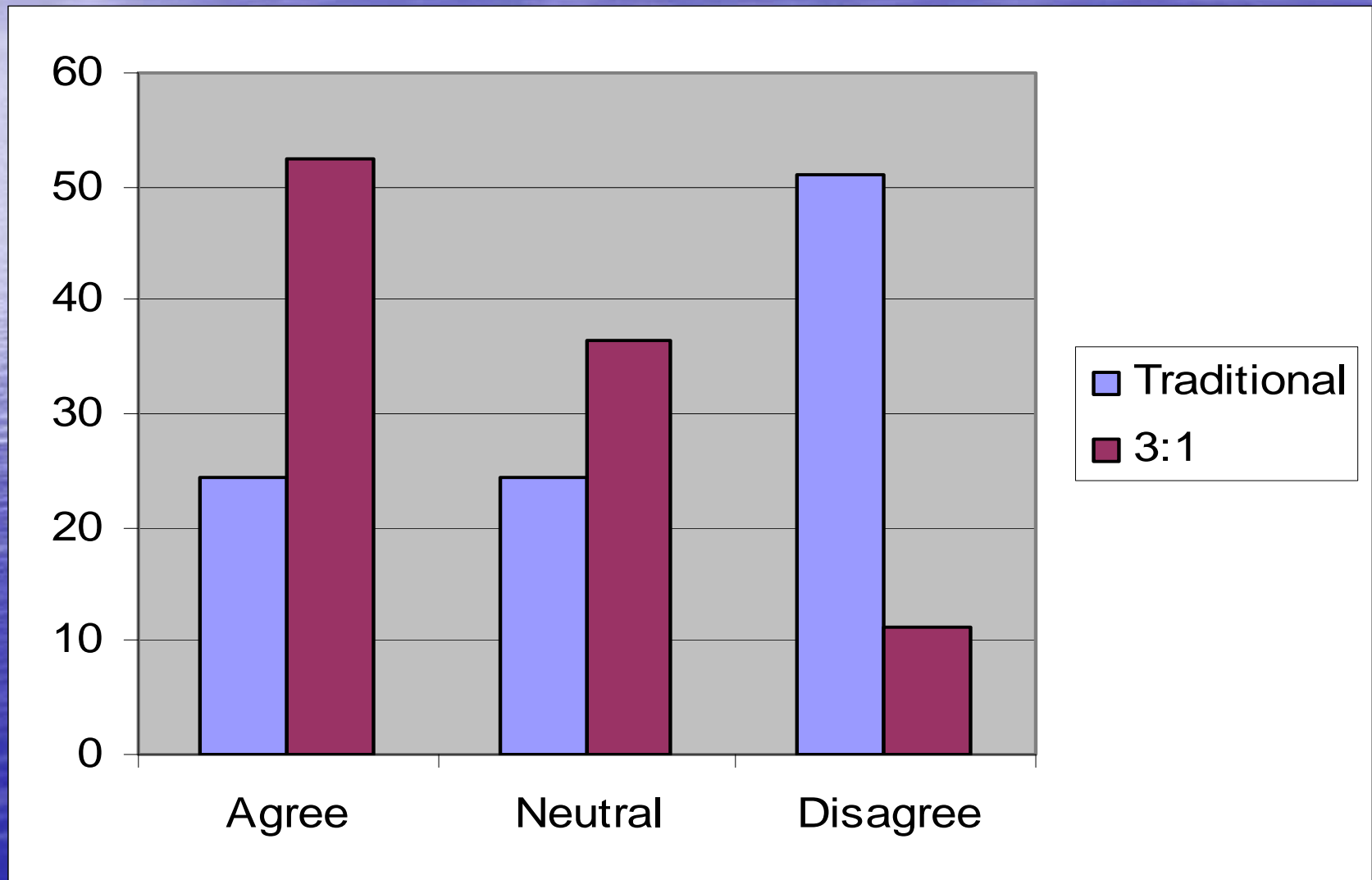
- August

- Using the traditional service delivery model I previously used, I would report a high rate of job satisfaction.

- February

- Using the 3:1 service delivery model, I would report a high rate of job satisfaction.

Results: Job Satisfaction



Comments from Professionals

- "I would not go back to the "traditional" service delivery model without extreme force!"
- "It has helped me to stay caught up. I still cannot get everything done at school during working hours."
- "This model has allowed me to address most indirect student needs."
- "I am older than most, here it is Feb. and I have finally adjusted/adapted my scheduling-NOW I love it!! Just give it time and it will perfect."

Areas for further study:

- Examine how professionals feel a few years after switching to the new model.
- Would this model be more ideal for some clients than others?
- How do administrators feel about changing to a 3:1 model?

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Any Questions???

- Please e-mail with any further questions you may have or to request additional information.
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