



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

OUTCOMES MANAGEMENT REPORT  
2022-2023

The Community Brain Injury Program was funded by the Ministry of Children and Family Development in the 2022/2023 fiscal year.

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## 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

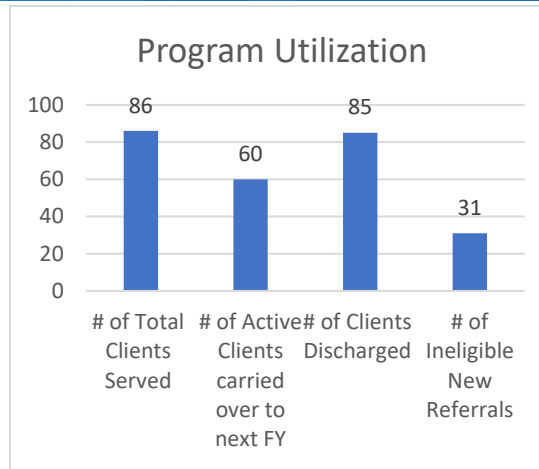
## Highlights:

- Supported a CBIPCY youth client in starting and implementing a youth-led online support group
- Provided a presentation to the whole Sunny Hill therapy service team discussing the referral process to the program
- Developed a Brain Injury Awareness Campaign in June 2022 which highlighted our regular service providers
- Updated the program policy and service provider guidelines
- Supported Medical Director Dr. Gupta in presenting on Epilepsy to the BCCFA and CBIPCY service providers
- Coordinators took part in the Living Through Loss Grief Counselling course
- Invited CBIPCY parents to a parent education workshop series in collaboration with other BCCFA Social Work programs
- Employed a previous CBIPCY client to work with the program and support resource development
- Onboarded 69 new service providers to increase support across the province

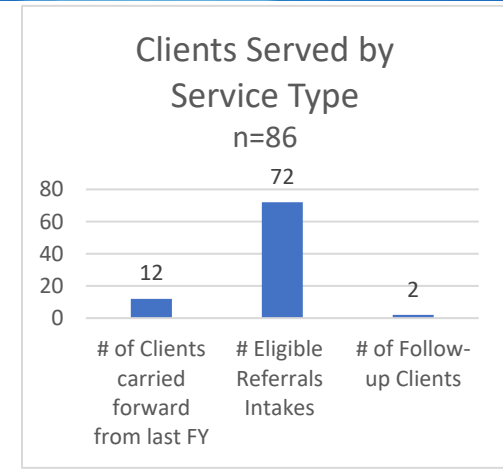
# PROGRAM UTILIZATION

Program Utilization Data	2022-2023 (as of March 31, 2023)	2021-2022
Total New Referrals	103	62
Eligible New Referrals	72	40
Follow-Up Clients	2	1
Ineligible New Referrals	31	22
Discharged from Program	85	89
Active Clients (carried over to next fiscal year)	37	12
<b>Total Clients Served</b>	<b>86</b>	<b>75</b>

**Table 1: Program Utilization**



**Figure 1: Program Utilization**



**Figure 2: Clients Served by Service Type**

## Analysis of Program Utilization

### Table 1/Figure 1:

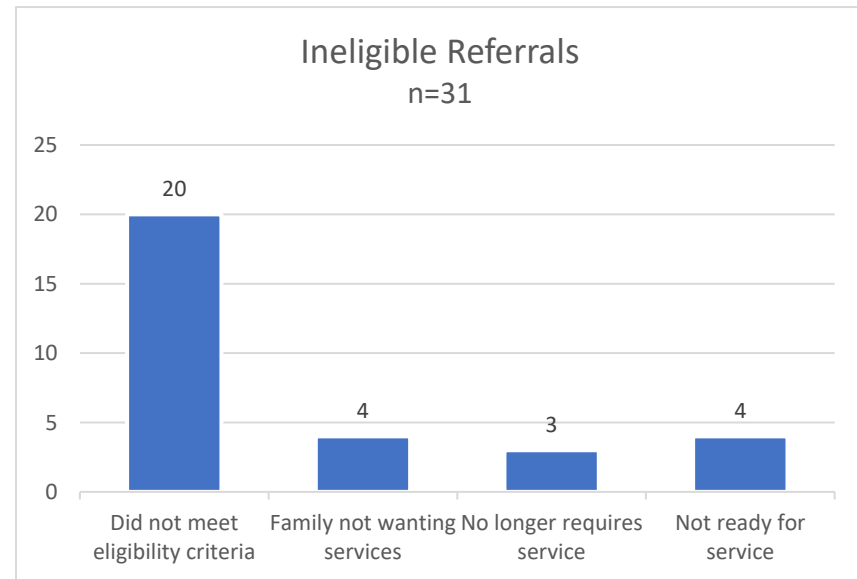
- 11 more clients received service in 2022/2023 than in the previous year.
- 37 clients carried into the next fiscal year, where only 12 were carried over the last fiscal year. This will pose challenges in managing the budget for direct client services in the 2023/2024 fiscal year, and program coordinators will be monitoring the budget closely.

