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

OUTCOMES MANAGEMENT REPORT
2023-2024

The Community Brain Injury Program receives funding from the Ministry of Children and Family Development.

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PROGRAM DESCRIPTION

Program Overview:

The Community Brain Injury Program for Children and Youth (CBIPCY) provides services for children and youth aged 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 onboarding new community service providers around the province

Highlights:

- Previous client contracted to create an Adult Transition Information site and Adult Transition follow-up resources.
- Supported families with complex needs accessing vital medical equipment, including orthotics and glasses.
- Coordinators presented at UBC rounds. Presented program eligibility criteria and services available to Nursing staff. Presented the impact of community pediatric PT services for brain injury clients to the Physiotherapists.
- Streamlined the onboarding process for contracted service providers.
- Negotiated increased rates for contracted therapists (OT, PT, SLP) to align with other MCFD individualized funding programs.
- Maintained service levels and service timelines during periods of staffing vacancies.

PROGRAM UTILIZATION

Program Utilization Data	2023-2024	2022-2023
Clients Served	165	122
Acute Clients	101	86
<i>Clients carried over from previous fiscal year</i>	37	12
Follow-Up	43	2
School Transition Clients	21	34
Referrals Received	98	103
Ineligible Referrals	27	31
Clients Discharged	131	85

Table 1: Program Utilization Data Table

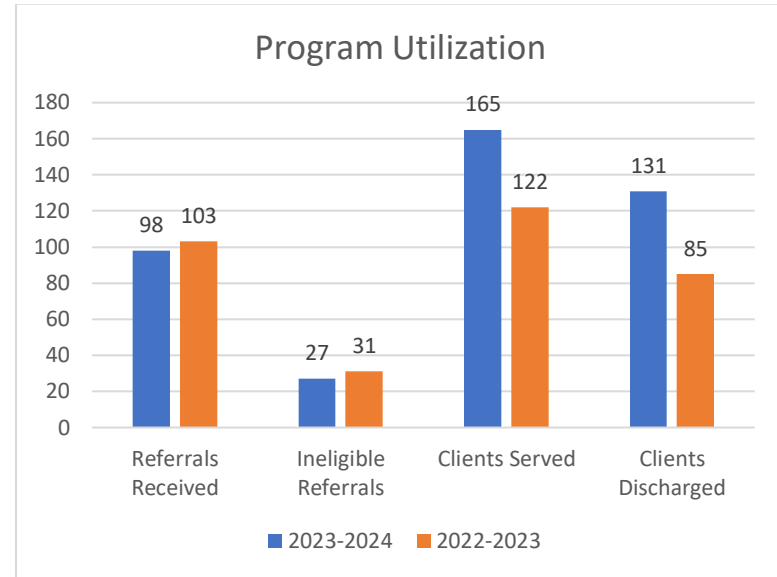


Figure 1: Program Utilization

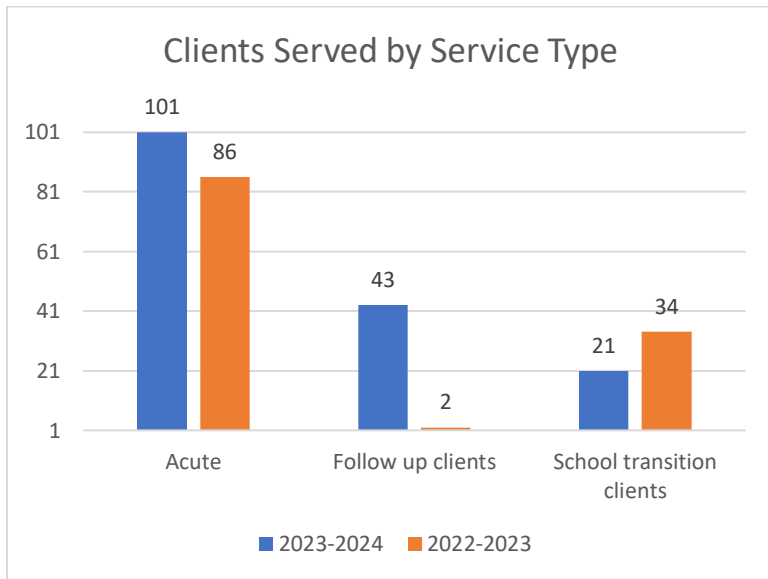


Figure 2: Clients Served by Service Type

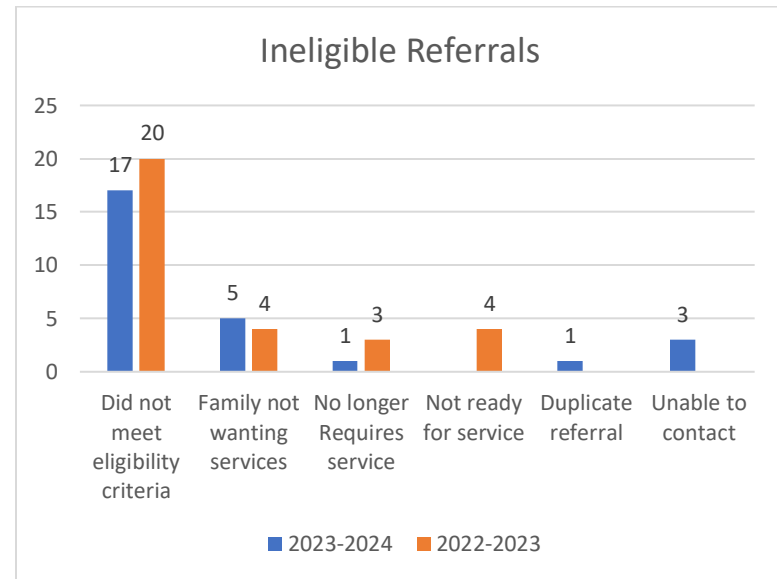


Figure 3: Breakdown of Ineligible Referral Reasons

Analysis of Program Utilization

- The total number of clients served, which includes acute clients, clients receiving follow-up service and clients receiving school transition services, saw a marked increase of 35% over the previous year. While the number of referrals remained consistent, the increase in clients served can be accounted for by several factors.
 - Many more clients were carried over from the previous fiscal year into this service year and continued receiving service.
 - There was a slight increase in acute clients served.
 - The program saw a significant increase in clients receiving follow-up services. This includes clients requiring follow-up for assessments such as neuropsychology and for counselling services. In addition to these follow-up services, the program had newly developed resources for clients transitioning to adulthood, which likely also contributed to a higher number of clients receiving services.

