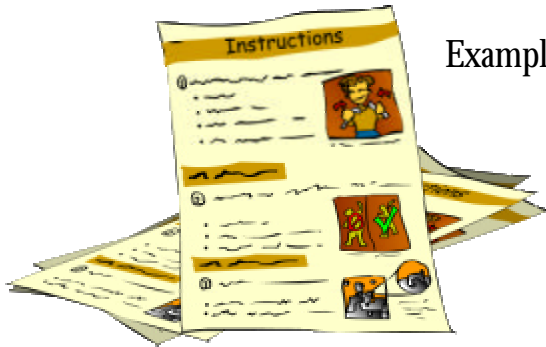


# Service Provider Survey - Rehabilitation Service

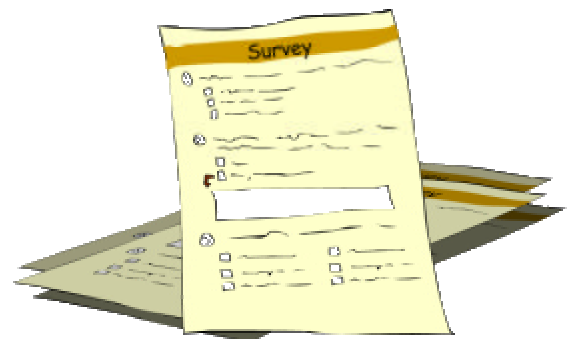
**Instructions:** The following survey is part of an evaluation of rehabilitation services in New Brunswick. Please do not put your name on the survey. For many of the questions, we are asking you to simply check the appropriate circle or box.



Example: Have you ever referred clients for rehabilitation service?

Yes    No

- Definitions:**
- Rehabilitation Service**..... *Services provided by Audiologists, Occupational Therapists, Physiotherapists or Speech Language Pathologists.*
  - Hospital Outpatient Rehabilitation Service (OPD)**..... *Services offered on an outpatient basis; this **excludes** inpatient rehabilitation services offered by the hospital.*
  - Stan Cassidy Centre for Rehabilitation (SCCR)**..... *A provincial centre providing tertiary neuro-rehabilitation services.*
  - Extra-Mural Program (EMP)**..... *Provincial home/community health care program.*
  - Referral Process**..... *The act of referring a client for rehabilitation service.*



*Thank You for Your Participation!*

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# Service Provider Survey

## Section 1: General Information

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

**Sector:**  EMP  
 Hospital  
 SCCR *(check only one)*  
 Other *(specify):*

**Discipline:**  AUD    PT  
 OT    SLP *(check only one)*

**Employment:** Have you been employed as a rehabilitation professional either the  Yes  
Extra-Mural Program, Hospital or Stan Cassidy Centre for Rehabilitation since 1997?  No

## Section 2: Referral Process

Q.1) Based on your experience with the referral process for rehabilitation services, please rate your agreement with each sentence below.

Statement 1. I know how to match my client needs with the appropriate rehabilitation service provider (e.g. OPD, EMP, SCCR)

Strongly Disagree    Disagree    Unsure    Agree    Strongly Agree    Not Applicable

Statement 2. I clearly understand the referral process for **OPD** rehabilitation service.

Strongly Disagree    Disagree    Unsure    Agree    Strongly Agree    Not Applicable

Statement 3. I clearly understand the referral process for rehabilitation services offered by **EMP**.

Strongly Disagree    Disagree    Unsure    Agree    Strongly Agree    Not Applicable

Statement 4. I clearly understand the referral process for the **SCCR**.

Strongly Disagree    Disagree    Unsure    Agree    Strongly Agree    Not Applicable

Statement 5. I am satisfied with the referral process for **OPD** rehabilitation services.

Strongly Disagree    Disagree    Unsure    Agree    Strongly Agree

## Service Provider Survey

Statement 6. I am satisfied with the referral process for rehabilitation services offered by the **EMP**.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree

Statement 7. I am satisfied with the referral process for the **SCCR**.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree

Q.2) List below any difficulties you have when referring clients to the following locations...

