



Community Brain Injury Program for Children & Youth in BC (CBIPCY)

OUTCOMES MANAGEMENT REPORT
2021-2022

The CBIPCY Program receives funding from the Ministry of Children and Family Development

**2805 Kingsway
Vancouver BC V5R5H9
Tel: (604) 451-5511 / Fax: (604) 451-5651
www.bc-cfa.org**

TABLE OF CONTENTS

PROGRAM DESCRIPTION	3
PROGRAM UTILIZATION	4
DEMOGRAPHICS	5
STATUS REPORT 2021/2022 PERFORMANCE IMPROVEMENT PLAN	6
2021/2022 PROGRAM OUTCOMES	8
Service Access	8
Resources used to achieve results for the persons served (efficiency)	9
Results achieved for the persons served (effectiveness)	10
Experience of services received and other feedback (persons served)	11
Experience of services received and other feedback (stakeholders)	12
2022-2023 PERFORMANCE IMPROVEMENT PLAN	13

Program Overview:

The Community Brain Injury Program for Children and Youth (CBIPCY) provides service for children and youth from 0-19 with recently acquired brain injuries who do not have third-party funding and need acute rehabilitation to facilitate their return to home and community. To be eligible for this program, children and youth must be BC residents with a primary diagnosis of acquired brain injury requiring acute rehabilitation and must be referred within 12 months of their injury.

Services Include:

Funding and coordinating short-term rehabilitation services in a client's home community

- Connecting and coordinating ad-hoc interdisciplinary service teams across the province
- Supporting clients and families in their communication with schools
- Recruiting and on-boarding new community service providers around the province

Highlights:

- 100% of families responding to the 2021/2022 BCCFA Client Experience survey reported that they made progress toward their goals
- Received \$20 000 from Variety the Children's Charity to supplement direct client services
- Offered new groups in collaboration with other BCCFA programs to enhance parent mental wellness, including 3 educational Parent Workshops, Parent Networking, and Parent Mindfulness
- Offered new youth-to-adult transition services including workshop, resource materials, and 1:1 support for youth
- Implemented bi-weekly rounds with Sunnyhill
- Met with primary referral source, BC Children's Hospital neurological units, to clarify and improve referral process
- Developed an interactive map of provincial resources relevant to CBIPCY clients for internal use
- Provided field placement for UBC Social Work Student
- Overhauled and updated the website, moving to the BCCFA Centre-wide website

PROGRAM UTILIZATION

Program Utilization Data	2021-2022	2020-2021	2019-2020
Number of Clients Served (Clients carried forward from last FY)	112 (60)	131 (34)	126 (37)
Number of Acute Therapy Referrals	40	54	49
Number of Ineligible Referrals	22	14	N/A
Number of Clients Discharged	89	68	72

Figure 1: Program Utilization

Analysis:

Figure 1: Program Utilization

- Last 2 quarters of 2020/2021FY saw 9 more referrals than previous year (35 referrals; vs. 26 referrals in 2019/2020; 18 in 2019/2019)
- First 2 quarters of 2021/2022FY saw 11 more referrals than previous year (32 referrals, vs. 19 in 2020/2021; 23 in 2019/2020)
- This led to much higher program utilization early in the fiscal year

Figure 2: Clients Served by Service Type

- As outlined above, CBIPCY received higher referrals at the end of previous fiscal year which contributed to more clients being carried over into the new fiscal year

Figure 3: Breakdown of Ineligible Referral Reasons

- Ineligible referrals increased by 8 this fiscal year
- Program Coordinators presented at BCCH about CBIPCY program twice in this fiscal year, which may have contributed to increase in both eligible and ineligible referrals

