

**Section 1: General Information**

RHC:  1B  1SE  2  3  4  5  6  7 (Check only one)

Sector:  EMP  OPD (Check only one)

Rehabilitation Services Responsible For:  AUD  OT  PT  SLP (Check all that apply)

**Section 2: Coordinated Service Delivery**


*Coordinated service delivery can be described as a process that brings together the components of a local delivery system, such as hospitals and home health care, to ensure that protocols are in place to support service coordination for clients and to eliminate unnecessary duplication of services. The next few questions refer to the coordination of rehabilitation services between hospital outpatient rehabilitation services (OPD) and rehabilitation services offered by the Extra-Mural Program(EMP).*

Q.1) Since RSP implementation, how often have rehabilitation service providers and/or management from OPD and EMP....

- Shared information regarding rehabilitation services provided in each setting.....  Always  Very Often  Sometimes  Rarely  Never
- Shared information about referrals for rehabilitation service, wait list and wait times....  Always  Very Often  Sometimes  Rarely  Never
- Shared resources to meet demand (e.g. financial, capital, human, equipment).....  Always  Very Often  Sometimes  Rarely  Never
- Shared expertise (clinical & management).....  Always  Very Often  Sometimes  Rarely  Never
- Worked collaboratively on recruitment initiatives.....  Always  Very Often  Sometimes  Rarely  Never
- Made joint planning decisions for rehabilitation service delivery.....  Always  Very Often  Sometimes  Rarely  Never
- Developed policy to support rehabilitation service delivery .....  Always  Very Often  Sometimes  Rarely  Never
- Created compatible mandates for rehabilitation service in each setting.....  Always  Very Often  Sometimes  Rarely  Never
- Designed rehabilitation services around identified need.....  Always  Very Often  Sometimes  Rarely  Never
- Defined needs of the service population.....  Always  Very Often  Sometimes  Rarely  Never
- Identified gaps and duplication in rehabilitation service delivery.....  Always  Very Often  Sometimes  Rarely  Never
- Eliminated gaps and duplication in rehabilitation service delivery.....  Always  Very Often  Sometimes  Rarely  Never
- Established guidelines for coordinated service delivery.....  Always  Very Often  Sometimes  Rarely  Never
- Other activities (Specify)   Always  Very Often  Sometimes  Rarely  Never

Q.2) Was a committee established between OPD and EMP to coordinate service delivery in your region at the time of the RSP implementation?


- Yes
- No

 **If YES**, is this committee still active?

- Yes
- No
- Don't Know

Q.3) Are there any factors that impede the delivery of coordinated rehabilitation services between OPD and EMP?

- Yes
- No

 **If YES**, check below the factors (Check all that apply)

- Human resources
- Time
- Motivation
- Knowledge of service delivery in other sector
- Attitude
- Leadership
- Access to information/technology
- Other (Specify)



Q.4) Do you have any suggestions for improving the coordination of rehabilitation services between OPD and EMP?

*(Please Comment)*

**Section 3: Tertiary Rehabilitation Services**

*Based on your facility/unit experience with tertiary service, please rate your agreement with each sentence.*

Q.1) The Stan Cassidy Centre for Rehabilitation (SCCR) provides...	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
Bilingual service delivery.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neurorehabilitation services for children and adults of all ages.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambulatory rehabilitation service.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that are accessible to all New Brunswickers.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services delivered by highly trained rehabilitation service providers.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comprehensive service delivery provided by interdisciplinary teams.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialty clinics.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services provided by inpatient admission for clients requiring intensive intervention.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for clients who require complex equipment and technology.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education and support through provincial workshops.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that are developed through client partnership/involvement.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach to all areas of the province.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that are not available elsewhere in the Province.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.) Is this an essential component of provincial tertiary rehabilitation service?

- Yes  No Bilingual service delivery
- Yes  No Neurorehabilitation services for children and adults of all ages
- Yes  No Ambulatory rehabilitation service
- Yes  No Services that are accessible to all New Brunswickers
- Yes  No Services delivered by highly trained rehabilitation service providers
- Yes  No Comprehensive service delivery provided by interdisciplinary teams
- Yes  No Specialty clinics
- Yes  No Services provided by inpatient admission for clients requiring intensive intervention
- Yes  No Services for clients who require complex equipment and technology
- Yes  No Education and support through provincial workshops
- Yes  No Services that are developed through client partnership/involvement
- Yes  No Outreach to all areas of the province
- Yes  No Services that are not available elsewhere in the Province

**Therapeutic & EMP Manager Survey - 2**

Q.3) Does the SCCR rehabilitation service duplicate any of your regional rehabilitation service?

