

COMMUNITY BRAIN INJURY PROGRAM FOR CHILDREN & YOUTH IN BC

OUTCOMES MANAGEMENT REPORT 2018 – 2019



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Program Overview

Program Goal:

To fund and coordinate short-term rehabilitation services in the child/youth's home and community, when returning from hospital after an acquired brain injury.

Target Population:

Children and youth with recently acquired brain injuries who do not have third-party funding and need acute rehabilitation to facilitate their return to home and community.

Eligibility Criteria:

1. Children and youth from birth to 18 years 11 months
2. Residents of British Columbia
3. Primary diagnosis of acquired brain injury requiring acute rehabilitation
4. Referral to the Program within 12 months post injury

Services offered by CBIPCY

- ⇒ Home/community-based intervention including the following:
 - Family centered service coordination
 - Therapy Services – Physiotherapy, Occupational Therapy, Speech/Language Therapy
 - Neuropsychological Assessment
 - Family support
- ⇒ Access to resource information - family-focused newsletter; toll-free consultation line; library resources; website
- ⇒ Transition support
- ⇒ Follow-up

2018-2019 Program Highlights:

- 2 new Coordinators were recruited to the program this year
- Coordinators attended the North American Brain Injury Society conference in Toronto, Ontario, focussing on Pediatrics.
- Updated and reconfigured the Community Resource Information list to be more current and effective for families
- Formed partnerships with the Provincial Resource Teachers at Sunny Hill Health Centre and GF Strong Adolescent and Young Adult program to utilize as a resource and support for parents as their children and youth transition back to school
- Provided therapeutic services such as neuropsychological assessments, occupational therapy, physiotherapy and speech and language pathology assessments as well as consultation to 31 youth transitioning to adulthood.
- The coordinators strengthened the collaborative relationships with community partners by meeting with various programs and referral sources such as the GF Strong Adolescent and Young Adult program, Sunny Hill Health Centre Acute Team, BC Children's physiotherapy team.

Status Report

2018 - 2019 Performance Improvement Plan

Areas for Improvement	Plan	Timeline
<p>Access</p> <ul style="list-style-type: none"> Provide easy access for information on ABI, and youth who are transitioning to adulthood. 	<ul style="list-style-type: none"> Develop educational documents, along with transition resource information that can be made available to families. Create a Transition Resource list targeting clients who are aging out and have been in the program. Increase access to educational documents, along with transition resource information that can be made available to families. 	<p>PARTIALLY COMPLETE – Coordinators were providing individualized resource information to youth transitioning into adulthood and were part of the Youth Follow Up project that received One-time-only funding.</p> <p>Coordinators identified key websites for clients that provide relevant, educational resources, very detailed resource lists.</p>
<p>Effectiveness</p> <ul style="list-style-type: none"> Improving new Service Provider skills in writing SMART goals Work more effectively with Indigenous clients 	<ul style="list-style-type: none"> Provide education for service providers who are new to the program on writing achievable goals via Service Provider Newsletter. Coordinators will register and complete the Indigenous Cultural Safety Training; Health Module provided through MCFD. 	<p>COMPLETE - data confirms increased success in writing targeted, achievable and measurable SMART goals.</p> <p>COMPLETE – Both Coordinators completed 2 day training in Feb 2019.</p>
<ul style="list-style-type: none"> Access: Increase profile and understanding of scope of Program within medical and referring community 	<ul style="list-style-type: none"> Review Oncology protocols that were created in partnership with BCCH. 	<p>COMPLETE – Team met with with the Oncology team at BCCH to discuss our working partnership for clients with brain tumours.</p>

