



# ACQUIRED BRAIN INJURY DAY PROGRAM EVALUATION: INITIAL FINDINGS

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# VISTA CENTRE BRAIN INJURY SERVICES (VCBIS): DAY PROGRAM DESCRIPTION



- A social leisure, community integration and skill development program for adults who have an ABI.
- The program encourages participants to develop leisure lifestyle skills, broaden their community awareness, improve self esteem and develop social relationships.
- Programs and activities are designed with participant input.
- Locations in Ottawa and Cornwall

# DAY PROGRAM GOALS

Enhance  
Community  
Integration

Enhance  
Quality of Life

Ease Caregiver  
Burden



# EVALUATION PURPOSE AND APPROACH

## Purpose of this evaluation:

- Examine the extent to which the Day Program goals were being achieved in the Ottawa and Cornwall locations and identify opportunities for improvement and expansion.

**Participatory approach** where primary stakeholders [VCBIS manager and staff] had input into:

- Evaluation design
- Data collection tools and support
- Interpretation of the evaluation analysis.



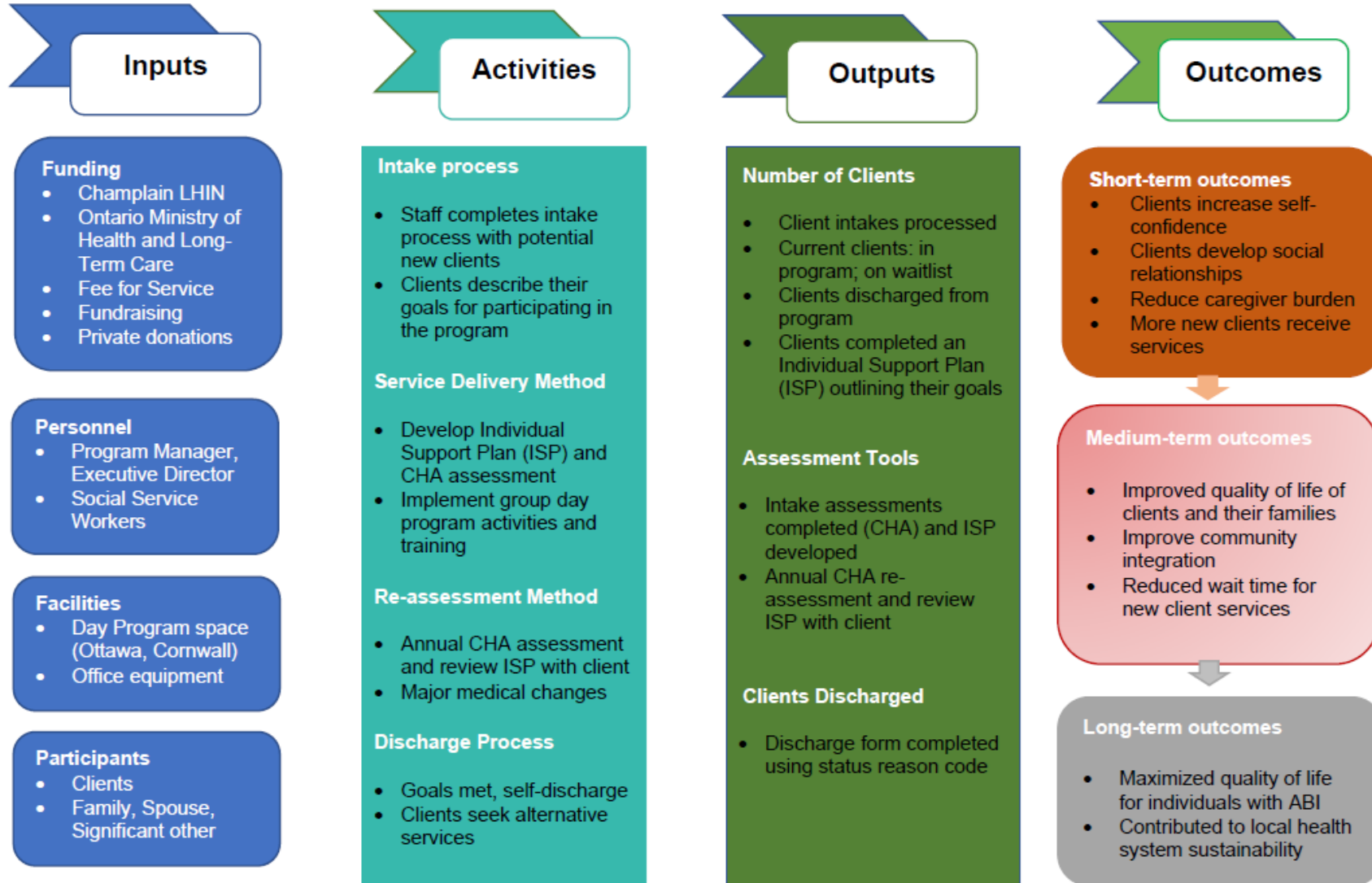
# EVALUATION QUESTIONS



1. To what extent do participants and their caregivers benefit from the Ottawa and Cornwall Day Program?
1. To what extent do the Ottawa and Cornwall Day Programs have the appropriate processes and structures in place to support the achievement of its goals?
1. To what extent have the Ottawa Cornwall Day Program had to adapt in response to the COVID-19 pandemic

# Logic Model: Vista Centre Brain Injury Services: Day Program

**Need:** Provide services to assist of ABI clients reach their quality of life and community integration goals



# DATA COLLECTION PLANNED METHODS



Methods	Tools	Timing
<b>Quantitative:</b> <ul style="list-style-type: none"><li>• Document review</li><li>• Program Data</li><li>• Client Survey</li></ul>	<ul style="list-style-type: none"><li>• Annual reports</li><li>• Activity logs, attendance records</li><li>• Community Integration and Life Satisfaction Survey</li></ul>	Sept. – Dec. 2020