DEMOGRAPHICS

Acute Clients Served

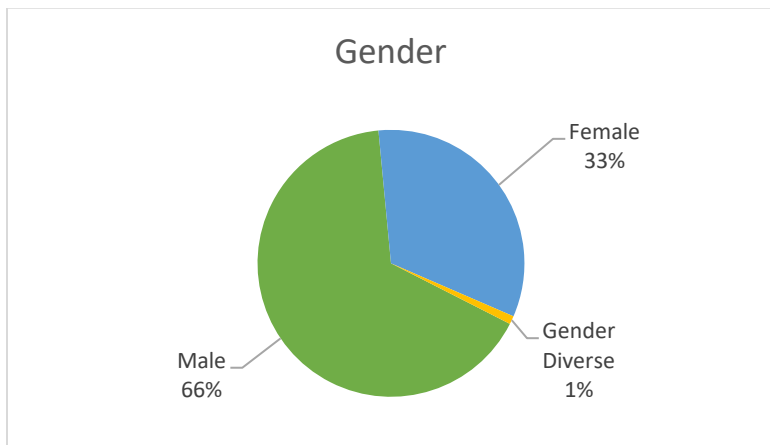


Figure 4: Gender

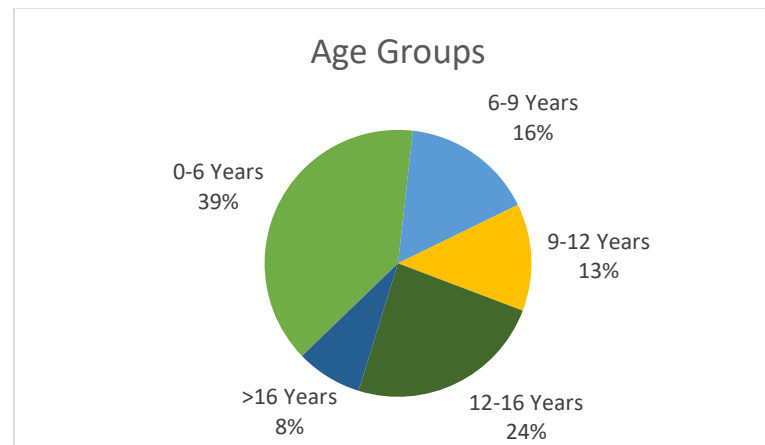


Figure 5: Age Groups

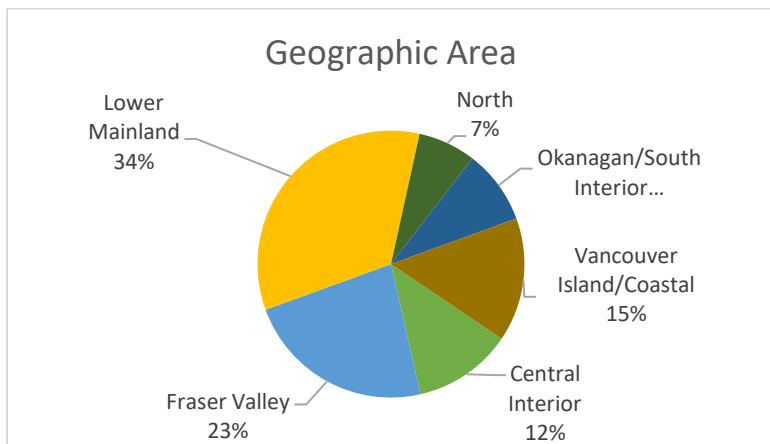


Figure 6: Geographic Area

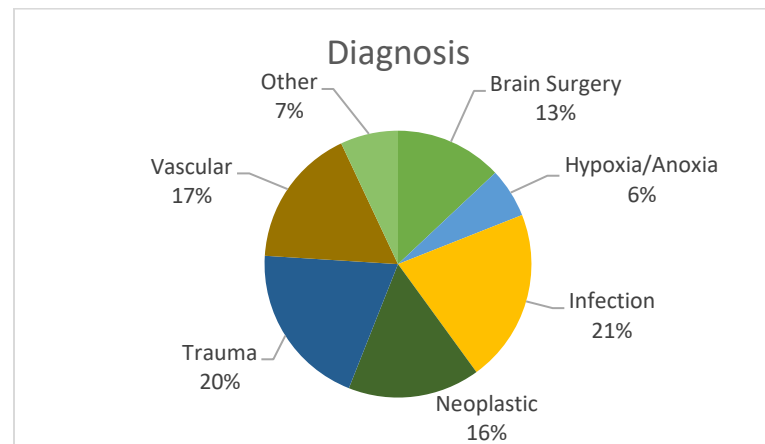


Figure 7: Diagnosis

Analysis:

- The majority of our referrals are for clients living in the Lower Mainland and Fraser Valley, where we have numerous contractors available. Our referrals for clients in harder-to-serve areas such as the North and Central Interior remained consistent with previous years. We continue to recruit contractors while also relying on virtual services to support clients in these areas.

2023/2024 PERFORMANCE IMPROVEMENT PLAN

Area for Improvement	Action Plan	Results
<p>Client: Centre services on our needs and preferences</p> <p>To improve <i>experience of persons served</i>, by implementing the F-Words framework into program processes and goal setting.</p>	<p>Service providers will receive information on the F-Words by end of the fiscal year by email or lunch and learn.</p> <p>Coordinators will enter client goals in F-words categories on Salesforce by end of the fiscal year.</p>	<p>Differed due to staffing vacancy.</p>
<p>Client: Centre services on our needs and preferences</p> <p>To improve <i>experience of persons served and experience of community partners</i>, develop mini research project to better understand system gaps and family support needs.</p>	<p>Survey former CBIPCY families about their experiences in the first year after being discharged home from hospital.