Demographics & Outputs

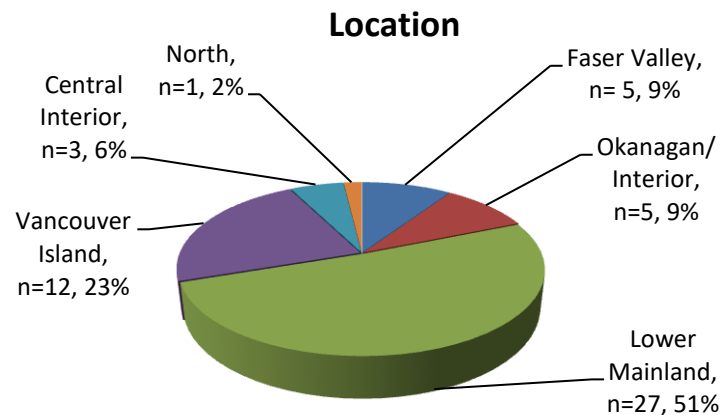
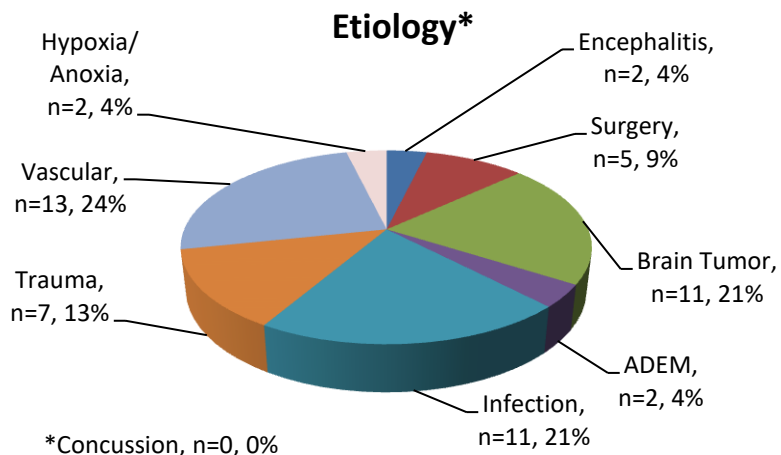
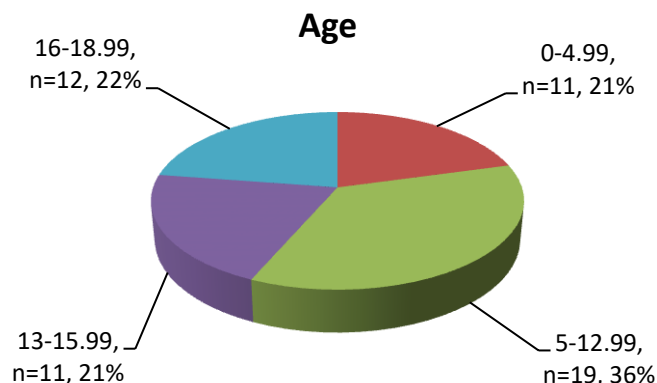
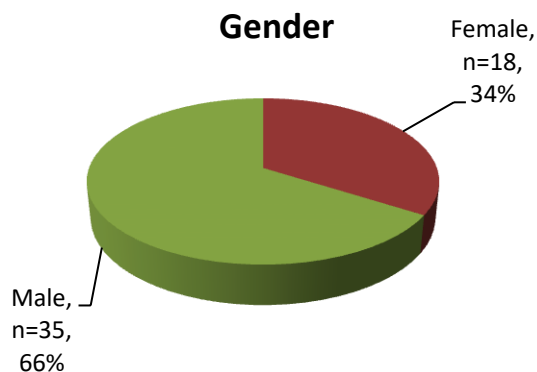
Fiscal Year Totals (2018/2019):

- Total Acute therapy clients served 53
- Total School transition clients served 10
- Total Follow-up clients served 28
- Clients carried forward into next fiscal year 48

Total clients served (April 1st, 2018 – March 31st, 2019) **139**

Demographics of New Referrals

n= 53



Program Outcomes

Access to Services

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2018-2019	2017-2018
Children/youth receive timely services	Coordinators will conduct an intake interview (in person or phone) within 14 working days after the referral has been accepted.	Electronic Client Record (ECR)	90%	81% 41/53	93% 87/94
	An individualized service plan will be in place two weeks after initial contact and we were actively involved in setting these goals.	ECR		96.2% 51/53	89% 56/63
	Parents articulate the services were provided in a timely manner.	Online Feedback Survey		90.0% 27/30	91% 51/56
Services are accessible to families in their home	Services are provided in the child/youth's home community in locations that worked for them.	Online Agency survey	100%	100% 29/29	90% 18/20

