

COMMUNITY BRAIN INJURY PROGRAM FOR CHILDREN & YOUTH IN BC

OUTCOMES MANAGEMENT REPORT 2019-2020



2805 Kingsway
Vancouver BC V5R 5H9
Tel: (604) 451-5511 / Fax: (604) 451-5651
www.bc-cfa.org
www.mybrainonline.ca

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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 centred 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

2019-2020 Program Highlights:

- Coordinated the first Youth Support Group at BCCFA with a request from Youth and parents to continue this group. Youth reported this was a valuable opportunity to connect with other youth who have also experienced an acquired brain injury.
- Participated in training on “Social Emotional Health and Mental Wellness” which explored the connections between social emotional health and mental well-being and how social emotional learning and other interventions can be used to build resiliency skills and prevent challenging behaviours.
- Presented the CBIPCY program at Regional Hospitals to increase referring agency partnerships. In actuality, it didn’t increase referrals but did provide clarity on the eligibility criteria to reduce ineligible referrals, and increased opportunities for referring hospital staff (many locums and new staff) to ask questions for clarification.
- Collaborated with teachers & staff from two Provincial Resource programs to develop school resources specifically targeted towards students with acquired brain injuries.
- Interviewed former clients (alumni) and their families to share experiences and stories with current CBIP clients. Stories were included in two newsletters and one parent agreed to write the Preface for the parent care binder.
- Met with neuropsychology team at BC Children’s Hospital to discuss neuropsychological assessments and BC Children’s Hospital pilot project involving neuropsychological brief screening and the applicability to CBIPCY children/youth. This meeting strengthened communication and established a responsive care pathway when neuropsych assessments are needed.
- Presented at Capilano University’s program for Rehabilitation Assistants to keep them informed of career options. As a result of this presentation the program onboarded five Rehabilitation Assistants in five regions around BC to provide support.
- Transitioned to an improved electronic client record management system (Salesforce) which offers increased flexibility and capabilities to retrieve customized reports and improve data measurement and analysis.
- Shortly prior to year end, the program went 100% online due to Covid- 19. Virtual therapy services, that met provincial privacy regulations, were contracted by the BCCFA and provided to CBIPCY therapists. Training was provided and virtual therapy services resumed with families.

2019-2020 STATUS REPORT

Targeted Goals/Areas for Improvement	Plan	Status Update
<p>Access Provide more opportunities for youth/families to have networking and support.</p>	Develop support groups for youth that can be attended physically or by teleconference.	<p>Ongoing. Coordinators have held the first youth support group and are planning additional groups with the intent of increasing accessibility through the utilization of virtual health platforms.</p>
<p>Effectiveness Providing parents with appropriate levels of information regarding acquired brain injury (ABI) and rehabilitation services.</p>	Create a “parent care package” to be provided to parent/caregivers at intake that includes a breadth of information on brain injury, rehabilitation service information and caregiver support. Provide regular follow-up to discuss current issues resulting from their child’s ABI.	<p>Ongoing. Parent Binders have been developed and distributed. Families appreciated having 1 location for all reports and documents on their child. The binder has organized sections and is comprehensive. Families can bring it all to their medical or School appointments.</p> <p>Coordinators are continuing to develop school resources with community partners and to customize information for parent/caregivers to access as discussed in their meetings.</p>
<p>Access/Effectiveness Provide families more in-depth resource information that is specific to their home community.</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>Ongoing. Many areas around BC have been mapped and completed (Lower Mainland, Vancouver Island, Interior, Northern BC). Coordinators continue to increase areas of asset mapping of communities and the use of the new CRM, Salesforce, will support this initiative.</p>

DEMOGRAPHICS AND OUTPUTS

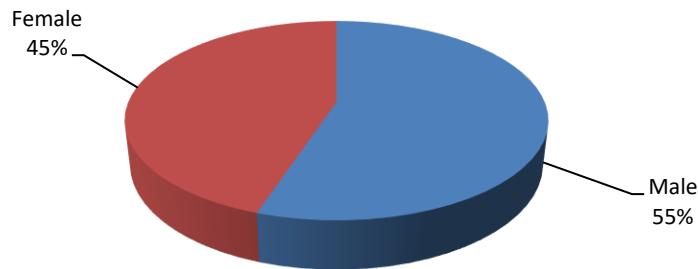
Fiscal Year Totals (2019/2020):

- Total Acute therapy clients served 49
- Total School transition clients served 16
- Total Follow-up clients served 24
- Clients carried forward into new year 37