### Figure 2:

- 2 clients received “follow up” support this year, meaning previous clients required a service such as a neuropsych assessment.

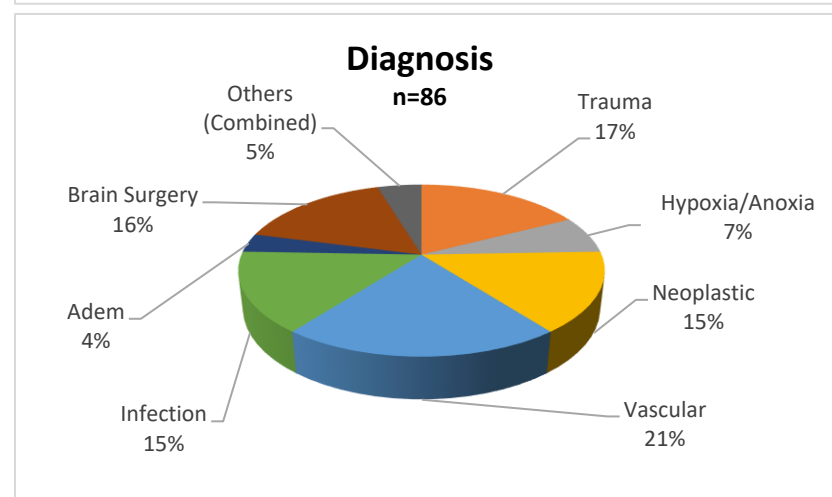
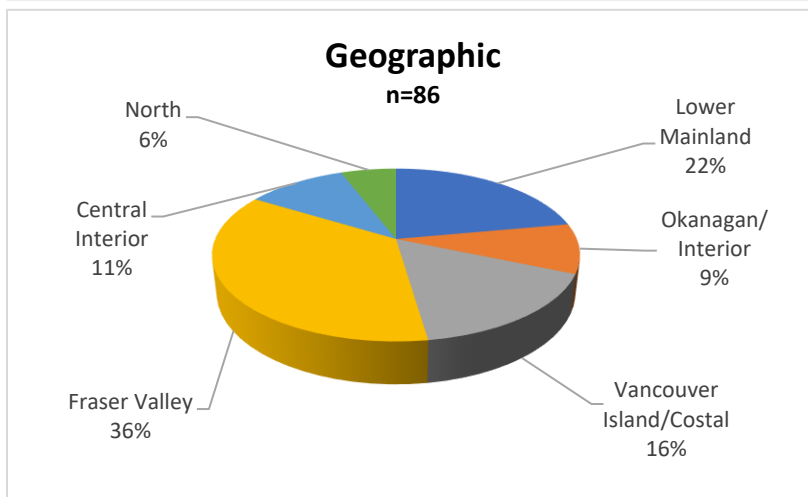
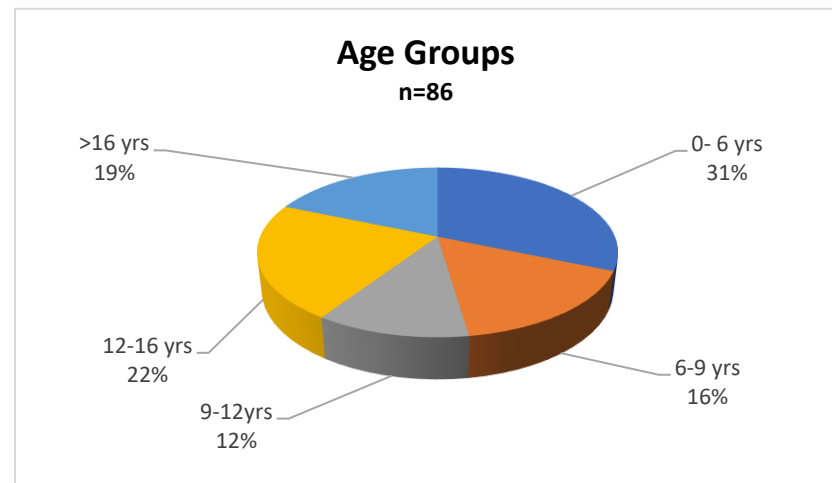
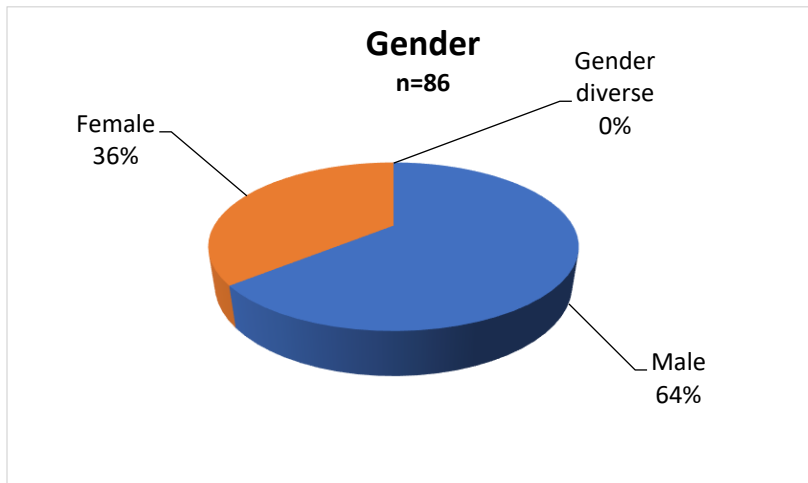
### Figure 3:

