

OPER – a questionnaire about quality in rehabilitation

OPER is an abbreviation for *Outpatients' experience of quality in rehabilitation*. It is a short PREM (Patient-reported Experience Measure) developed for outpatient rehabilitation conducted by physiotherapists or occupational therapists. OPER is free to use.

You can download four versions, two in English and two in Danish:

1. English for patients who train with a physiotherapist
2. English for patients who train with an occupational therapist
3. Danish for patients who train with a physiotherapist
4. Danish for patients who train with an occupational therapist

The content is similar, except one version is for patients who attend physiotherapists and one for occupational therapists. We recommend that patients who are treated by both professions are given the specific version for each.

Scoring

OPER contains 13 items. Each item is scored from 1-5, with a higher score indicating higher quality. The numbers are present below each response option.

Items 1-12 about patients' experience are summed. The last item is scored separately as it concerns satisfaction all in all.

Items 1 and 2 allow the patient to answer *I don't remember*, which is scored 3 because information or goal setting may have been provided but need clarity.

Item 11 about addressing comorbidity has the response option *Not relevant*, which is scored 4. The score is based on the median for the 307 patients whose data were used in the development process. It is done to equalize respondents with and without comorbidities and avoid bias in the sum score.

Article about OPER

To get further insight into the development and validation process, please access the article *Outpatients' perspectives of quality in rehabilitation – development and validation of a patient-reported experience measure (PREM)* at this [LINK](#).

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