

Program Evaluation for Van Lang Residence Clients 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 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 satisfaction, all Van Lang Residence clients are asked to complete a Program Evaluation for Van Lang Residence Clients. This allows VCBIS to identify both its strengths and areas for improvement within the residence, ensuring maximum levels of client satisfaction.

Methodology

The Program Evaluation for Van Lang Residence Clients was administered to all Van Lang Residence clients. Of the 5 clients living at the residence, 4 clients have a POA. Two of the clients were read the survey questions and their responses were recorded by staff. The three remaining clients completed the survey independently. The survey consists of 28 questions, where clients are asked about how long they have been with the agency, whether they understand their rights and responsibilities in their involvement with VCBIS, questions about their goals and ISPs, what kinds of things staff assist them with, their opinion of the services they receive, their opinion of the residence, whether VCBIS has helped them to understand and cope more effectively with their brain injury, whether they would recommend VCBIS to others living with a brain injury, and any suggestions they have that could help improve VCBIS services. Some of the questions have “yes” or “no” responses, while others ask clients to rate their responses on the following scale: “always”, “usually”, “occasionally”, and “never”. All questions have room for comments. A final question asks clients to rate the quality of service VCBIS provides them on a scale of 1 through 5, with “1” being poor and “5” being excellent. The rate of client satisfaction 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 question. This report will detail the findings from the Program Evaluation for Van Lang Residence Clients.

Findings

There was a 100% completion rate of the Program Evaluation for Van Lang Residence Clients amongst residence clients.

When asked how long they had been with VCBIS, 75% of clients responded that they had been with VCBIS for 6 or more years, while 25% of clients responded that they had been with VCBIS for 4 to 5 years.

When asked if they understood their responsibilities in their involvement with VCBIS, 100% of the clients responded that they did. When asked if they understood their rights in their involvement with VCBIS, 80% of clients responded that they did.

When asked if they had a chance to tell VCBIS what their goals are and what they expect from the program, all clients responded that they did. When asked if they had an Individual Service

Plan (ISP), all clients responded that they did. When asked if they review their ISP with their primary counsellor regularly and make changes as needed, all clients responded that they did.

When asked what staff helps them with, clients responded that they received help with money, drives, pills, meal prep, going out, toileting, washing clothes, and developing more independence. When asked if they were satisfied with the help that staff gives them, all clients responded that they were satisfied.

When asked about their relationship with staff, the results were overwhelmingly positive. All of the clients responded that they felt they have a say in how services are provided to them, that they are able to tell staff if they disagree with the approach taken, that staff answer their questions promptly and clearly, treat them and their personal belongings with respect, and respect their privacy.

When asked about the residence itself, the responses were also quite positive. All clients responded that they felt their family members were welcome to visit them at the residence. All of the clients found the residence to be clean and safe and have a “home-like” atmosphere. All the clients were satisfied with the location of the residence, their rooms within the residence, and the overall environment at the residence.

With regards to meals within the residence, all clients were satisfied with the meals prepared by staff. When asked about their level of satisfaction with the activities both inside and outside of the residence, 80% of the clients responded they were satisfied with the at-home activities and all clients were satisfied with the activities outside of the residence. One of the clients commented that they would like to go out more often.

When asked if VCBIS has helped them to understand and cope more effectively with their brain injury, all of the clients responded that it has. When asked if they would recommend VCBIS to others who are living with the effects of a brain injury, all of the clients responded that they would recommend VCBIS.

When asked to rate the quality of service that VCBIS provides to them, 80% of clients responded that the quality of service was “great” or “excellent” (corresponding to a “4” or “5” on the rating scale). 20% of the clients responded more neutrally, rating the service they receive as a “3”.

Strengths

The results from the Program Evaluation for Van Lang Residence Clients were overwhelmingly positive. All clients responded that they understood their responsibilities in regards to their involvement with VCBIS.

All clients reported having the opportunity to discuss their goals and what they expect from the program with staff and all clients reported having an ISP that they discuss regularly with staff.

All clients were satisfied with the help they receive from staff and all reported having a positive relationship with staff, who respond to their questions promptly and clearly, treat them with respect, and respect their privacy.

All clients were satisfied with the overall environment at the residence, liked the location of the residence, and agreed that the residence was a “home-like” atmosphere. All clients responded that the residence was clean and safe. All of the clients were satisfied with the meals prepared at the residence. All clients responded that their family members were able to visit them at the residence. With regards to the activities outside and within the residence, all of the clients were satisfied with the activities outside the residence.

When asked if VCBIS helped them to understand and cope more effectively with their brain injury all clients responded that it had. All clients also responded that they would recommend VCBIS to others who are living with the effects of a brain injury.

Lastly, when asked to rate the quality of service that VCBIS provides to them, 80% of the clients rated the service as “excellent” or “great”.

Areas for Improvement

There were not many areas for improvement identified in the Program Evaluation for Van Lang Residence Clients. All questions were responded to with positive results, so the improvements note only areas where the results could improve from 80% satisfaction to 100% satisfaction.

When asked if they understood their rights in their involvement with VCBIS, 80% of the clients responded that they did. The Van Lang Residence hosts residence meetings, at which client rights are reviewed. The review of client rights could be done at more regular intervals, responding to any questions that the clients may have about their rights. This could help ensure that all clients understand their rights in their involvement with VCBIS.

When asked about the activities both at-home and outside of the residence, 80% of clients responded that they were satisfied with the at-home activities. Residence meetings are a valuable tool by which to gain insight as to how to make improvements to the kinds of at-home activities offered to the clients. During these meetings, staff could present a list of at-home activities currently offered to clients and ask them to rate their level of satisfaction with the activities. From there, staff could open the discussion to other kinds of at-home activities the clients might enjoy. This would help staff to know which activities the clients prefer and come up with some suggestions that perhaps were not previously thought of. Although all clients responded that they were satisfied with the activities outside of the residence, one client commented that they would like to go out more. While this is not a possibility during the Covid19 pandemic, it is definitely something to consider when going out into the community is more able to happen.

Lastly, while 80% of the clients rated the service they receive from VCBIS as “excellent” or “great”, one client responded more neutrally, rating the service they receive as a “3”. This is another area which could be improved upon through the use of residence meetings. Staff could ask the clients what kinds of things would lend to them being more satisfied with the services that VCBIS offers to them and see if any suggestions made were able to be implemented.

Conclusion

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