



## Evaluation of Client Care Summary Report

January 31, 2008

In November 2006, Brain Injury Services of Hamilton, Haldimand-Norfolk and Niagara assumed responsibility of the care for 18 individuals previously served by another provider. Satisfaction with service and quality of life were assessed to evaluate the disruption caused by the introduction of a new service provider.

The transition period that was evaluated covered a 1-year period from November 2006 to December 2007. The participants resided in 4 residential programs within the communities of St. Catharine's and Niagara-on-the-Lake. Fifteen of the 18 participants (83%) participated in the study. All results were based on self-reported surveys, which were administered at the introduction of Brain Injury Services and then one year later. All data was collected by a research assistant at Brain Injury Services of Hamilton.

Satisfaction with Quality of service was measured by the Wascana Client-Centred Care Survey. The scale is a 35 item rating made up of 3 sub-scales including Consideration of Physical and Emotional Needs, Understanding and Participation in Care and Facilitation of Community Care. On a 5-point Likert Scale with 1 representing "highly client-centered care", the results indicated a post-test average rating of 1.95 compared to a pre-test average rating of 1.96.

Quality of life was measured by the Frisch Quality of Life Inventory (QOLI), a 32 item, rating scale that measures life satisfaction and outcome in a single score based on 16 areas of life such as love, work, family relationships and recreation. The participants rated how important each area was to them and how satisfied they were in that area. As the test is standardized on a non-disabled population, the results could be compared to normal levels of quality of life in the non-disabled population. The comparison of scores over the year period showed no statistically significant change with the average score at the 30<sup>th</sup> percentile, which is in the average range for non-disabled individuals.

The overall results of the study indicate that:

- (1) There was no significant difference in the way the participants perceived their care and/or quality of life 1-year post admission to Brain Injury Services.
- (2) Clients maintained their perceptions of care and their satisfaction in several important areas of life throughout the 1-year transition, suggesting that Brain Injury Services achieved its primary goal of a successful transition for the individuals involved in the changeover of service providers.
- (3) Clients demonstrated a high level of satisfaction with the services provided by Brain Injury Services.

It is noteworthy that the post-test scores were comparable to values obtained at Brain Injury Services for a larger scale quality of life study conducted in 2002 and 2003.

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