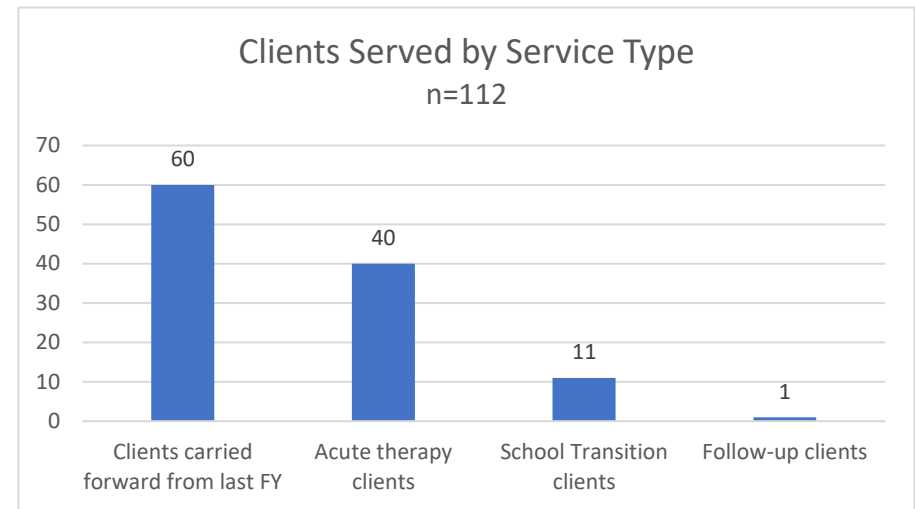


Figure 2: Clients Served by Service Type

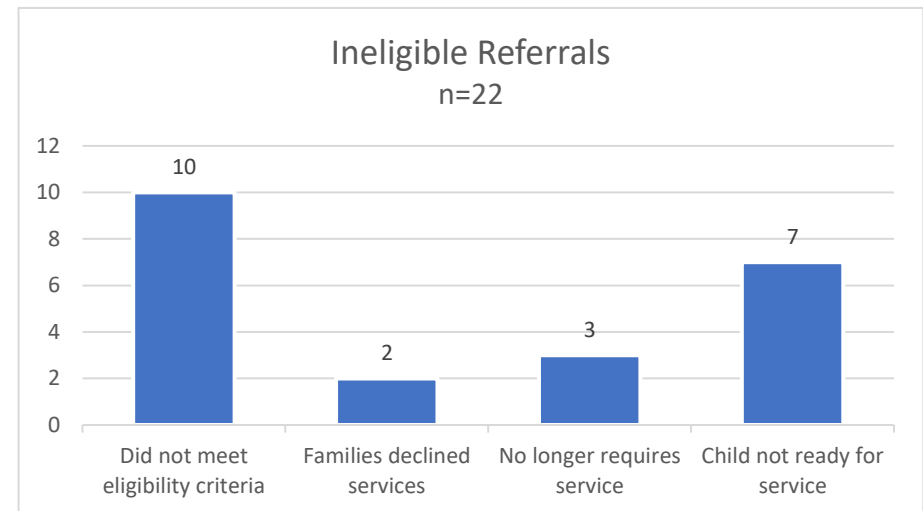
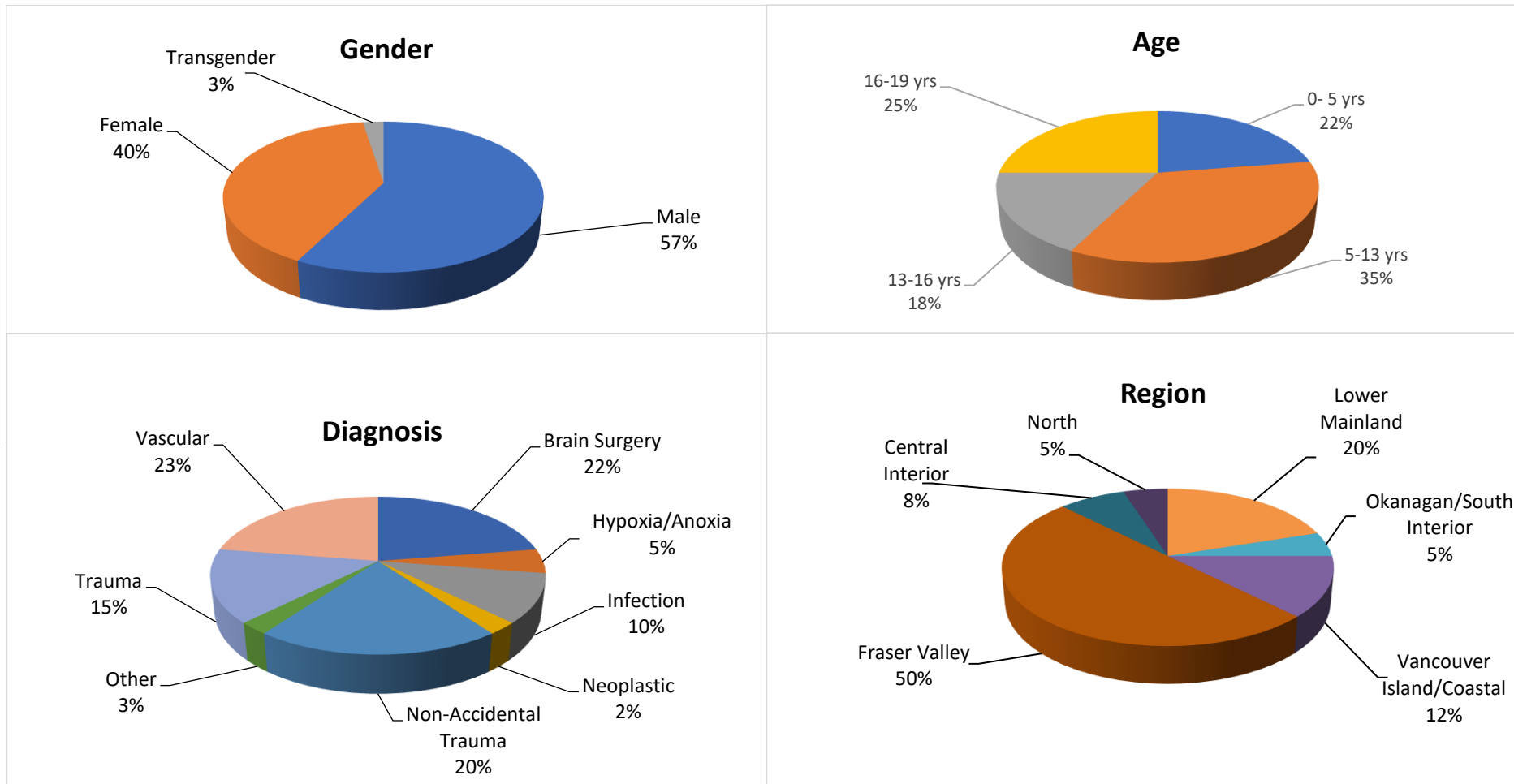