<b>Qualitative:</b> <ul style="list-style-type: none"><li>• Key Informant consultations (Management and Day Program Staff)</li><li>• Focus group interviews (Clients and caregivers)</li></ul>	<ul style="list-style-type: none"><li>• Interview protocols</li><li>• Focus group interview protocol</li></ul>	Oct. - Nov. 2020

Evaluation Questions	Indicators	Data Collection Methods					
		Document Review	Program Data	Key Informant Interviews	Focus Group: Clients	Interview: Caregiver	Survey: Client
<b>Program Impacts</b>							
1. To what extent do participants and their caregivers benefit from the Ottawa and Cornwall Day Program?	1.1. Evidence of stakeholder engagement and program activities including: <ul style="list-style-type: none"> <li># of days/week of programming offered via Zoom</li> <li># of days/week of programming offered in-person</li> <li># of program activity packages</li> <li># of client assessments conducted</li> </ul>	✓	✓	✓	✓		✓
	1.2. Evidence of program participation rates <ul style="list-style-type: none"> <li># of clients attending the day program</li> <li>% of clients engaging in program activities</li> </ul>		✓	✓	✓		✓
	1.3. Evidence of the extent to which clients perceive the Day Program improves their community integration				✓		✓
	1.4. Evidence of the extent to which clients perceive the Day Program improves their satisfaction with life				✓		✓
	1.5. Evidence of the extent to which caregivers perceive the Day Program relieves their burden.		✓	✓	✓	✓	
	1.6. Evidence of facilitators or barriers to program participation	✓	✓	✓	✓		
<b>Program Design and Delivery</b>							
2. To what extent do the Ottawa and Cornwall Day Programs have the appropriate processes and structures in place to support the achievement of its outcomes?	2.1. Factors which facilitate or challenge the design and delivery of the Ottawa and Cornwall Day programs		✓	✓	✓		
	2.2. Evidence of opportunities to improve the Day Programs	✓	✓	✓	✓		✓
	2.3. Program resources	✓	✓	✓	✓		
	2.4 Evidence of opportunities to expand the Day Program.	✓	✓	✓	✓		✓
<b>Program Adaptation</b>							
3. To what extent have the Ottawa Cornwall Day Program had to adapt in response to the COVID-19 pandemic	2.1. Evidence that COVID-19 contributed to or challenged the activities of the Day Programs	✓	✓	✓	✓		
	2.1. Evidence that the Day Programs had to adapt its activities in response to COVID-19?	✓	✓	✓	✓	✓	