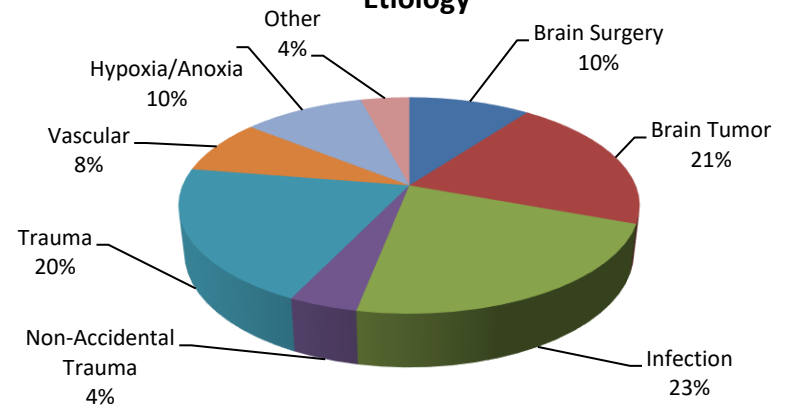
Total clients served 126

Acute Therapy Clients served N= 49

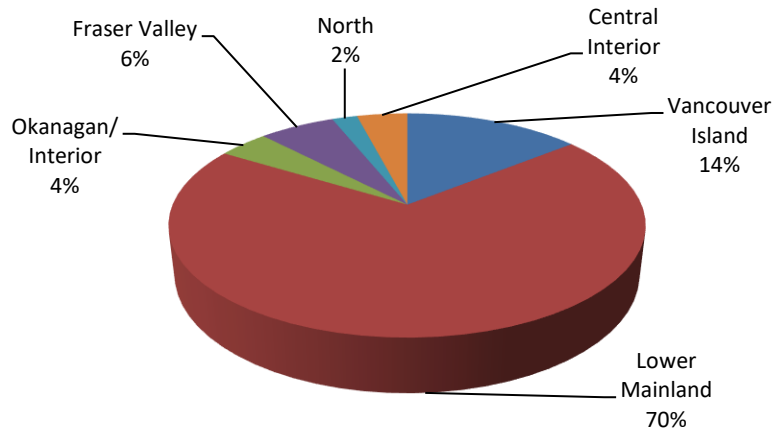
Gender



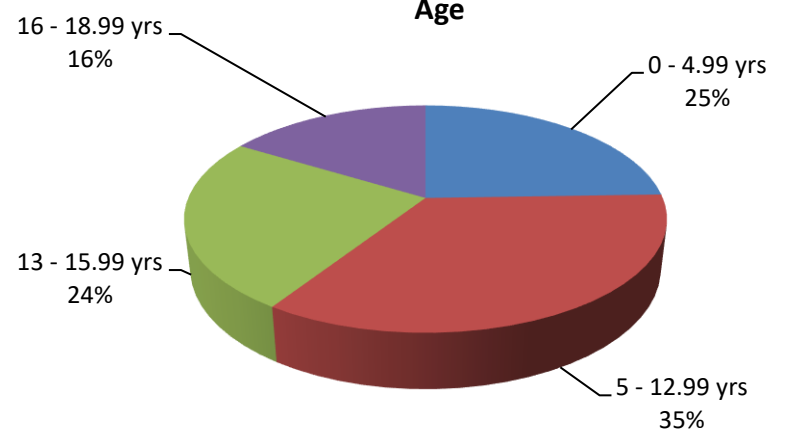
Etiology



Location



Age



PROGRAM OUTCOMES

Access

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2019-2020	2018-2019
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%	100% 46/46	81% 41/53
	An individualized service plan will be in place two weeks after initial contact and we were actively involved in setting these goals.	ECR		93% 43/46	96.2% 51/53
	Parents articulate the services were provided in a timely manner.	Online parent feedback survey		93% 39/42	90.0% 27/30
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 parent feedback survey	100%	100% 42/42	100% 29/29

Effectiveness

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2019-2020	2018-2019
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 parent feedback survey	95%	93% 26/28	86.2% 25/29
	Parents articulate that they have gained skills in managing the challenges related to their child's brain injury.	Online parent feedback survey	85%	97% 31/32	90% 26/29

Analysis – Effectiveness: *The program will continue to work with families to provide information and resources that increase parent's knowledge and skills to manage challenges related to their child's injury. Coordinators participate in ongoing education and receive regular Neurological consultation and Professional Development with the Agency Medical Director.

Priority Goal Outcomes

Total of 482 outcomes inputted for 72 discharged clients**

Short-Term Goal Categories: <small>(short-term goals determined jointly by parents and therapists)</small>	Indicator	Time of Measure/Source	Target Level	Achieved Outcomes	
				2019-2020	2018-2019
Community Participation and 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)	80%	88%	108/123
Communication				70%	31.5/45
Mobility				79%	40/57
Self-Care				81%	13/16
Learning and Applying Knowledge – Parent and Caregiver				100%	115/115
Emotional Well-Being - Parent, Caregiver, and Youth				Parent 98% 50/51	Youth 90% 47.5/53

Efficiency

Outcome	Indicator	Time of Measure/Source	Target Level	Achieved Outcomes	
				2019-2020	2018-2019
Program services are delivered within projected budget.	The program provides short-term acute rehabilitation services to eligible clients within its annual budget.	Financial statements	On budget	On budget & submitted on time	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 survey	90%	100% 7/7	100% 3/3

Analysis – Efficiency: The source of Referring Agencies is small with BC Children’s Hospital being the province’s primary tertiary facility referring to this program. However, referrals are open and can be received from parents, Family Doctors, public agencies, schools, and other regional hospitals for individuals with an acute injury within the past year.