Figure 3: Breakdown of Ineligible Referral Reasons

Acute Therapy Referrals n=40



Analysis:

- Majority of referrals from Lower Mainland and Fraser Valley. There are gaps in service providers in these regions, which will be addressed in 2022/2023 Performance Improvement Plan.

STATUS REPORT 2021-2022 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
To increase <i>access to service</i> , develop technology lending library to make digital and virtual components of services more accessible to families.	Work with IT department to develop policies and a pilot lending program for families who do not have access to technology by March 2022.	Completed: The program has secured two iPads to be used for a lending program, should a family require support with access to technology. At this time, there have been no request for technology support but the iPads are available if needed.
To improve <i>experience of persons served</i> , explore ways to incorporate social emotional learning and well-being goals into the program.	CBIPCY coordinators to consult and collaborate with the mental wellness coordinator throughout the year to plan for social emotional resources for CBIPCY families (March 2022)	Completed: The coordinators worked with the mental wellness coordinator and developed the parent workshop series on mental health. Coordinators and mental wellness coordinator also offer parent mindfulness groups. Additionally, the coordinators partnered with the mental wellness coordinator and other programs with the BCCFA to offer more programs to CBIPCY parents.
To improve <i>experience of persons served</i> , in collaboration with other BCCFA programs, develop programming and materials for youth transitioning to adulthood.	Meet with Key Worker, Stepping Stones, and Adult Services program leads by fall 2021 to establish a workplan for youth transition programming. Participate in or contribute to at least one BCCFA youth transition activity by March 2022.	Completed: The coordinators met with the Leader of the Adult Services program and developed a workshop to offer to youth aged 17-19. An invitation was sent out to families and there was minimal interest. The workshop resources remain available for the future to offer to other youth in the program who may be interested. Of note, those youth who were open to participating in the workshop were provided the opportunity for one-on-one support.

Area for Improvement	Action Plan	Results
<p>To improve <i>access to services and experience of stakeholders</i>, promote CBIPCY program to make sure all potential referral sources are aware of the eligibility criteria and services.</p>	<p>Develop and implement Brain Injury Awareness Campaign (June 2021)</p> <p>Explore opportunities to increase knowledge and awareness of CBIPCY across BC in consultation with BCCFA communications team (March 2022)</p> <p>Present at BC hospitals that serve pediatric patients to increase awareness of program and to clarify eligibility criteria, for the purpose of expanding referral sources.</p>	<p>Deferred to 2022: Please see Performance Improvement plan for details.</p> <p>Completed: The coordinators provided information to the Communications Team to develop a ‘one-pager’ describing the program.</p> <p>Completed: The coordinators met with BC Children’s Hospital therapy teams in November, 2021 to present the program mandate, clarify the eligibility criteria and answer questions regarding the referral process.</p>
<p>To improve <i>experience of stakeholders</i>, endeavor to connect service providers through networking and education opportunities.</p>	<p>Explore educational and professional networking opportunities (December 2021)</p> <p>Develop opportunities for service providers with CBIPCY to connect with one another (March 2022)</p>	<p>Deferred to 2021/2022: Please see Performance Improvement plan for details.</p>