- Ineligible referrals increased by 9 over the previous year. This figure is reported on as considerable time goes into assessing each referral and determining eligibility. The BCCFA Medical Director is often consulted in these circumstances. This number may also indicate a system gap, where children and youth are referred to CBIOPCY because there are no other suitable service options.



**Figure 3: Breakdown of Ineligible Referral Reasons**

## Clients Served



(Source for Tables and Demographic Charts: Salesforce)

### Analysis:

- Majority of referrals from Lower Mainland and Fraser Valley. Although there were 69 new service providers onboarded with the CBIPCY program, there are continued gaps in service providers in these regions. Recruitment of service providers will remain a priority in the 2023/2024 Performance Improvement Plan.

Area for Improvement	Action Plan	Results
<p>To improve <i>experience of persons served</i>, in collaboration with other BCCFA programs, develop programming and materials for youth transitioning to adulthood.</p> <p><i>Client: Centre services on our needs and preferences</i></p>	<p>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.</p>	<p><b>Ongoing:</b> A former client of the CBIPCY program has been hired as a contractor to work on youth transition planning. This work is ongoing and carries into the next fiscal year.</p>
<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><i>Communicate: increase public awareness</i></p>	<p>Meet with BCCFA communications team by end of May 2022 to Develop and implement Brain Injury Awareness Campaign in June 2022.</p> <p>Continue meeting with BCCFA communications to find opportunities to increase knowledge and awareness of CBIPCY across BC.</p>	<p><b>Completed:</b> The coordinators met with the communications team and created a social media campaign in June 2022; providing information about Brain Injury Awareness Month and highlighting some of our regular service providers' roles and endorsing the program.</p>
<p>To improve <i>access to services and efficiency</i>, recruit new service providers in key areas.</p> <p><i>People and organizational capacity: recruit, retain, and engage top talent</i></p>	<p>Determine service provider need in areas with gaps by September 2022, including Comox Valley, Maple Ridge, Langley, and Chilliwack.</p>	<p><b>Ongoing:</b> This is an ongoing goal and is addressed on a regular basis. The coordinators consistently research and reach out to service providers throughout the province for onboarding – particularly in gap areas. This year 69 new service providers were brought on board vs. 28 service providers in the previous year.</p>