One-Time-Only funds mid-year enabled the program to remain on budget and to provide services to active and previous clients transitioning to high school and adulthood.

Consumer Satisfaction

Outcome	Indicators	Time of Measure/Sources	Target Level	Achieved Outcome	
				2019-2020	2018-2019
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 parent feedback survey	90%	100% 42/42	100% 32/32
	Parents and youth articulate they were satisfied with the therapy services they received.	Online parent feedback survey		100% 42/42	99% 30/31
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 feedback survey	95%	95% 20/21	95% 20/21

Analysis – Consumer Satisfaction: Although not all parents answered the survey, 86% were satisfied with services however, as a provincial program providing services throughout BC, there are remote and rural locations in which it is challenging to provide home-based service as reflected in this parent’s comment:

“The time it took to begin was a bit long after we left the hospital. But as we are a rural location, overall it was ok.”

“Really gave us hope.”

“The resources and services provided were extremely beneficial for our family as it allowed us to navigate through a very tough time in our lives and provide us with best possible outcome for our son. For this, I am forever grateful!”

“Overall you provide an amazing program! We were so fortunate to be able to access it. Thank you so much.”

“Wish it was longer.”

“I am very thankful for the services provided. The team truly had our back and supported us.”

“We would have been in a terrible position of not knowing what to do and because they could come to the house she could still do physio even though she was so fatigued.”

Follow-up Services: Consultation is available to families, and the public, at any time and families are reminded to contact the program Toll-Free for consultation and support at any time. The program also provides consistent and systematic contact for children and youth as they progress through developmental milestones and Key Transitions (starting kindergarten, entering High School, graduation and entering adulthood).

"I have always found the CBIPCY of great help and support, certainly originally for us in 2010-2011 and more recently 2018-2019."

"Please keep this program running for kids with brain injury. It is key to their reintegration in their daily lives and community, and to prepare them for their future contribution to society."

"Following the neuropsych we are able to support our youth as she moves into higher education ."

"Everyday continues to be a challenge for[our son]. In the last three years he has had less than five days where he felt good all day. He can feel good and within minutes feel absolutely lousy. Sometimes when he wants to walk his dog he crawls to the door because he doesn't have the strength to stand. Sometimes he can play basketball. Often when he is startled his muscles seem to give out and he melts to the floor. This year, thankfully, he finally fits in on his team. As long as no one bumps into him he looks great. I cried and cried at his first practice this fall."

Referring Agency Satisfaction

Outcome	Indicators	Time of Measure/Source	Target Level	Achieved Outcome	
				2019-2020	2018-2019
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	90%	100% 7/7	100% 3/3
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%	86% 6/7	100% 3/3

“Timely responses, friendly”

“Coordination of care for families in the program is excellent.”

“Intake team is great, very comprehensive and willing to work through options for less straightforward cases.”

“Thank you for always being great to collaborate with us!”

Therapy Service Provider Satisfaction

Outcome	Indicators	Time of Measure/Source	Target Level	Achieved Outcome	
				2019-2020	2018-2019
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 provider satisfaction survey	85%	100% 47/47	100% 20/20

“The program coordinators are readily accessible and approachable and assist in many ways in facilitating the rehab process for children and youth.”

“Both [Coordinators] have been extremely supportive and helpful on files I've worked on. They get back to me quickly and follow-up on the things we've discussed.”

2020-2021 Performance Improvement Plan

Targeted Goals / Areas for Improvement	Action Plan	Timeline	Area of Agency Strategic Priority
<p>Clients and families will have a secure online way to access their information and collaborate with program coordinators.</p>	<p>Implement secure online client portal as phase 2 of the Salesforce project.</p>	<p>June 2020</p>	<p>Client Priorities that provide families with an efficient means of accessing their child's reports and documents.</p>
<p>Clients and families will have the ability to access rehab, group and educational opportunities virtually.</p>	<p>Provide families with the option to engage in virtual services with therapists, as well as teleconferencing, virtual groups, and educational opportunities.</p> <p>Evaluate the use of virtual technology as an ongoing delivery method for therapy, groups and education.</p>	<p>April 2020</p>	<p>Internal Processes of Innovation that will enable the use of technology to enhance service delivery.</p>
<p>Provide opportunities for parents to network, connect, and receive mutual support.</p>	<p>Develop parent networking through a parent support group that provides an opportunity for parents to connect with each other and receive information and community-based resources, and support their navigation of systems and in the community.</p>	<p>November 2020</p>	<p>Client priorities voiced by parents waiting for their sons/daughters in group, who began talking together and expressed interest in connecting to other families, sharing experiences and knowledge they have gained.</p>
<p>Revise and develop new Resource Workbooks for families and youth.</p>	<p>Develop resource booklet "For youth by youth" Work in collaboration with CBIPCY youth to develop resource booklet for future CBIPCY participants that include tips, resources, and personal experiences.</p> <p>Update resource booklet for school transitions Update the CBIPCY High School Transition Resource booklet for families.</p>	<p>December 2020</p> <p>March 31, 2021</p>	<p>Client priorities that connect Youth with other Youth-, communicating shared life experiences, encouraging and helping each other.</p>