SERVICE ACCESS

Analysis of Service Access:

The Community Brain Injury Program for Children and Youth provides service to the entire province of BC. This year the percentage of families that responded “agree” or “strongly agree” to the statement “we were able to access virtual services” was lower than our target of 90%. The other respondents to the survey selected “does not apply” in their response to this statement. One possible explanation is that more families have been able to receive in-person services as pandemic restrictions fluctuated over the course of the year.

The introduction of virtual services during the COVID-19 pandemic has been enormously helpful for facilitating care to clients in rural and remote areas that may otherwise have difficulty accessing appropriate services. We plan to continue coordinating virtual services when in-person options are not available. In 2021/2022 the CBIPCY acquired 2 iPads to lend to any clients who do not have the technology or means to access virtual services.

“Virtual services were great!” - 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Clients are able to access services in the language of their preference	We were able to receive services in our preferred language.	90%	All clients	95% (18/19)	88% (22/25)	N/A
Virtual care options are available for all child/youth who are unable to access physical service in their communities.	We were able to access virtual services.			61% (11/18)	53% (10/19)	N/A

RESOURCES USED TO ACHIEVE RESULTS FOR THE PERSONS SERVED (EFFICIENCY)

Analysis of Program Efficiency:

Program received 35 referrals in the last 2 quarters of 2020/2021 and 32 referrals in the first 2 quarters of 2021/2022 which is 20 more referrals than average. By the start of the third quarter of the fiscal year we had provided service to the same number of clients that were served in the entire previous year. We were fortunate to partner with Variety the Children’s Charity to fund services for clients with urgent needs in the final quarter of the year in order to provide continued responsive and timely service. Although our target of responding within 14 working days appears quite low, the average response to referrals was within 17 working days.

“[Our child] was at a crucial point during her development and needed to be prioritized. This was done quickly and efficiently.” - 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
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.	90%	All clients	50% (20/40)	91% (49/54)	100% (46/46)
	An individualized service plan will be in place two weeks after initial contact and families report being actively involved in setting these goals.			90% (36/40)	98% (53/54)	93% (43/46)
Coordinators respond in a timely manner to new referrals.	% of referral sources (physicians, hospitals, community agencies) that articulate the Coordinators responded to the referrals made by the agency in a timely manner.		Referral sources	100% (5/5)	100.0% (6/6)	100% (7/7)

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis of Program Effectiveness:

We are proud to note that 100% of families responding to the 2021/2022 BCCFA Client Experience survey reported that they made progress toward their goals, and 95% of families felt that they were involved in the development of their child’s goals. The coordinators meet individually with each family to help them articulate their goals and hopes for their child, and work with community therapists to set up individualized service plans to achieve these goals. This program has consistently scored high on this measure. In 2022/2023 we will be implementing goal setting through the “F-Words of Child Development” framework and hope to support families in creating goals that consider their holistic family needs.

“All of our therapists were awesome and did a great job helping our daughter.” – 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Parents and children/youth are key members of the team.	Parents and youth are involved with the development of the client’s service plan.	95%	All Clients	95% (18/19)	86% (24/28)	95% (40/42)
By participating in the CBIPCY program, children meet or exceed their individual goals.	We made progress towards our goals.			100% (19/19)	88% (22/25)	N/A

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis – Persons Served:

Parents responding to the client experience survey reported overwhelmingly positive experiences with the program, including 100% of respondents agreeing that the program has made a positive difference in their lives and that they were treated with respect and courtesy during their time receiving services from the program. However, not all families have agreed with the statement “we have a clear understanding of the supports and services available from the BCCFA.” The response to this question in 2020/2021 is consistent with the response the previous year. Care for clients of the CBIPCY program is coordinated through BCCFA but services are received externally, which may contribute to the lack of understanding of BCCFA services.