</p> <p>Collaborate with Sunnyhill and other referral sources to identify system gaps.</p> <p>Collate data and use to inform service delivery.</p>	<p>Increased collaboration with Sunny Hill (earlier referrals, more contact with therapists in acute rehab, coordinator attending discharge meetings) resulted in more streamlined transitions and reduced service gaps.</p> <p>Collaborated with Sunny Hill to address funding gaps for equipment to children being discharged into the community.</p>
<p>People and organizational capacity: Recruit, retain, and engage top talent</p> <p>To improve <i>experience of stakeholders and to improve experience of persons served</i>, determine what feeding and swallowing requests can be supported in community, and by who.</p>	<p>Develop a roster of community OTs and SLPs who have the skills and training to support feeding and swallowing concerns in the community.</p> <p>Determine whether/in what circumstances EIT RRFT programs can support with feeding/swallowing concerns for CBIPCY clients.</p>	<p>EIP therapists continue to support feeding when needed to support the transition back to community for clients.</p> <p>Program continues to recruit contractors with feeding experience.</p>
<p>Innovate: Continuous improvement of internal systems</p> <p>To improve <i>experience of persons</i></p>	<p>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</p>	<p>The process for transferring from CBIPCY to EIP was solidified and streamlined. Clear procedures were created and made available to EIP intake and CBIPCY coordinators. Families have a clear plan regarding EIP services prior to</p>