# INITIAL FINDINGS: DATA COLLECTED

## **Quantitative:**

- Program Data (Activities and attendance from 2 staff for 2019 only)
- Client Survey responses (N = 4)

## **Qualitative:**

- Key Informant interviews (1 Management and 3 Day Program Staff)
- Focus group interviews (Three groups: n = 5 clients + 6 clients + 1 client/1 caregiver)

# INITIAL FINDINGS: PROGRAM ACTIVITY ADAPTATIONS

## Ottawa Location

- 2 days/week in-person **stopped**
- 4 days/week via Zoom
- Bi-weekly activity packages delivered to participants
- Variety of activities offered reduced

## Cornwall Location

- 4 days/week in-person
- 4 Days/week via Zoom
- Bi-weekly activity packages delivered to participants

# THE DAY PROGRAM IMPROVES CLIENT SATISFACTION WITH LIFE

The day program makes me happy!

Participating in the Day Program has brought me a lot further ahead than any other treatment. Being with other brain injury people has made a huge difference.

The Vista Day Program really helped me getting back to interacting with people. Feeling normal again. The Vista Day Program has a very special place in my heart.

# THE DAY PROGRAM IMPROVES CLIENT COMMUNITY INTEGRATION

I meet more people outside the program in my community. I am more talkative in general.

The day program brings my confidence back. ...  
It helps me feel comfortable talking to others.

This day program helps me work with others and to express myself.

## THE DAY PROGRAM RELIEVES CAREGIVERS' BURDEN

The Day Program makes my life better for sure. It frees me up and I know [my loved one] is somewhere safe and looked after. I can do other things and not have to worry about any issues.



# ADVANTAGES AND BARRIERS TO PROGRAM PARTICIPATION

## Advantages

- Clients really enjoy the day program on-line; they don't have to travel. They can join in with the activities and then take a break when I need to.
- It is easy to go on the computer to join the group.

## Barriers

- Transportation in winter is very challenging in winter especially. Falling is a common problem – can mean a hospitalization. Don't want to hit head.
- Lots of waiting with Paratranspo as well.
- The Zoom meetings are more tiring than in-person.
- Technology issues in order to participate in the Day Program
- Screen fatigue is a challenge

## EVIDENCE THAT COVID-19 CONTRIBUTED TO OR CHALLENGED THE ACTIVITIES OF THE DAY PROGRAMS: OTTAWA LOCATION

- Clients were very pleased with the activities offered (quizzes, games, trivia, movie day, crossword puzzles)
- Clients appreciated the online Day Program during Covid-19 to alleviate social isolation.
- Clients enjoyed seeing and talking with friends in the Day Program via Zoom
- Clients liked the mental activities. They are stimulating, challenging, allow clients to work together, and clients are noticing improvement in their abilities to speak with others and concentrate.
- Clients pointed out some difficulties with online format, though agreed that online is much better than having no Day Program.

## OPPORTUNITIES TO IMPROVE OR EXPAND THE DAY PROGRAMS: OTTAWA LOCATION

1. Return to in-person programming as soon as possible. It is much preferred method. Clients enjoy getting out of the house.
2. A combination of in-person and online may be welcomed especially during months where transportation is dangerous (i.e., winter).
3. Clients enjoy the variety of activities offered during in-person programming. They appreciate the opportunity to see people and feel normal.
4. Clients would enjoy learning to cook, playing physical activities like Ping Pong, and unstructured times to sit and drink coffee with others.
5. Clients are satisfied with the weekday timing (mornings and/or afternoon, and do not desire evening or weekend programming).



# EVALUATION LIMITATIONS

- Lack of data:
  - Limited attendance data (staff attendance forms were time consuming to complete)
  - Low survey responses (may need staff support to help clients complete)
- Lack of evaluation resources
  - Limited capacity to collect and analyze data

## **Evaluation Positives:**

- Client focus groups were very effective in collecting client perceptions and feedback
- Management and staff identified areas where they could improve ongoing data collection procedures (attendance forms, client feedback collection)
- Feedback from findings was welcomed and countered management's own expectations