Analysis:

Staffing changes in both coordinator positions occurred smoothly, but resulted in minimal backlog of new referrals due to onboarding and orientation activities. As well, new administrative support staff joined the team, during her period of onboarding and orientation, she took longer to process new referrals than is typical in the program. These two factors impacted the program's ability to meet the target of completing the intake interview within 14 working days. All new staff are now fully onboarded, and we expect the attainment of this target to increase next year.

Effectiveness

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2018-2019	2017-2018
Families increase knowledge about brain injury	Percentage of parents and youth who responded that the program helped them understand the impact of the Acquired Brain Injury (ABI) on development. *	Online Feedback survey	95%	86.2% 25/29	96% 23/24
	Parents articulate that they have gained skills in managing the challenges related to their child's brain injury.*	Online Parent Feedback survey	85%	90% 26/29	97% 32/33

* Response of 3 or 4 on a 4 point Likert scale

Effectiveness (cont')

Short Term Goal Attainment

Total of 352 outcomes inputted for 64 discharged clients

Short-term goal categories: (short-term goals determined jointly by parents and therapists)	Indicator	Time of Measure/Source	Target Level	Achieved Outcomes		
				2018-2019	2017-2018	2016-2017
a. Community Participation & Social Life– Child/Youth	Percentage of short term desired outcomes that are entered as “Achieved, Better than expected or Excelled” in each category.	ECR Program Outcome Measures at time of discharge (POMs)	70%	a. 84.5% 60/71	75% 68/91;	83% 79/95
b. Communication				b. 62% 21/34	56% 14/25;	76% 26/34
c. Mobility				c. 93% 38/41	79% 35/44	91% 40/44
d. Self-Care				d. 74% 14/19	65% 17/26;	75% 15/20
e. Learning and Applying Knowledge – Parent & Caregiver				e. 97% 97/100	95% 61/64	97% 89/92
f. Emotional Well-Being - Parent/Caregiver and Child				Parent f. 86% 12/14	Parent 100% 10/10	Parent 96% (23/24)
		Child f. 87% 26/30	Child 83% 20/24	Child 80% 16/20		

Analysis:

A number of variables contributed to change in the achievement of the *Percentage of parents and youth who responded that the program helped them understand the impact of the Acquired Brain Injury (ABI) on development and Emotional wellbeing of clients and their parents*; the complexity of the families served and the recruitment of 2 new Coordinators to the program. It is expected that as the Coordinators increase their knowledge and skill over the next year, that this achievement will increase. When partially achieved measures are included in the measurement of Emotional Wellbeing, Parent/Caregives and Child, the results achieved by Parents and Youth is 100%.

The program will continue to work with families to provide information and resources that increase parent’s knowledge and skills in managing the challenges related to their child’s injury. Coordinators participate in ongoing education and receive regular neurological consultation and professional development with the BCCFA Medical Director.

Efficiency

Outcome	Indicator	Time of Measure/Source	Target Level	Achieved Outcomes	
				2018-2019	2017-2018
Program services are delivered within projected budget	The program provides short-term acute rehabilitation services to eligible clients within its annual budget.	March 31, 2019 financial statements	On budget	On budget	On budget
Coordinators respond in a timely manner to new referrals.	Percentage of referrals sources (physicians, hospitals, community agencies) that articulate the Coordinators responded to the referrals made by the agency in a timely manner.	Online Referral Agency Feedback Survey	90%	100% 3/3	95% 19/20

Analysis:

The implementation of One-Time-Only funds in the fall of 2018 enabled the program to provide services to new clients as well as previous clients transitioning to high school and adulthood. Moreover, the hiring of new coordinators in September, leading to full staffing in the program allowed for referrals to be managed quickly.

