

# Parental Satisfaction with Neuropsychological Evaluations and their Pursuit of Recommendations



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## INTRODUCTION

- Pediatric neuropsychological evaluations (NPEs) support children's development and ability to function successfully in everyday settings <sup>1, 2, 8, 9</sup>
- Multiple studies have documented high levels of parents' satisfaction with neuropsychological evaluations <sup>1, 2, 3, 7, 8, 9</sup>
- Generally, following through on recommendations is related to patient satisfaction and perceived usefulness of the provided services. Thus, evaluating satisfaction with NPEs is important to understanding how families implement NPE recommendations <sup>4, 5, 7</sup>
- Additionally, understanding the types of recommendations parents pursue can shed light on what parents find to be most useful, as well as enhance the role neuropsychologists play in the psychoeducation provided to parents on recommendations
- Further, previous studies suggested that parents were more likely to implement informal home and school-based recommendation, as compared to psychiatric and psychological recommendations <sup>5, 6, 7</sup>
- Lastly, more literature on the different types of recommendations pursued by parents is needed

## OBJECTIVE

- The aim of this study was to understand the utility of pediatric neuropsychological evaluations and parental overall satisfaction, as well as to establish stability of satisfaction over time
- Additionally, the study investigated various demographic factors and their impact on parent satisfaction
- Finally, the study also aimed to confirm findings that parents were more likely to pursue school based as compared to behavioral health recommendations

## METHOD

- In an outpatient medical setting, parents accessing NPEs for their children (between the ages of 4 and 17) were recruited and consented either in person or over the phone
- The study used a cross-sectional design, with a short-term (T1, 3-week follow-up) and long-term follow-up (T2, 6-months follow-up)
- A total of 101 participants were consented for the study, 53 participants completed the T1 survey, and 31 completed the T2 survey
- Parents of eligible participants completed two brief online surveys (at T1 and T2) to evaluate the utility of the neuropsychological evaluation, which were created based on questions included in previously published studies
- Surveys were sent to participants who consented to participate in the study via an online REDCap survey
- The study utilized quantitative and qualitative survey response data from parents to evaluate parental perceived utility of their child's neuropsychological evaluation

## RESULTS

- Parent perceived usefulness ratings were largely consistent between T1 (n = 53) and T2 (n = 31), with 96.4% to 98.1% of overall usefulness ratings falling in the useful/very useful categories
- Study participants who completed both the 3-week and 6-month survey did not differ across demographic variables
- Participants who completed both T1 and T2 surveys reported higher initial satisfaction rating as compared to those who only completed T1 (T1 mean = 4.92, SD = 0.28; T2 mean = 4.82, SD = 0.39;  $t(46) = -0.97$ ,  $p=.05$ )
- Participants who completed both surveys were somewhat more willing to pursue recommendations including, school placement (55.6% vs. 44.4%), in-classroom (53.8% vs. 46.2%), and testing accommodations (62.5% vs. 37.55%)
- Lastly, consistent with recent findings, parents were generally more likely to pursue school-based (95.7%) as compared to behavioral health recommendations (84.4%)

## LIMITATIONS

- This study was conducted as part of a pilot program that enrolled a total of 101 participants. However, significant attrition due to situational factors and the COVID-19 pandemic resulted in a much smaller, homogenous sample. In order to further investigate the mediating/moderating factors that may contribute to parental decision-making around NPE recommendations, larger and more diverse sample sizes are needed to be able to generalize the findings
- Further, in this sample, the majority of the respondents reported high levels of satisfaction across variables, resulting in a non-normally distributed data and limiting comparisons across subjects and variables

## CONCLUSIONS

- Parents in this sample were largely satisfied with the evaluation process, with increased satisfaction predicting follow-up care and higher likelihood of pursuing recommendations
- Additionally, data independently corroborated that parents are more likely to pursue school-based compared to behavioral health recommendations
- Research should differentiate between specific recommendations parents find to be helpful and which recommendations are most likely to be implemented
- Future research should emphasize the recruitment of a more diverse sample in order to further investigate the impact of demographic factors on satisfaction and pursuit of recommendations