**Hospital outpatient rehabilitation services (OPD)**

**Extra-Mural Program (EMP)**

**Stan Cassidy Centre for Rehabilitation (SCCR)**

Q.3) List below any suggestions for improving the **referral process** for rehabilitation services at the following:

**Hospital outpatient rehabilitation services (OPD)**

**Extra-Mural Program (EMP)**

**Stan Cassidy Centre for Rehabilitation (SCCR)**

Q.4) General comments regarding the referral process:

## Service Provider Survey

### Section 3: Continuing Education

Q.1) Did you receive any continuing education...

In 1998?  No  Yes →  # of sessions?

In 1999?  No  Yes →  # of sessions?

In 2000?  No  Yes →  # of sessions?

Q.2) What was the subject matter/topics covered by your continuing education from 1998-2000?

Q.3) Did the education you received between 1998-2000 improve your ability to provide rehabilitation service?

Yes  No → If No, why not?

Q.4) General comments regarding continuing education:

# Service Provider Survey

## Section 4: 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 <b>interdisciplinary</b> 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


## Service Provider Survey

Q.3) Does the SCCR rehabilitation service duplicate any 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  
           

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

# Service Provider Survey

## Section 5: 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) 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.2) Do you have any suggestions for improving the coordination of rehabilitation services between OPD and EMP?

## Section 6: 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"/>


## Service Provider Survey

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
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"/>

Q.2) 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.3) Do you have any suggestions for improving the delivery of client centred, goal oriented and time limited rehabilitation intervention?

## Service Provider Survey

### Section 7: 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) 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 your answer):

Q.2) 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.3) Do you have any suggestions for improving the delivery of an appropriate balance of education, consultation and treatment?

Q.4) General comments regarding the appropriate balance of education, consultation and treatment.

## Service Provider Survey

### Section 8: Appropriate Environment for Rehabilitation Service

The RSP includes numerous references to an “appropriate environment for rehabilitation services.” Appropriate environment involves determining the appropriate service location based on ability to address client needs either in the hospital or client’s natural environment..

Q.1) Do service providers in your unit / facility use a standard criteria when determining the appropriate environment for rehabilitation service?

Yes  No (please explain your answer)

If **YES**, check below the criteria used to determine the appropriate environment for rehabilitation service for clients at the time of referral? (check all that apply)

Health status of the client

Need for assessment in the natural environment

Availability of service providers

Need for specialized intervention / equipment

Availability of client resources

Safety for client / service provider

Other (specify):

Q.2) In your professional opinion, how important is the consideration of appropriate environment in the delivery of rehabilitation services in New Brunswick?

Not Important    Rarely Important    Somewhat Important    Quite Important    Very Important  
                                                                                       

Q.3) In your professional opinion, how practical is it to implement the concept of appropriate environment in the delivery of rehabilitation services in New Brunswick?

Not Practical    Somewhat Practical    Practical    Very Practical    Extremely Practical  
                                                                                       

(please explain your rating)

## Service Provider Survey

Q.4) Are there any factors that impede the delivery of rehabilitation services to clients in the appropriate environment?

Yes  No



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

- Human resources in facility / unit
- Skills of service providers
- Client resources
- Service delivery mandate of facility / unit
- Equipment
- Expertise of service provider
- Other *(specify)*:

*(For the factors you identified above, please explain):*

Q.5) Do you have any suggestions for improving the delivery of rehabilitation services to clients in the appropriate environment?

Q.6) General comments regarding service in the appropriate environment:

## Service Provider Survey

### Section 9: Consolidation of Community Rehabilitation Resources

The RSP includes numerous references to the “consolidation of community rehabilitation resources under the auspices of the Extra-Mural Program.” The consolidation of community rehabilitation services was designed to help ensure equitable access for all New Brunswickers by bringing all community rehabilitation resources (e.g I-Team, SSE SLP resources and Nursing Home resources) under the management of one organization.

Q.1) Check below any **current** issues that affect the consolidation of community rehabilitation resources under the EMP: *(check all that apply)*

Recruitment

Classification

Supplies / equipment

Space requirements

Vehicles

Union

Orientation

Other (specify):

*(For the issues you identified above, please explain)*

Q.2) What effect has the consolidation of EMP resources had on the delivery of rehabilitation services in your region?

No Effect

Some Effect

Substantial Effect

*(Please explain):*

# Service Provider Survey

## Section 10: 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:

**Thank you !**

**Please return in the enclosed self-addressed stamped envelope.**