“Thank you so much for your kind and generous care of our son. We greatly appreciate the support CBIPCY provided!”

“Our experience has been superb. We are so very grateful for all of the support from the community brain injury team.”

“Fabulous service! Thank you for your kindness, unconditional support! We truly appreciate the amazing staff. Everyone should be extremely proud of their contribution and thank you for treating my daughter and ourselves with respect and kindness!”

-2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Families are satisfied with the services received from the Program.	We are satisfied with the quality of services we've received from the BCCFA	90%	All clients	100% (19/19)	96% (26/27)	100% (42/42)
	We have a clear understanding of the supports and services available from the BCCFA	90%		84% (16/19)	88% (22/25)	N/A
	Services from the BCCFA have made a positive difference in our lives	95%		100% (18/18)	100% (25/25)	N/A
	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%		100% (19/19)	100% (26/26)	N/A

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – STAKEHOLDERS

Analysis – Stakeholders:

In our last two Service Provider Experience surveys we received multiple responses requesting opportunities/funding for education when asked what CBIPCY could more of to support service providers. In 2021/2022 we began planning some education sessions and opportunities for connection for our contracted services providers. We plan to pilot them in 2022/2023. There are several areas in the province where we do not have enough service providers, which can lead to a delay in service to families or an increase in travel expenses incurred by the program. Service provider recruitment and retention will be a priority in the coming year.

“The program coordinators are fantastic. I appreciate that they respond to emails and requests to follow-up on things with clients/client families and other professionals in the community quickly. They've also been very supportive over the last couple of years when things have been more challenging due to COVID.”

“Provide some hours of funding for education, facilitate a few meetings among same-discipline service providers and perhaps a once a year meeting among all CBIP service providers as an open forum to share ideas, suggestions, and network.”

“I found that the registration process was extremely challenging and would be a deterrent for many practitioners.”

– 2021/2022 Service Provider Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Referring agencies have clear understanding of the Program mandate and are satisfied with the service.	Staff from referring agencies articulate that the Program eligibility criteria are clear.	90%	Referral sources	100% (5/5)	83% (5/6)	86% (6/7)
	Staff from referring agencies articulate that the referral process is simple and easy to understand.	80%		100% (5/5)	100% (6/6)	N/A
	Staff from referring agencies articulate they are satisfied with the services offered from the BCCFA.	80%		80% (4/5)	83% (5/6)	N/A
Therapy service providers are satisfied with the support from the CBIPCY program.	% of service providers who state that Coordinators provide support to them as needed.	85%	Contracted service providers	100% (42/42)	96% (54/56)	100% (47/47)

2022-2023 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> , in collaboration with other BCCFA programs, develop programming and materials for youth transitioning to adulthood.	Continue exploring opportunities to establish a workplan for youth transition programming. Participate in or contribute to a BCCFA youth transition activity that can be shared with all youth transitioning to adulthood in 2022.
Communicate: increase public awareness	To improve <i>access to services</i> and <i>experience of stakeholders</i> , promote CBIPCY program to make sure all potential referral sources are aware of the eligibility criteria and services.	Meet with BCCFA communications team by end of May 2022 to Develop and implement Brain Injury Awareness Campaign in June 2022. Continue meeting with BCCFA communications to find opportunities to increase knowledge and awareness of CBIPCY across BC.
People and organizational capacity: recruit, retain, and engage top talent	To improve <i>access to services</i> and <i>efficiency</i> , recruit new service providers in key areas.	Determine service provider need in areas with gaps by September 2022, including Comox Valley, Maple Ridge, Langley, and Chilliwack.
People and organizational capacity: recruit, retain, and engage top talent	To improve <i>experience of stakeholders</i> , connect service providers through networking and education opportunities.	Provide 2 educational and professional networking opportunities for service providers by March 2023.
People and organizational capacity: recruit, retain, and engage top talent	To improve <i>experience of stakeholders</i> , streamline onboarding process.	Review current service provider onboarding process by August 2022 to review number of steps in the process, and potentially eliminate steps that pose a barrier to onboarding.
Innovate: Continuous improvement of internal systems	To improve <i>efficiency</i> by implementing internal financial processes within the program team to better support financial planning and coordination.	Develop an internal financial and administrative process within the team that supports budget knowledge and funding allocation within the program.
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> , by implementing the F-Words framework into program processes and goal setting.	Service providers will receive information on the F-Words by September 2022 by email or lunch and learn. All new clients will set goals using F-words framework beginning in October 2022.