<p><i>served</i>, by streamlining internal referral processes.</p>	<p>service.</p>	<p>CBIPCY discharge.</p>
<p>People and organizational capacity: Recruit, retain, and engage top talent To improve <i>experience of stakeholders</i>, streamline onboarding process.</p>	<p>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.</p>	<p>Streamlined onboarding process for contractors by developing a fillable PDF onboarding form and removing unnecessary paperwork collection in collaboration with MCFD. The streamlined process supported increased recruitment in high volume and difficult to serve areas.</p>

2023-2024 PROGRAM OUTCOMES

SERVICE ACCESS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Clients are able to access services in their preferred language	We were able to receive services in our preferred language	90%	All clients	100%	100%	95%
Services are quick and easy for all clients to access	It was quick and easy for us to access services			100%	100%	61%
Parents articulate there are enough option settings available for services	Services were provided in a location that meets the needs of our family			100%	100%	N/A

Analysis of Service Access:

The program continues to receive high scores related to service access. With the increased use and adoption of virtual services, we are able to provide services to families regardless of their location in the province. Continuously increasing our network of service providers and working closely with our referral sources has enabled us to put services in place for clients quickly.

“We live in a rural location and everything for community care was set up.” - Parent

“SLP, OT, and PT were all able to be procured locally in our home community.” -Parent

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

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Children/youth receive timely services	Average number of days from Referral to coordinator making first contact with the family.	14 days	All clients	13	14	12
	Average number of days from referral acceptance to intake interview.	14 days		17	17	17
	Average number of days from intake interview to completion of an initial service plan.	7 days		2	2	6

Analysis of Program Efficiency:

We are pleased to report that we exceeded our goal of referrals being responded to within 14 working days this demonstrates our commitment to a short wait time for families to have an opportunity to communicate with our coordinator. Our average number of days from referral acceptance to intake interview is slightly higher than our goal. However, this could be due to challenges in scheduling, difficulty making contact, medical status changes and increased referrals while experiencing staffing vacancies. Regardless, once the intake interview is complete, the service plan is in place very quickly, and families have information regarding upcoming services.

“Coordinators are very prompt in their replies and easily accessible for questions” -Community Partner

“[The Coordinator replied] to referrals and questions promptly” Community Partner

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
By participating in the CBIPCY Program, families/caregivers have increased knowledge and have gained skills to be able to help their child achieve their goals	We made progress towards our goals.	90%	All clients	100%	100%	100%
	The Coordinator was flexible and responsive to my child/ youth/ family's needs.			100%	95%	N/A
	My involvement with the Community Brain Injury Program (e.g. Coordinator and/or Therapists) helped me better understand the impact of acquired brain injury on my child/youth's development.			93%	95%	N/A
	I learned helpful ideas and skills to manage my child/youth's brain injury.			100%	95%	N/A
	The services received have contributed to us being able to participate more fully in some community activities.			100%	84%	N/A

Analysis of Program Effectiveness:

The program met all targets in the effectiveness category. We are extremely proud of the increased score related to participation and believe this reflects the goal of providing services that enable clients to return to or find new community activities to participate in post-injury. In addition, our Coordinators were rated as flexible and responsive; this score increased from last year and demonstrates their commitment to family-centred practice.

When asked what went well, responses included:

“They set the optimal goal considering my daughter's current state and always suggested strategies to achieve it”- Parent

“Understanding and flexibility” -Parent

“Everyone was very accommodating” – Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Parents/Guardians are always involved in determining their child's goals and strategies	We were involved in developing our child/ youth's rehabilitation goals, strategies, and/or service plan	100%	All clients	100%	100%	95%
The CBIPCY program provides clear and understandable information to all parents/guardians	We have a clear understanding of the supports and services available from the BCCFA	90%	All clients	100%	89%	84%
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%	All clients	100%	100%	100%
Parents/Guardians are always treated with respect and courtesy	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%	All clients	100%	100%	100%
Each BCCFA program provides service	We are satisfied with the quality of services we've received from the BCCFA	90%	All clients	100%	100%	96%

Analysis – Persons Served:

Responses in the experience section of our client experience survey were overwhelmingly positive, including 100% of respondents agreeing that they were involved in developing their child’s/youth’s goals. We also saw an increase in the scores associated with the statement, “We have a clear understanding of the supports and services available from the BCCFA.” This reflects the collaborative work between Sunny Hill Health Centre and our program to ensure that families receive program and service information at multiple periods throughout their post-injury period.