Consumer Satisfaction

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2018-2019	2017-2018
Parents are satisfied with the services received from the Program	Percentage of parents who articulate that the services provided were helpful to their child. *	Online Feedback survey	90%	100% 32/32	93% 70/75
	Parents and youth articulate they were satisfied with the therapy services they received. *	Online Feedback surveys		99% 30/31	91% 69/76
Parents and children are key members of the team	Parents and youth are involved with the development of the client's service plan. *	Online Parent	95%	95% 20/21	90% 18/20

* Response of 3 or 4 on a 4 point Likert scale

Referring Agency Satisfaction

Outcome	Indicators	Time of Measure/Source	Target Level	Achieved Outcome	
				2018-2019	2017-2018
Referring agencies are satisfied with their working relationship with the Coordinators.	Referring agencies articulate that Coordinators work collaboratively with them to facilitate discharge of the child from their agency.	Online Feedback Survey of discharged clients	90%	100% 3/3	100% 7/7
Referring agencies have clear understanding of the Program mandate.	Staff from referring agencies articulate that the Program eligibility criteria are clear. *	Online Feedback Survey	85%	100% 3/3	87.5% 7/8)

* Response of 3 or 4 on a 4 point Likert Scale

Therapy Service Provider Satisfaction

Outcome	Indicators	Time of Measure/Source	Target Level	Achieved Outcome	
				2018-2019	2017-2018
Therapy service providers are satisfied with the support they receive from the Program.	Percentage of therapy service providers who articulate that Coordinators provided assistance and support to them as needed. *	Online Satisfaction Survey	85%	100% 20/20	100% 19/19

* Response of 3 or 4 on a 4 point Likert Scale

Analysis:

The program will continue to coordinate appropriate services as required for each client on an individualized basis, based on medical and referral information, and client needs, using a family centred perspective. Coordinators have worked to develop effective partnerships with referral sources by meeting in person to explain the program mandate, open up lines of communication and create efficiency plans for how to best transition clients into CBIPCY. Moreover, the coordinators regularly meet and consult with the BCCFA Medical Director to explicitly define the eligibility criteria, ensure that the coordinators are using correct terminology, and have a full understanding of the clients' diagnoses and the resulting medical conditions and functionality. Both new coordinators have worked to develop relationships with paediatric neuro service providers in BC, to open lines of communication, and whenever possible to meet with the service providers in person.

2019 - 2020 Performance Improvement Plan

Areas for Improvement	Action Plan	Timeline
<p><u>Access</u></p> <p>Provide more opportunities for youth/families to have networking opportunities and support.</p>	<p>Develop and pilot support groups for youth/families that can be attended in person or by teleconference</p>	<p>September, 2019</p>
<p><u>Effectiveness</u></p> <p>Provide parents with appropriate levels of information regarding ABI and rehabilitation services</p>	<p>Create a “parent care package” to be provided to parents/caregivers at intake, that includes information on brain injury, rehabilitation service information and caregiver support.</p> <p>Provide regular follow-up to discuss current issues resulting from their child’s ABI.</p>	<p>October, 2019</p> <p>Ongoing</p>
<p><u>Access/effectiveness</u></p> <p>Provide families more indepth resource information that is specific to their home community.</p> <p>A secure online client portal will be developed to allow client and families the ability to access and contribute to documentation, access resources and communicate with program staff electronically.</p>	<p>Develop/utilize an asset map for brain injury resources and supports in the province of BC and provide specific territory information to clients based on their location</p> <p>Develop and implement a new Electronic Client Record and Secure Client Portal System within the organization.</p>	<p>December, 2019</p> <p>March 31st, 2020</p>
<p><u>Efficiency</u></p> <p>Enhance workflow by utilizing improved innovative technology and information management platforms</p>	<p>Develop and implement a new Electronic Client Record and Secure Client Portal System within the organization.</p>	<p>March 31, 2020</p>

A status report on completion of the 2019 / 2020 Performance Improvement Plan will be included in the 2019 / 2020 Outcomes Management Report.