

Annual Quality Service Report



For the year ended March 31, 2020

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Access

Quality Dimensions

Services reflect the needs of survivors of acquired brain injury and are available and accessible.

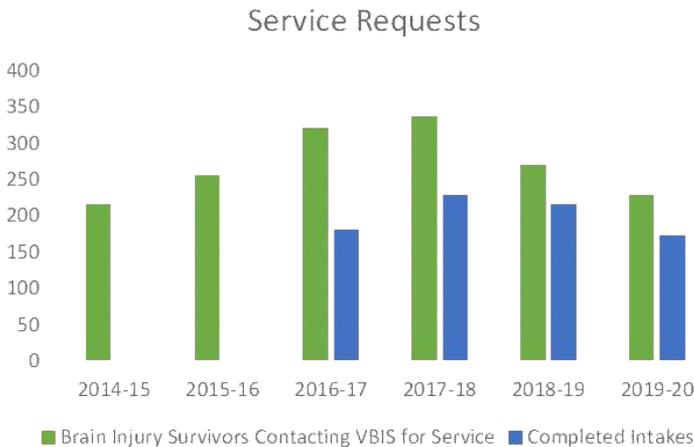
Objective

Provide timely access to services for clients.

Eliminate unnecessary barriers to services for clients.

Indicators

In 2019/20, 229 individuals with an acquired brain injury contacted the Victoria Brain Injury Society (VBIS) and 173 completed an intake. The number of individuals contacting VBIS for service and going through the intake process remains consistent as shown by the chart below:



Victoria Brain Injury Society’s triage process ensures that the majority of clients are seen swiftly. The mean length of time between a client first contacting VBIS and being seen by our Intake Coordinator is eight days, wait times range from 0 days to 249 days. The majority of clients were seen within seven days, suggesting that the average wait time is exaggerated by a small number of clients where scheduling an appointment is difficult. A number of services including Acquired Brain Injury 101 and the Coping Program also have waitlists, reflecting their popularity and the limited number of courses it is possible to run without further investment in service delivery.

Access

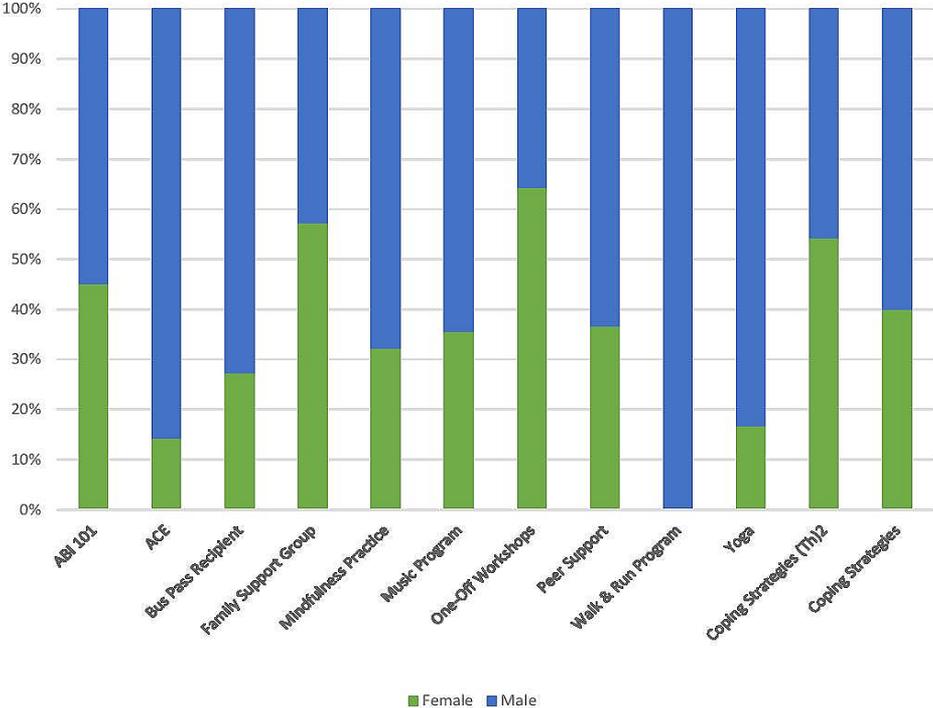
Victoria Brain Injury Society provided 17 different services to brain injury clients, providing a range of support to reflect the diverse needs of brain injury survivors. The table below details the number of individuals served by each program provided by VBIS in 2019/20.