When asked what went well, responses included:

“Amazing communication and organization of the programs that were needed for our child.”-Parent

“We are deeply grateful for the level of care we received from everyone we encountered through the program. We feel very fortunate to have had this service.” -Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNERS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Referring agencies have a clear understanding of the Program mandate and are satisfied with the service.	I am satisfied with the services offered from the BCCFA.	85%	Referral sources	100%	90%	80%
	The program eligibility criteria are clear.			83%	80%	100%
	The referral process is simple and easy to understand.			100%	100%	100%
	Coordinators responded to the referrals made by our agency in a timely manner.			100%	90%	100%
	Coordinators worked collaboratively with me to facilitate the discharge of the child from our agency.			83%	90%	100%
	Coordinators are accessible, making it easy to share information and provide assistance and support as needed.			100%	100%	80%

Analysis – Community Partners:

The program received slightly lower scores regarding clarity of program eligibility and discharge coordination. Feedback included wanting to know what collateral information needed to be included in the referral and supporting the communication between the discharging hospital and service providers in the community. This work is ongoing and continuous due to the frequently changing staff at our referral sources and the significant increase in service providers onboarded in the last few years. As we anticipate being fully staffed during the next fiscal supporting communication between all providers will be a top priority.

When asked what would be helpful, community partners responded:

“Further information and open communication between different service providers (i.e. community physio, community OT, community SLP etc).”

“Clear referral criteria and requirements such as an MRI versus just changes on a head CT.”

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – CONTRACTED SERVICE PROVIDERS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Therapy service providers are satisfied with the support from the CBIPCY program.	I have a clear understanding of the Community Brain Injury Program's eligibility criteria.	85%	Contracted service providers	89%	88%	100%
	I have a clear understanding of the Community Brain Injury Program's duration of client services.			89%	94%	100%
	I have a clear understanding of the Community Brain Injury Program's goal for clients (i.e. transitioning clients to school and community-based services).			97%	91%	100%
	The Program Coordinators provide support and assistance when needed.			100%	97%	100%

Analysis – Contracted Service Providers:

38 contracted service providers responded to our Service provider feedback survey and scored the program above our target in all experience areas. Our highest score was related to the support received by our coordinators. There continues to be room for improvement regarding the clarity of our eligibility criteria and the duration of services. As we continue to onboard new service providers, we can ensure that this information is provided thoroughly. Overall, the feedback we received was very positive, indicating that service providers in the community are proud to collaborate with the program.

“The file coordinator’s I have worked with over the years go above and beyond in what they do, communicating effectively and in a timely manner, following through with communications as needed, really supporting families to get the best care possible for the children. I couldn’t think of what more to ask for.” – Service Provider

“It’s a great program. The model of care should be replicated for other paediatric populations.”- Service Provider

“This is an excellent and well needed program that has helped so many families and children move forward. Thank you for all you do!” – Service Provider

2024/2025 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Client: Centre services on our needs and preferences	F words are integrated into processes and documentation	<ul style="list-style-type: none"> • Initial interview with families is guided by the F-word framework to gather information in a holistic and family-centred manner • The service plan uses the F-word framework to capture the client and family goals and ensure that the service(s) contracted focuses on the client’s priorities
Client: Make it quick and easy for clients to access service	Clients are prioritized based on support needs when there is a wait for service	<ul style="list-style-type: none"> • Develop a needs-based prioritization tool • In trials, the tool demonstrates sensitivity to capture and prioritize clients with the highest support needs • Tool is used during periods of high referrals to ensure clients with the highest support needs are prioritized
Collaborate: Strengthen external partnerships with key organizations	Increase clarity regarding program eligibility and duration.	<ul style="list-style-type: none"> • Update our website to reflect eligibility criteria and “what to expect” in the program. • Create a handout regarding program eligibility and services offered to be shared with centers outside our main referral source (BCCH) • Create collateral information to be included in the contracted service provider onboarding package regarding program duration