

Program Evaluation for Significant Others (Van Lang Residence) Report

Introduction

Vista Centre Brain Injury Services (VCBIS) operates a full-time residence for clients who require 24-hour support. It strives to be a home-like atmosphere where residents are happy to live and at which they and their families are satisfied with the care they receive. In order to ensure that the Van Lang Residence is doing all that it can to ensure client and family satisfaction, all Van Lang Residence clients' significant others are asked to complete a Program Evaluation for Significant Others (Van Lang Residence). This allows VCBIS to identify both its strengths and areas for improvement within the residence, ensuring maximum levels of client and family satisfaction.

Methodology

The survey was emailed to all significant others of Van Lang residence clients and its completion was followed up on by residence staff. Ultimately, one survey was completed between a significant other and staff over the phone; one was given to a significant other in person to complete and return; one was submitted via email; and the last was printed, completed, and mailed to the residence. The survey consists of 25 questions, where significant others are asked about how long their family member has been with the agency, whether VCBIS had discussed their service plan with them, whether they had had a chance to discuss their goals and expectations from the program with VCBIS, whether they had the opportunity to participate in the planning of services for their family member, whether any concerns they might have were addressed satisfactorily, as well as their opinion of staff, the residence, and the support that they and their family member receives. Significant others are also asked if they would recommend VCBIS to others who are living with the effects of a brain injury, are asked to rate the services VCBIS provides to them and their family member, and if there is anything that VCBIS can do to provide a better service. Lastly, significant others are asked to share any concerns they may have regarding the future needs of their family member. Some of the questions have "yes" or "no" responses, while others ask significant others to rate their responses on the following scale: "always", "usually", "occasionally", and "never". A final set of questions asks significant others to rate the quality of service VCBIS provides them and their family member on a scale of 1 through 5, with "1" being poor and "5" being excellent. Following these questions are two places for comments about what VCBIS can do to improve and to share any concerns they may have regarding the future needs of their family member. The rate of satisfaction amongst significant others is determined by the percentage of clients who respond "yes", or "always"/"usually" to a particular question, as well as those who respond "4" or "5" to the final set of questions. This report will detail the findings from the Program Evaluation for Significant Others (Van Lang Residence).

Findings

There was an 80% completion rate of the Program Evaluation for Significant Others (Van Lang Residence) amongst significant others of residence clients.

When asked about how long their family member had been with VCBIS, 50% of respondents replied that their family member had been with VCBIS for five to ten years, while 50% of respondents replied that their family member had been with VCBIS for ten or more years.

When asked if VCBIS had discussed their service plan with them, the results VCBIS expected their family member to achieve, and the expectations of the participation of their significant other and themselves in the service, 100% of respondents replied that VCBIS had.

When asked if they had been given opportunity to discuss what their goals were and the goals they had for their significant other, as well as the opportunity to take part in the planning of services given to their family member, 100% of respondents replied that they had. When asked if they were kept informed of any progress or changes in the program of their family member, 100% of respondents replied that they were.

When asked if they felt they had the opportunity to discuss any concerns they might have with staff, that suggestions or concerns they might have would be followed up on, and if staff responded to their questions promptly and clearly, 100% of respondents replied that they did. When asked if staff were courteous and helpful, 100% of respondents replied that they were.

When asked if staff treated their family member with care and respect, if their family member looks well cared for, and if staff respects their family member's personal belongings, 100% of respondents replied that they did.

When asked if there had been sufficient effort from VCBIS to support their family as a unit, 100% of respondents replied that there was. When asked if they were provided useful information and strategies that help them understand and cope more effectively with their significant other's brain injury, 100% of respondents replied that they had been.

When asked if they felt welcome when they visit the residence, 100% of respondents replied that they did. When asked if the residence was clean and safe, 100% of respondents replied that it was. When asked if they were satisfied with the location of the residence, 100% of respondents replied that they were. When asked if they were satisfied with their significant other's room, 100% of respondents replied that they were. When asked if the residence provided a "home-like" atmosphere, 100% of respondents replied that it did.

When asked if they would recommend VCBIS to others living with the effects of a brain injury, 100% of respondents replied that they would.

When asked to rate the services that VCBIS provided to them and their significant other, all respondents rated the service as excellent.

When asked if there were any improvements that could be made to the services, there were no suggestions offered. One of the respondents replied "nothing, the service is and continues to be excellent" and another stated there was "nothing to complain about" with regards to the services offered.

The only fear or concern mentioned regarding the future needs of their significant others was one family member's concern about what would happen once their family member could no longer live at the residence.

Strengths

The results from the Program Evaluation for Significant Others (Van Lang Residence) were overwhelmingly positive. All respondents replied that the service plan and expectations had been discussed with them. All had responded that they were able to discuss what their goals were for themselves and their significant others and take part in the planning of the services provided to their family member. All responded that they were kept informed of any progress or changes to the service plan.

All responded that staff were courteous and helpful and responded to their questions promptly and clearly. All responded that they felt they could discuss any concerns that they might have with staff and that these concerns or suggestions would be followed up on.

All felt that their family member was well cared for and treated with respect and that their personal belongings were also respected.

All responded that they felt adequately supported by VCBIS and that they had been provided helpful information and strategies to help them understand and cope with the effects of their significant other's brain injury.

All felt welcome at the residence and felt the residence was a clean, safe, "home-like" atmosphere. All were satisfied with their family member's room.

All respondents stated that they would recommend VCBIS to others living with the effects of a brain injury and rated the services provided to themselves and their family members by VCBIS as excellent. There were no suggestions as to how VCBIS could improve their services.

Areas for Improvement

Given that all questions had overwhelmingly positive results, there is little to note as an area for improvement. There was a single question, with regards to the location of the residence, where one respondent replied they were "usually" satisfied with the location of the residence, rather than "always". Given the specific requirements for a residence of this kind, as well as the available funding for such a residence, there is little that can be done in terms of relocating the residence. Additionally, given that the respondent is "usually" satisfied with the location of the residence, the need to change locations does not appear to be an area of concern.

Conclusion

VCBIS will use the information provided in this survey, as well as future surveys, to make improvements, with the goal of ameliorating client and family satisfaction at the Van Lang Residence.