

The American Board for Certification in Orthotics, Prosthetics and Pedorthics'

first one I had was really ugly.” When referring to her current de-

continuity of care, patient education, clinician education/experience, and pain/discomfort. Orthotists and physical therapists most often mentioned the subtheme of unspecified functions, whereas no AFO user mentioned this subtheme. For orthotists, the next most often mentioned subthemes were pain/discomfort, continuity of care, timeliness of device delivery, and patient education. For physical therapists, the next most often mentioned subthemes were continuity of care, patient education, and gait speed. Least often mentioned across all groups were subthemes of range of motion, social confidence wearing an AFO, device modifiability, clinician certification and continuing education, and ease of scheduling.

Device Fit and Comfort, Body Function, and Activity and Participation. National Quality Forum's "Care Planning and Delivery" care concept contains subtopics of establishing and attaining patient, family, and care provider goals, care concor-

Quality-of-care themes such as Device Characteristics, Device Usage, Environment of Care, and Clinician Competencies identified by thematic analysis were unique to custom AFO use, whereas the other six aligned with NQF's person- and family-centered care concepts quite well.^{1,9} For example, NQF's "Interpersonal Relationships" care concept, focusing on respect, dignity, compassion, trust, perception of equity, and cultural and linguistic responsiveness, maps well to the Organizational Characteristics theme we identified. National Quality Forum's "Interpersonal Relationships" care concept also focuses on information sharing and communication, which is similar to our Patient-Clinician Communication theme. National Quality Forum's "Quality of Life" care concept, relating to physical and cognitive functioning, behavioral, physical, social, emotional, and spiritual well-being, symptom and symptom burden, and treatment burden, relates well to our themes of

records valued them as a means of storing data for subsequent extraction and aggregation for quality measure reporting. Clinicians also perceived that electronic medical records facilitated communication regarding patient care with other clinicians with whom they shared the same records. They valued electronic data collection and use of patient reports, as well as data accessibility and ease of updating patient records.

Clinicians reported collecting data from both standardized assessments and nonstandardized clinical examination. They reported routine assessment of patients' skin integrity when working with custom AFO users. Custom AFO users valued face-to-face data collection. Patient engagement through questions such as "How does it feel driving?" and "Do you have any complaints?" allowed AFO users to provide specific feedback.

Table 5 summarizes focus group feedback on industry adoption of quality data collection. Clinicians noted that professional associations have considerable influence in adoption and implementation of standardized assessment instruments. They suggested that professional associations could provide education on selection of standardized assessments that could be used for quality measurement and create a national database to which facilities could contribute patient-level data for analysis and calculation of quality measure data for comparative purposes. Clinicians noted that quality measures and standardized assessments are not discussed often in professional forums and that presentations at national conferences would be a good mechanism to increase awareness of quality measurement for orthotic practice. They emphasized the importance of adopting widespread and valid standardized instruments to advance the field.

The aim of this study was to identify issues that are important to the quality-of-care for people who use custom AFOs. We used focus groups to identify and summarize the relative frequency of issues mentioned by AFO users, orthotists, and physical therapists, explore which clinical assessment in-