Area for Improvement	Action Plan	Results
<p>To improve <i>experience of stakeholders</i>, connect service providers through networking and education opportunities.</p> <p><i>People and organizational capacity: recruit, retain, and engage top talent</i></p>	<p>Provide 2 educational and professional networking opportunities for service providers by March 2023.</p>	<p><b>Partially completed and ongoing:</b> The Coordinators supported Medical Director, Dr. Meera Gupta to present an educational in-service for the BC Centre for Ability on the topic of youth-to-adult transition in epilepsy care. All service providers were invited to this presentation.</p>
<p>To improve <i>experience of stakeholders</i>, streamline onboarding process.</p> <p><i>People and organizational capacity: recruit, retain, and engage top talent</i></p>	<p>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.</p>	<p><b>Partially completed and ongoing:</b> The onboarding process was reviewed and discussed within the CBIPCY team and brought to the Advisory Committee. Some changes were made, though no steps were eliminated. A draft process to eliminate steps has been presented to MCFD liaison for review.</p>
<p>To improve <i>efficiency</i> by implementing internal financial processes within the program team to better support financial planning and coordination.</p> <p><i>Innovate: Continuous improvement of internal systems</i></p>	<p>Develop an internal financial and administrative process within the team that supports budget knowledge and funding allocation within the program.</p>	<p><b>Completed:</b> The CBIPCY team created a new financial and administrative process to be used internally that monitored the budget and funding allocation as well as invoice tracking.</p>
<p>To improve <i>experience of persons served</i>, by implementing the F-Words framework into program processes and goal setting.</p> <p><i>Client: Centre services on our needs and preferences</i></p>	<p>Service providers will receive information on the F-Words by September 2022 by email or lunch and learn.</p> <p>All new clients will set goals using F-words framework beginning in October 2022.</p>	<p><b>Delayed:</b> BCCFA-wide information and documentation has been in development this year with the F-words “champion” committee. These materials will be available to all BCCFA programs in 2023-2024 and will be incorporated into some CBIPCY documents and processes.</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 100% of families that responded to our client experience survey indicated that they “agree” or “strongly agree” to the statement “we were able to access virtual services.” A major challenge for this provincial program is to find service providers who specialize in pediatric rehabilitation in every region of the province. 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.

*“Easy to use referral form. Easy to contact and get questions answered from staff who are very helpful! Clear program criteria.”*

*“Coordinators are amazing and wonderful, things seem to happen in a timely manner.”*

– 2022/2023 BCCFA Community Partner Survey Responses

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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	100% (18/18)	95% (18/19)	88% (22/25)
Virtual care options are available for all child/youth who are unable to access physical service in their communities.	It was quick and easy for me to access services			100% (18/18)	61% (11/18)	53% (10/19)



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

### Analysis of Program Efficiency:

We are pleased to report that we either met or exceeded our goals of 90% of referrals being responded to within 14 working days and individualized service plans being completed within 2 weeks of initial contact with family. Additionally, 9/10 referral sources agreed or strongly agreed that referrals are responded to in a timely manner. Given that the program received and responded to 103 referrals in 2022/2023 (40 more than the previous year), this timeliness is a real accomplishment by the program coordinators.

*“Communication was excellent and the therapists were very accommodating to our child’s schedule and needs. When we had to pull out of services abruptly due to health circumstances our coordinator was responsive and helpful.” – 2022/2023 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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	96% (69/72)	98% (38/40)	91% (49/54)
	An individualized service plan will be in place two weeks after initial contact and families report being actively involved in setting these goals.			92% (66/72)	90% (36/40)	98% (53/54)
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 via Community Partner Survey	90% (9/10)	100% (5/5)	100.0% (6/6)

## RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

### Analysis of Program Effectiveness:

We are proud to note that 100% of families responding to the 2022/2023 BCCFA Client Experience survey reported that they made progress toward their goals 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 2023/2024 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.

