



Traverse Independence
Catalyst Grant Case Report

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1. Project Title and Purpose

Project Title: Comprehensive Data Collection of ABI Clients

Project Purpose (clearly indicate the Recommendation number and wording from the Clinical Practice Guideline):

A1-Principles for Organizing Rehabilitation Services

A1.11 In order to support the continuous quality improvement of their services, traumatic brain injury rehabilitation programs should monitor key aspects of their processes and efficiency.

- Injury onset days to start of rehabilitation
- Length of stay in rehabilitation
- Intensity of services
- Measures of functional change progression (ex. FIM, FAM, DRS, MPAI4, CRS-R)
- Discharge disposition (return to home, level of services required, etc.)
- School/work orientation on discharge
- Satisfaction and quality of life

Traverse Independence is a community based multi-service rehabilitation program that utilizes patient direct goal-setting in developing individualized programming. The purpose of this project was to develop a standardized process to assist front-line staff to collect comprehensive data that measures functional change progression and satisfaction and quality of life at three different times during service provision.

This collected data would then be used to create a summary document that would be provided to clients after each data collection process, and to inform future program development, staff training needs, and efficacy of our current program model.

The goal of the project is to collect data, (outlined in the A:11 Guideline), analyze and interpret the data, and the creation of a clinical assessment summary for the client. This summary will be utilized by the client and the community facilitator for any goal setting and Individualized Service Plan creation with the client. The clinical assessment summary will provide clear reporting on the validated scores of the assessments to the client and their caregiver.

2. Project Description:

A. Methods:

To establish a successful and sustainable mechanism for administering and collecting data collection for Traverse Independence clients who are actively receiving supports.



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Phase 1:

1. Finalize project description and work plan.
2. Develop and complete feasibility survey to determine appropriateness of project.
3. Finalize template for clinical assessment summary that will be sent to clients for data collection.
4. Create education and training for staff on how to complete data collection and assessments. A training video was created and all relevant staff were required to watch the video to learn about each measure and basic data collection interview techniques.
5. Educate Traverse Independence staff on the process changes.
6. Begin to build the capacity and capability to track the data in the client database GoldCare.
7. Develop process for project continuation and ongoing sustainability.

Phase 2:

1. Develop evaluation plan.
2. Implement the training sessions with staff on how to complete the assessments, and education on why this is important. To be shared through the Traverse Independence Surge Learning system with an accompanying quiz.
3. Continue to educate Traverse Independence staff on the process change.
4. Hire contract employee.
5. Continue to build the capacity and capability to track the data in the client database GoldCare.

Phase 3:

1. Contract employee to begin, project to be initiated.
2. Data collection for all Outreach and Transitional Living Program clients.
3. Complete Clinical Assessment Summary save to the client database GoldCare and share directly with client. Phase 4:
 1. Evaluation of Project with the contract employee at the end of the project.
 2. Execute continuation plan for ongoing data collection.

B. Data collection Tools:

i. Tools to measure Clinical process

- All intended outcome measures were successfully completed.
- Database in use to track clinical progress.
- Education and Training Sessions.

ii. Tools to measure Clinical outcome

- [Mayo Portland Adaptability](#) - created by The Mayo Foundation.
- [Barthel Index](#) - author Mahoney FI, Barthel D. "Functional evaluation: the Barthel Index." Maryland State Med Journal 1965;14:56-61. Copyright the Maryland State Medical Society.
- [Disability Rating Scale](#) - Rappaport, et al. (1982) Disability Rating Scale for Severe Head Trauma Patients: Coma to Community. *Archives of Physical Medicine and Rehabilitation*, 63:118-123.

- [Community Integration Questionnaire](#) - Centre for Research on Community Integration at the Ontario Brain Injury Association, 3550 Schmon Parkway, Thorold, Ont L2V 4Y6, Canada, email: bswiller@buffalo.edu.
- [Service Obstacles Scale](#) - Virginia Commonwealth University, tbi.vcu.edu/articles/vcu-family-publications/.
- [Quality of Life after Brain Injury](#) - owned by The QOLIBRI Society, used with permission.
- [Patient Health Questionnaire](#) - Kroenke, K; Spitzer, R.L.; Williams, J.B.W. (2001). "ThePHQ-9: Validity of a Brief Depression Severity Measure". Journal of General Internal Medicine. 16 (9): 606–613.

iii. Tools to measure Implementation process

- Evaluation plan.
- Mid-point and end-point evaluation staff surveys.
- Feasibility plan.

iv. Tools to measure Implementation outcome

- Completion of all client outcome measures as planned.

C. Findings (process and outcome):

- 80% of Traverse Independence clients who are currently receiving Outreach and Transitional Living support have completed the data collection assessment.
- Transition of the administration of the data collection from the contract employee to the intake team, service coordinators and community facilitators.
- Capacity building has been created within the intake team, service coordinators, and community facilitators.
- A system of tracking, collecting and analyzing the data is in place, within the client database Goldcare.

D. Summary:

The primary goals of this project were the completion of a standardized process to collect client outcome measures and to develop the capacity for the data to be included in the client's electronic file in Goldcare. Both of these goals were achieved. Standardized processes were implemented for collection of data at intake, midpoint and discharge for both the Transitional Living and the Outreach programs. Data is now transferred to the client's electronic file in Goldcare, and a summary of the data collected is now provided to each client in a summary document. The information in the summary can be utilized by staff to assist clients with goal development and identification of barriers to recovery.

Staff education has been provided regarding the purpose of each outcome measure, and directions on how to complete standardized outcome measures to maximize the accuracy of the data.

E. Lessons Learned:

It is important to recognize that asking clients for additional information, data and client questionnaires pertaining to the traumatic brain injury is no easy ask. The success of this program is dependent on the engagement of the clients along with their community facilitators. Ensuring there is adequate time and attention to this matter of increased data collection is required for ongoing success. It is helpful for the client to understand why they have been asked to complete additional data and questionnaires, and the benefit to this information. Realistic timelines, where the client can complete this data over several weeks, even months would be beneficial.

3. Recommendations for next steps to support full sustainable implementation: (for your organization, for future implementation projects, for policy, for system organization)

Ensuring that all staff members involved with the increased data collection understand the purpose behind the increased data collection, along with their role and expectations is paramount to sustainability. Ongoing reinforcement of the importance of the data collection is recommended, as well as ensuring all new staff review the new education modules as part of onboarding.

Future steps include the creation of the capacity to analyze the data being collected future analysis to develop a greater understanding on the needs of the ABI population within Traverse Independence. This will have an impact on how services are provided within Traverse Independence.

4. What has been done to ensure Sustainability:

Mechanisms are now in place to ensure sustainability. One key aspect of sustainability is through the client database, Goldcare. Ensuring that the client database can hold this additional data collection, and is available to pull data whenever required is essential. Ensuring that the data collection has become an embedded practice in the day-to-day functioning is important and systems are now in place for that process.

If you want more information about this Project, please contact:

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