- Yes
- No



**If YES**, please list below:

Name / type of service	In your opinion, should this service be provincial or regional?	Please explain why:
	<input type="checkbox"/> Provincial <input type="checkbox"/> Regional	
	<input type="checkbox"/> Provincial <input type="checkbox"/> Regional	
	<input type="checkbox"/> Provincial <input type="checkbox"/> Regional	
	<input type="checkbox"/> Provincial <input type="checkbox"/> Regional	

Q.4) Are required tertiary rehabilitation services available from the SCCR?

- Yes
- No



**If NO**, what services are not available from the SCCR?

Q.5) To what extent are you satisfied with tertiary rehabilitation services offered by the SCCR?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Satisfied        | Satisfied             | Unsure                | Unsatisfied           | Very Unsatisfied      |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q.6) List below any suggestions for improving the delivery of tertiary rehabilitation services from the SCCR.



**Section 4: Client Centred / Goal Oriented / Time Limited Service Delivery**

*The RSP describes rehabilitation intervention as being client centred, goal oriented and time limited. Client centred intervention is a collaborative process of working together to identify client concerns, needs and priorities. Goal oriented and time limited intervention involve negotiating mutually agreed upon goals with clearly identified target dates for review/completion.*

Q.1) Based on your facility/unit experience providing rehabilitation services, please rate **how important each sentence is in the delivery of client centred care**. Please note that therapist includes audiologists, occupational therapists, physiotherapists and speech language pathologists.

	Very Important	Important	Unsure	Of little Importance	Not Important
Therapists treat the client as a person instead of just another "case.".....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients can choose how much they want to participate in their care.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists always treat the client with respect.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists encourage clients.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists explain things in language that clients can understand.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists explain different treatment choices.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients feel free to ask the therapist questions.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists answers all of the client's questions.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients are accepted for who they are by the therapist.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists are sensitive to client needs.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists give clients information in many ways. (ie. books, kits, video).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists provide opportunities for client's family/friends to participate in their care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists trust the client to know about their problem(s).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists make clients feel at ease.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists and clients decide together what will help.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists encourage clients to talk about their problem(s).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists give clients enough time to talk so that they do not feel rushed.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists make the client feel like a partner in their care.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists help clients understand their problem(s).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists understand the clients problem(s).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapists help clients learn how to manage on their own.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


## Therapeutic & EMP Manager Survey - 2

Q.2) Check below the **regional** processes used to promote client centred, goal oriented, time limited rehabilitation service as a result of the implementation of the RSP in your region.

- Established committees
- Developed guidelines
- Attended workshops/conferences
- Offered workshops/conferences
- Conducted chart audits
- Provided client/community education or information
- Involved consumers in program planning
- None
- Other (Specify)

Q.3) Are there any factors that impede the delivery of client centred, goal oriented, and time limited rehabilitation service?

- Yes
- No

 **If YES**, check below the factors (Check all that apply)

- Human resources
- Time
- Knowledge of concepts
- Motivation
- Attitudes
- Leadership
- Other (Specify)

Q.4) Do you have any suggestions for improving the delivery of client centred, goal oriented and time limited rehabilitation intervention?

### ***Section 5: Education, Consultation and Treatment***

*The RSP includes numerous references to an "increased focus on the education and consultation aspects of rehabilitation service." Appropriate intervention refers to the balance of education, consultation and treatment.*

Q.1) Check below the **regional** processes used to promote the appropriate balance of education, consultation and treatment as a result of the implementation of the RSP in your region.

- Established committees
- Developed guidelines
- Provided educational workshops
- Developed programs targeted towards groups
- None
- Other (Specify)

Q.2) From your perspective, is there an appropriate balance of education, consultation and treatment being provided to rehabilitation clients in N.B.?

- Yes
- No

Please Explain:

See back of page for  
next question



**Therapeutic & EMP Manager Survey - 2**

Q.3) Are there any factors that impede the delivery of an appropriate balance of education, consultation and treatment?

- Yes
- No



**If YES**, check below the factors (*Check all that apply*)

- Human resources
- Time
- Knowledge of concepts
- Motivation
- Attitudes
- Leadership
- Other (*Specify*)

Q.4) Do you have any suggestions for improving the delivery of an appropriate balance of education, consultation and treatment?

**Section 6: Satisfaction with Rehabilitation Service**

Q1.) Based on your clients' experience with rehabilitation service, please rate your agreement with each sentence below.

	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
Clients wait too long for rehabilitation service from us.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rehabilitation service that clients require is available from us.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our rehabilitation service providers have the necessary expertise to meet the needs of our clients.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our clients benefit from receiving our rehabilitation services.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the rehabilitation services that we provide for our clients.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**General Comments:**