Program	Program Objective	# of visits	# of individuals
Intake / Orientation	Introduction to VBIS services	173	229
Individual Case Management	Individual support and advocacy	1524	286
Family Case Management	Family support and advocacy	17	5
Acquired Brain Injury 101	Educational introduction to brain anatomy and brain injury	97	34
A.C.E. (Awareness, Education, Choices)	Educational support group for brain injury survivors also experiencing difficulties related to substance use	43	16
Bus pass recipients	Support transportation	101	39
Coping Strategies Program	Strategies of daily living and dealing with the effects of brain injury	414	44
Art	Utilizes creative process of art-making to improve and enhance physical, mental and emotional well-being	314	33
Family Support Group	For family and friends of brain injury survivors	32	19
Mindfulness	Increased skills in dealing with anxiety	297	34
Music Therapy Program	Use of music to promote, maintain and restore mental, physical, emotional and spiritual health	359	35
One-off workshops	Workshops on a range of topics	18	17
Peer Support Program	Peer support, education, and referrals to community resources	2096	210
Volunteer Program	Support, training and volunteering opportunities to build skills required to be self-supporting	5470	117
Walk & Run Program	Increase overall health and coordination	89	8
Yoga	Increase overall health, balance & coordination	72	10
VGH	Support for hospital patients and family members on transitioning from hospital to home.	12	50

Access

An analysis of clients by gender shows that with the exception of Awareness Choices Education, Yoga and the Walk & Run Group, most programs are accessed by both genders approximately equally. This suggests few barriers created which prevent individuals from accessing services due to gender.

Gender of Clients By Program Area



Victoria Brain Injury Society has been able to open late one day a week to ensure that we meet the needs of all brain injury survivors seeking support and eliminating barriers caused by opening times. We continue to have a number of bus passes that are provided each month to clients to remove transportation as a barrier. We also offer phone appointments for individuals who cannot come to the office and use the *Google Translate* app and volunteer translators to provide services in other languages to remove language barriers. VBIS has also been providing a mail drop services (Butterfly Box) for those who don't have a permanent address or would struggle in some way to access their mail.

Effectiveness

Quality Dimensions

Initiatives and services reflect the specific needs of the community and build on the strengths of clients to assist with living in the community.

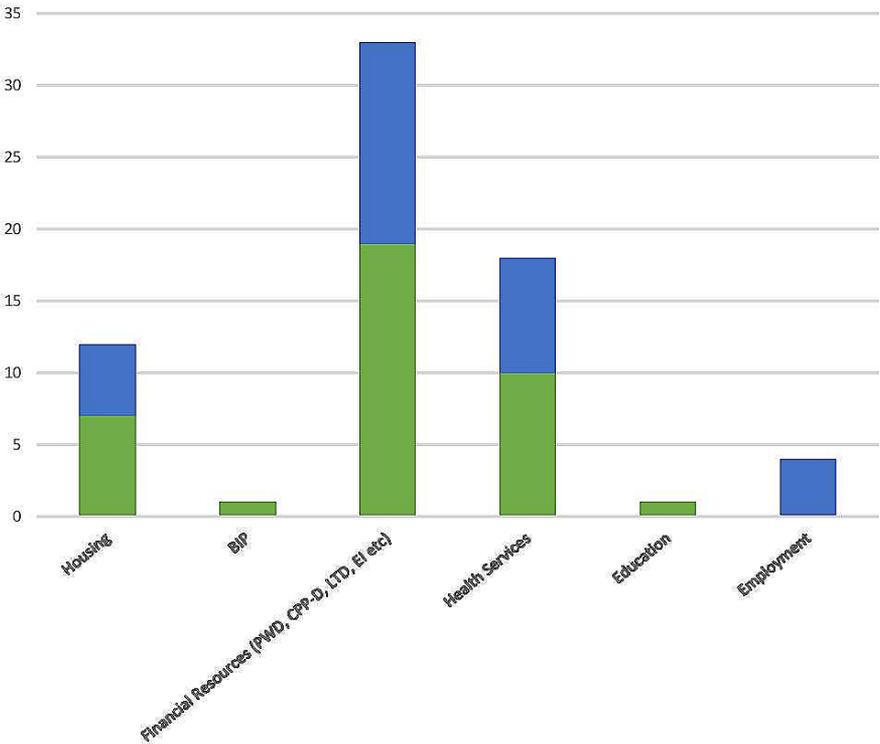
Objective

Improve / maintain the quality of life for clients.
Increase / maintain client independence.

Indicators

Victoria Brain Injury Society has been able to improve the quality of life for many survivors of brain injury this year and increase the independence of many individuals. Since 2017 VBIS has been recording the outcomes of case management. Our data shows that we have provided 64 clients with assistance to access financial, housing and cultural supports that help them improve their quality of life. The chart below shows the types of supports that the Victoria Brain Injury Society has been helping clients to access.

of Clients Supported to Access Supports



Efficiency / Utilization Cost

Quality Dimensions

Services offered are cost effective in meeting the needs of individuals with acquired brain injury and their family members.

Objective

Use available resources effectively.