Table 1: Demographic and Method Factors  
N = 53

Age	9.88 (3.49)	
Race	White (76%)	Other (24%)
Case Assignment	Faculty (57.1%)	Trainee (42.9%)
Feedback Format	In-Person (77.1%)	Telehealth (22.9%)

Figure 1: T1 Vs. T1 + T2 Comparisons

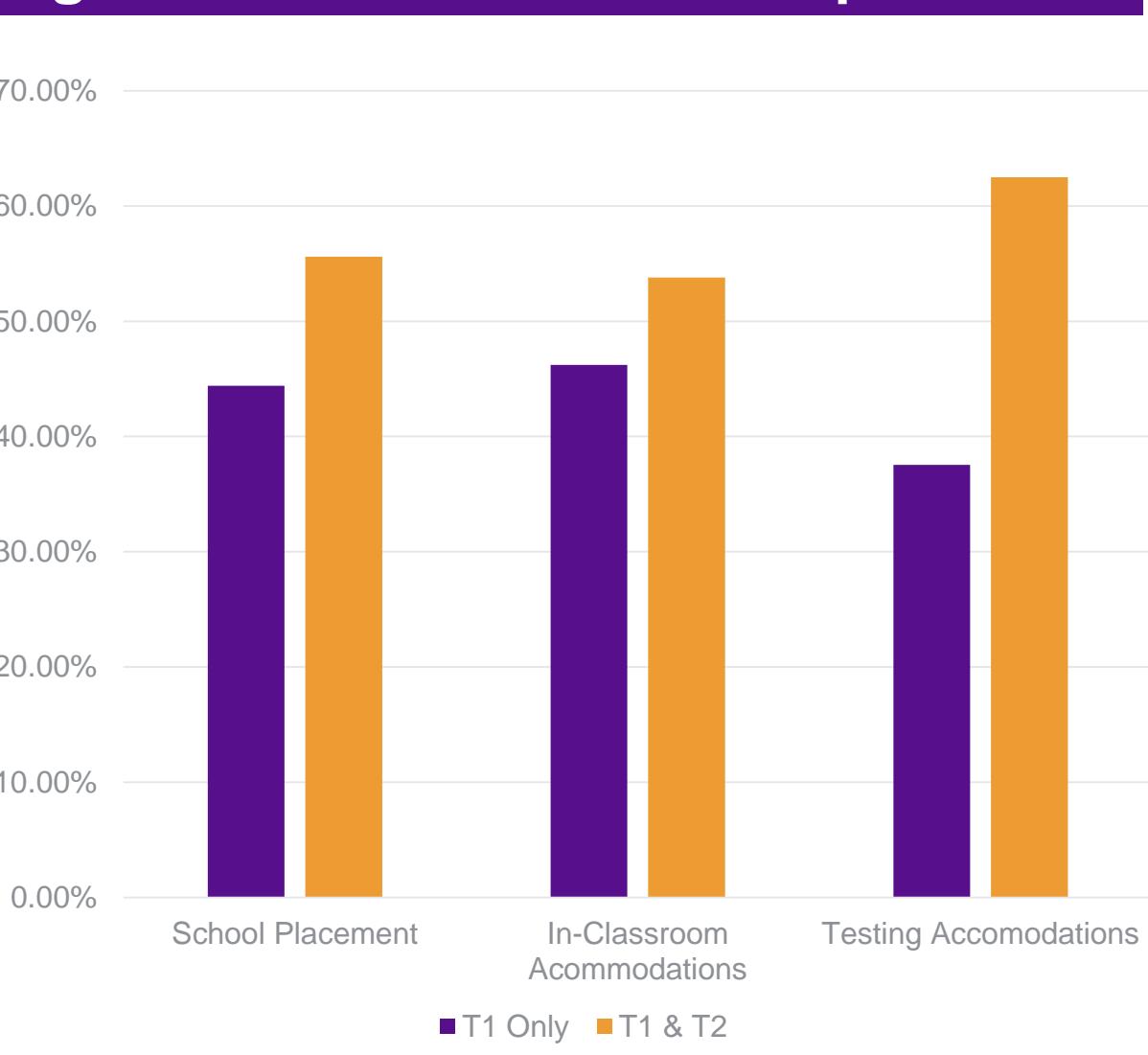
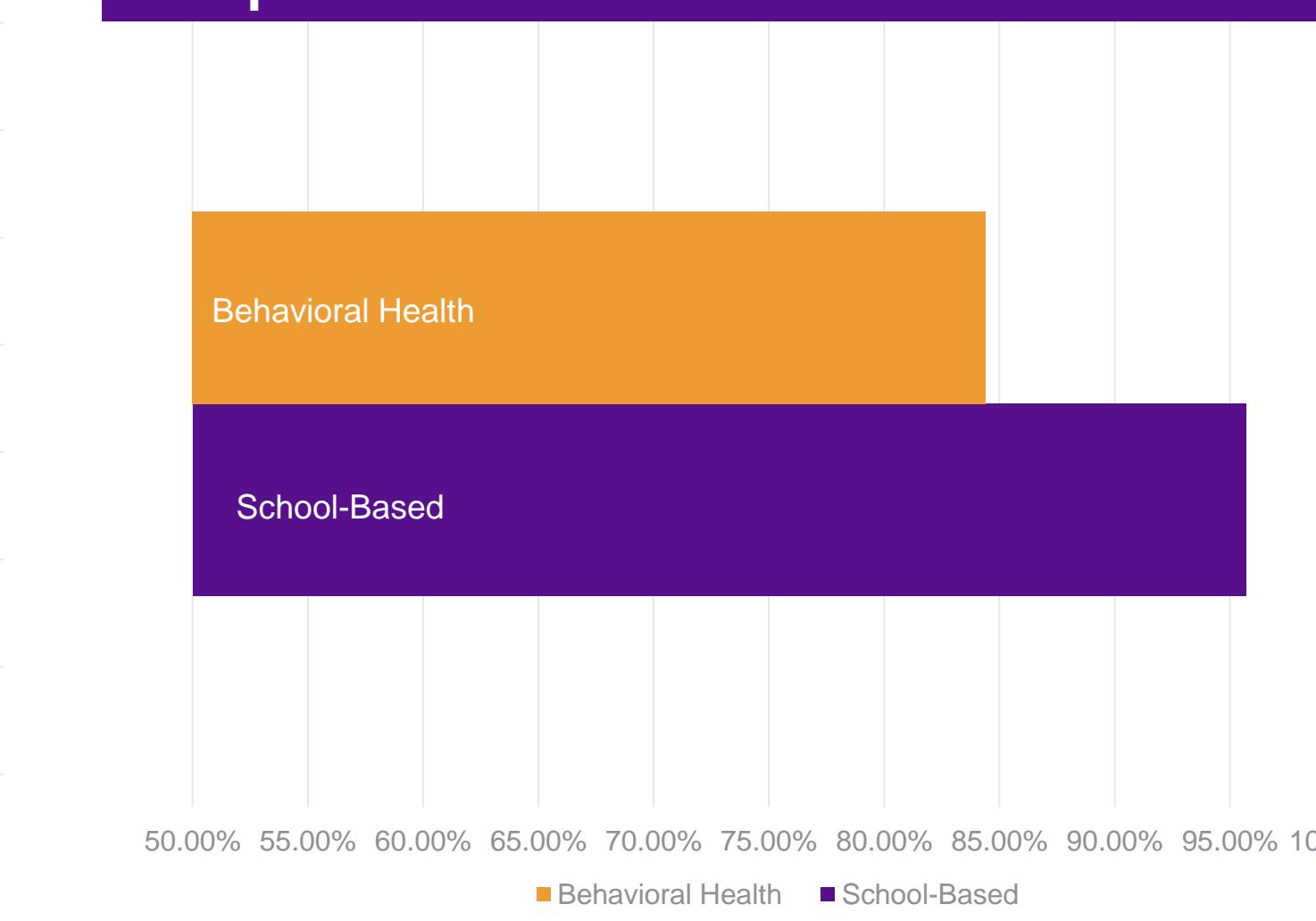


Figure 2: Pursue of Recommendations Comparison



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