

Program Evaluation Return Rates

| | 06 - 07 | 07 - 08 |
|------------------------------|----------------|----------------|
| Client | 70% (14/20) | 67% (19/28) |
| Significant Other | 40% (6/15) | 27% (3/11) |
| Ref. source | 57% (4/7) | 43% (3/7) |

Client Program Evaluations 2007 – 2008

n=19

- mail out program evaluations after discharge
- supply pre-stamped returned envelope - anonymous

Did you have a chance to tell us what your goals were and what you expected to receive from us?

| | |
|--------------|-----|
| Never | |
| Occasionally | 10% |
| Usually | 16 |
| Always | 74 |
| N/A | |

- all of the staff were more than happy to help me understand our mutual goals and to help me get there – the ladies from KAYMAR and RCBIS were very caring and helpful in getting me ready to face obstacles at work and at home.
 - all of the staff were supportive even when the goals I wanted to work on changed
-

Were the results of assessments explained in a way that you could understand?

| | |
|--------------|-----|
| Never | |
| Occasionally | |
| Usually | 26% |
| Always | 74 |
| N/A | |

- Dr. Carlson was easy to understand – having a copy of the assessment is still useful to me now.
-

Did we discuss with you our service plan?

| | |
|--------------|----|
| Never | |
| Occasionally | 5% |
| Usually | 5 |
| Always | 90 |
| N/A | |

- it took me a while to understand the format but not because of lack of explanation
-

Did we keep you informed about your progress?

| | |
|--------------|-----|
| Never | |
| Occasionally | |
| Usually | 21% |
| Always | 79 |
| N/A | |

- All folks made sure I understood their evaluations and how and why they came to their conclusions.
-

Did we answer your questions promptly and clearly?

| | |
|--------------|-----|
| Never | |
| Occasionally | |
| Usually | 21% |
| Always | 79 |
| N/A | |

- I always felt comfortable about asking questions
 - I loved how any one of you would answer my questions
-

Did we treat you with care and respect?

| | |
|--------------|----|
| Never | |
| Occasionally | |
| Usually | 5% |
| Always | 95 |
| N/A | |

- Even now when I visit it is like coming home to friends who genuinely care about me.
 - A very special group of caring people at RCBIS.
-

Did you have an opportunity to participate in planning services we provided to you?

| | |
|--------------|-----|
| Never | |
| Occasionally | 16% |
| Usually | 21 |
| Always | 63 |
| N/A | |

- Once I admitted I had a brain injury I was greatly pleased to get involved in getting myself “fixed” and with the help of everyone I think I made out ok.
 - did not have transportation for some services
 - My counsellor always discussed with me what we would accomplish with the next visit.
 - the planning helped me to understand my strengths and weaknesses
-

If you didn't agree with the decisions we made, did you feel you were able to appeal?

| | |
|--------------|-----|
| Never | 11% |
| Occasionally | |
| Usually | 5 |
| Always | 58 |
| N/A | 26 |

- never had to appeal decisions as they were all discussed with me, with care and understanding – never disagreed
-

Did we meet with you and your family to revise the plan of service as you made progress?

| | |
|--------------|-----|
| Never | |
| Occasionally | |
| Usually | 32% |
| Always | 68 |
| N/A | |

- My counsellor and I met about changing certain goals and for planning services
-

Did you have a chance to meet with us to plan for the end of service to you?

| | |
|--------------|-----|
| Never | |
| Occasionally | 11% |
| Usually | 11 |
| Always | 78 |
| N/A | |

Would you recommend us to others who have brain injuries?

| | |
|-----|------|
| Yes | 100% |
| No | |

- definitely yes – St. Mary’s and RCBIS are the best places to be with a brain injury – everyone is so understanding
 - I feel I understand my injury much better – know my limitations
-

Please rate the quality of service we provided to you?

mean – 9.3 / 10 (range 8 – 10)

(1 = poor, 10=good)

What can we do to provide a better service suggestion?

- Keep doing what you are doing
- Continue to treat everyone even long term patients as people who have feelings, wants and desires. Even the people with very severe injuries still want to know that you all still care. Please never get complacent with patients, even the worst ones, because somewhere in that injured brain is someone who once lived and loved, played and enjoyed a hug or just a touch to the hand. You are our last hope when the brain goes astray and like I say even the very badly brain injured are still alive in there somewhere. Thanks for being there for me.
- Try to get rides for people that need rides or establish brain injury services consistently at all sites.
- I feel that I couldn’t have received better care – thank you so much.
- The service you provided was excellent.
- I found your service very, very helpful and was very impressed – thank you very much.
- RCBIS is always there for me

Significant Other Program Evaluations 2007 – 2008

N=3

- Only 3/11 (27%) program evaluations sent to family members were returned

Would you recommend us to others who have brain injuries?

| | |
|-----|------|
| Yes | 100% |
| No | |

Please rate the quality of service we provided to your family member?

mean – 7.7 /10 (range 4 – 10)

Please rate the quality of service we provided to you?

mean – 9 / 10 (range 8 – 10)

What can we do to provide a better service?

- very caring atmosphere, great support – your service is extremely valuable to the community – family member could not have achieved his goals without the help of RCBIS
- I can't think of anything more you could have done for our family – thank you so much.
- I know resources are lacking and transportation for us is very difficult. Husband requires either local assistance within the community we live or in-home assistance. He requires constant follow-up and someone who will scrutinize his daily activities. He is in constant need of schedules and supervision to ensure the schedules are met. I realize that probably no one can help me with this.

Referring Source Program Evaluations 2007 - 2008

n=3

What did you expect from us?

- honestly it has been too long to remember since I referred the client to you and I haven't been in contact with client since referral
 - follow-up re: day planner and vocational issues / volunteer work
 - education for patient and neuropsychological assessment
-

Did RCBIS help with your client /patient?

- the client was very satisfied with the new client group and ongoing support and counselling
 - unsure as patient may have been lost to follow-up here at RCBIS and with physio
-

Did we keep you informed about your client's /patient's progress?

- informally only and client updated me about progress – but that was fine
-

Please rate the quality of service we provided to your client / patient?

mean - 9 / 10 range – n of 1

What can we do to provide a better service?

- excellent service to this client – thank you