Indicators

During this reporting period, Victoria Brain Injury Society was able to leverage over 5470 hours of volunteer time worth over \$109,000, as well as over \$222,958 in donations, grants and contributions from other sources to provide an effective and efficient service for brain injury survivors.



The illustration (above) shows the process for a client moving through VBIS

VISION

To empower people with acquired brain injuries to maximize their quality of life.

Acceptability / Customer Satisfaction

Quality Dimensions

Services are based on the needs of the community and are specific to issues faced by individuals with brain injury.

Objective

Improve/maintain client and family satisfaction in the areas of: responsiveness, cultural diversity, choice, self-determination, care and empathy.

Indicators

Clients regularly express their satisfaction with VBIS services. In a snapshot survey conducted over the course of a week, 100% of clients reported that they felt supported by their visit to VBIS that day. 97% felt that their visit had increased their sense of community.

Comments from clients left in our anonymous comment box include:

“Speaking with others and sharing our personal experiences with our health issues have been something I rely on weekly. I am very thankful to VBIS and Leidi F for all the great support.”

“VBIS provides vital services for people living with TBI. It has been a safe haven, an anchor.”

“The compassionate, knowledgeable staff and at VBIS have helped me to navigate what has been one of the most challenging times of my life. I am truly grateful.”

“The support and encouragement I receive from VBIS has been invaluable to me. I treasure the weekly opportunity to connect with my Case Manager (who is fantastic!) and my peers (who have become my very best friends!). VBIS is truly an incredible organization and an essential part of my new life with a brain injury.”

“I don't have a word strong enough to say how important it is for me to have support at VBIS. They keep me on track and help me figure out stuff and I feel someone cares and I can still get through life. I am very limited and don't have much other social contact.”

Appropriateness

Quality Dimensions

Will address social, cognitive, physical, vocational, and emotional needs through the provision of support and training in social development, self-care skills, community, recreation and leisure, education, vocational interest, and community access and integration where appropriate.

Objective

Meet/exceed applicable quality assurance and accreditation standards.
Identification of changing care needs.

Indicators

Victoria Brain Injury Society strives to recognize the changing needs of the community and adjusts programs and services based on indicators and suggestions. In order to identify demand for new programs and implement changes as a result of stakeholder input, VBIS has been hosting workshops on a number of different topics that address client's social, cognitive, physical, vocational and emotional needs. Demand for these workshops and evaluation surveys have then been utilized in order to develop new programs including a returning to work program.

Furthermore, all clients using the services are invited to our annual general meeting where they are able to voice their suggestions for change. Suggestions are provided to staff and a comment box has been installed to ensure program responsiveness.

MISSION

To support, educate, and advocate for adults with acquired brain injuries and their families; and to increase community awareness about acquired brain injuries.

Continuity / Integration

Quality Dimensions

Will maximize opportunities for community integration by focusing activities in appropriate normative settings such as community centers, recreational centers, community colleges, area businesses, community-based facilities, as well as the individual's home.

Objective

Increase/ensure continuity of client and caregiver relations to the client's satisfaction.

Indicators

All services are offered in a community-based setting. Victoria Brain Injury Society works closely with other community partners in order to enhance our service to clients. We work with over 40 community partners to ensure continuity of care for clients.

This year we have provided four workshops in the community and attended 12 different events to provide community members and organizations with information on brain injury to ensure that individuals with a brain injury in the community receive the support they need from all community agencies. Our website and social media continue to be an important source of information for brain injury survivors.

Victoria Brain Injury Society provides an opportunity for selected community agencies to provide information to clients. Information has been provided on the following topics:

- * Naloxone training
- * Registered Disability Savings Plan (RDSP)
- * Floral Arrangement Workshop
- * Healthy Living Workshop
- * Bullet Journaling Workshop
- * Story telling

Safety / Risk Management

Quality Dimensions

Safety and emergency procedures are established.
Staff are appropriately orientated and trained to support clientele.

Objective

Report/resolve client safety issues.
Reduce the number of avoidable client accidents.
Increase staff knowledge and satisfaction.

Indicators

There was one client crisis incident in 2019/20. It was resolved.

An operational policy manual provides guidance and orientation on a range of client safety and well-being issues. It was updated in 2019/20.

Staff were provided with training opportunities throughout the year and participated in the following training:

- * Harm Reduction Training including Naloxone Administration
- * Mindfulness Counselling Strategies
- * Addictions and Mental Illness - Working with Co-occurring Disorders
- * Mental Health First Aid
- * Trauma-Informed Care: Building a Culture of Strength
- * Survive, Strive, Thrive Conference on BI, Mental Health and Addictions
- * Volunteer Management
- * Applied Suicide Intervention Skills Training
- * Standard First Aid and CPR

Victoria
Brain Injury
Society

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