*“Having Whitney was like having a guardian angel. We couldn't be more grateful for everything BCCFA has done for us. [Our daughter] has started speaking, and although we do not always understand her, she is starting to understand the components and structure of a conversation. She loves all of her therapists and looks forward to her weekly sessions. I wish we could have them forever, as they have created a special bond, which seems to make all the difference in her development.” – 2022/2023 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
Parents and children/youth are key members of the team.	We were involved in developing our child/ youth's rehabilitation goals, strategies, and/or service plan	95%	All clients	100% (18/18)	95% (18/19)	86% (24/28)
By participating in the CBIPCY program, children meet or exceed their individual goals.	We made progress towards our goals.			100% (18/18)	100% (19/19)	88% (22/25)

## 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 2022/2023 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. Sometimes children are eligible for other BCCFA services such as the Early Intervention Program after discharge, and the transition process is not always smooth for families. This will be addressed in the 2023/2024 performance improvement plan.

*“BCCFA and our coordinator Dana were incredibly helpful and supportive during our transition in to and out of care; the services provided by our therapists were excellent and our child made great strides during their time in therapy. When we had to stop abruptly due to health circumstances, Dana was quick to check in and see if there was anything she or the BCCFA could do. We are very grateful for the BCCFA.”*  
 – 2022/2023 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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% (18/18)	100% (19/19)	96% (26/27)
	We have a clear understanding of the supports and services available from the BCCFA	90%		89% (16/18)	84% (16/19)	88% (22/25)
	Services from the BCCFA have made a positive difference in our lives	95%		100% (18/18)	100% (18/18)	100% (25/25)
	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%		100% (18/18)	100% (19/19)	100% (26/26)

## EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – STAKEHOLDERS

### Analysis – Stakeholders:

In the 2022/2023 fiscal year the CBIPCY program received 31 referrals that did not meet program eligibility criteria. Several referrals were for children with complex medical needs that typically would not be supported by a rehabilitation program, but referral sources felt there were no other options. This has highlighted gaps in the system of care for children with disabilities. Many of these families are eligible for the At Home program but were not able to afford the co-pay costs. The At Home Budget was increased for 2023/2024 which will have a positive impact.

*“There are gaps with brain injured children who will not improve over 6 months but may make very small gains, however most of these children will be on At Home Program and can use therapy however the pay grid needs to be increased for both CBI and for AHP to what is the 'going therapist rate.’”*

*“You are always amazing to work with from our point of view! Thanks for being incredible communicators and working so well to find the best therapy for our patients!”*

*“Work well with families to find alternative solutions if not accepted by CBIP.” -2022/2023 Service Provider and Community Provider Experience Survey responses*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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	80% (8/10)	100% (5/5)	83% (5/6)
	Staff from referring agencies articulate that the referral process is simple and easy to understand.	80%		100% (10/10)	100% (5/5)	100% (6/6)
	Staff from referring agencies articulate they are satisfied with the services offered from the BCCFA.	80%		90% (9/10)	80% (4/5)	83% (5/6)
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	97% (33/34)	100% (42/42)	96% (54/56)

## 2023-2024 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
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 end of the fiscal year by email or lunch and learn.  Coordinators will enter client goals in F-words categories on Salesforce by end of the fiscal year.
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> and <i>experience of stakeholders</i> , develop mini research project to better understand system gaps and family support needs.	Survey former CBIPCY families about their experiences in the first year after being discharged home from hospital.  Collaborate with Sunnyhill and other referral sources to identify system gaps.  Collate data and use to inform service delivery.
People and organizational capacity: Recruit, retain, and engage top talent	To improve <i>experience of stakeholders</i> , streamline onboarding process.	Gain final approval for new onboarding from MCFD liaison; implement new process for all new onboarding.  Post OT/PT/SLP positions on the BCCFA website and Therapy BC.
People and organizational capacity: Recruit, retain, and engage top talent	To improve <i>experience of stakeholders</i> and to improve <i>experience of persons served</i> , determine what feeding and swallowing requests can be supported in community, and by who.	Develop a roster of community OTs and SLPs who have the skills and training to support feeding and swallowing concerns in the community.  Determine whether/in what circumstances EIT RRFT programs can support with feeding/swallowing concerns for CBIPCY clients.
Innovate: Continuous improvement of internal systems	To improve <i>experience of persons served</i> , by streamlining internal referral processes.	Develop policy for transfers from EIT to CBIPCY transfers from CBIPCY to EIT. Communicate policy with EIT staff members so that clients have a clear understanding of next steps in service.