

# Outcome Study Highlights 2004/2005



**nrio**

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## About the Outcome Validation Study

Since 1999, NRIO has conducted an Outcome Validation Study to evaluate the performance and quality of its services and programming. The study looks at various groups that are serviced by NRIO, as well as customer and staff satisfaction. Over the years, the study has evolved to better measure the relevancy of rehabilitation as related to the challenges faced by our clients as they return to independence, family, work and school. An important component of the outcome study is the durability of the outcomes attained by clients over time. The study presented online offers an overview of how NRIO rates as a service provider.

## Study Demographics

*The table below illustrates the various demographic factors found in the clients we surveyed.*

Domain	1997	1998	1999	2000	2001	2002	2003	2004	2005	Average	Jones & Evans Study
Avg. Age at Injury	31.4	29.8	31.1	32.6	30.7	33.7	41.7	25	31.7	31.9	35.4
From injury to admit to NRIO (avg months)	26	29.8	40.7	22.5	15.3	15.7	12.5	12.5	17	21.3	14.4
Mechanism of injury (%MVA)	81.8	100	100	83.3	94	95	66.7	87.5	91	88.8	64
% Gender - m	75	73	50	100	50	77	67	56	64	68	n/a
% Gender - f	25	27	50	0	50	23	33	44	36	32	n/a
% Glasgow Coma Scale (<9)	100	100	100	100	100	91.2	100	93.5	82	96.3	65

## Clinical Outcomes Attained at Discharge

The return to a more independent lifestyle is an important goal sought by many individuals with brain injuries. The table below indicates that individuals receiving services through NRIO have made remarkable strides in social return issues and also struggle with impediments to their success.

	2004	2005	Average	Range 1997-2005
% Employed, Supported Employment or Vocational Training	37.5%	25.0%	35.7%	13-66.7%
% Discharged home with less than 2 hours of paid care	25.0%	55.0%	42.3%	20.0 - 77.7%
% Reporting "no change" in primary social role as spouse, parent, caregiver	33.3%	25.0%	37.3%	10 - 66.6%
% Experienced change in dependent status requiring more care from family members	33.3%	62.5%	43.1%	14.4 - 79.0%
% Reporting Substance Abuse Problems Post Injury	25.0%	66.5%	32.4%	18.0 - 66.5%
% Reporting Psychiatric Problems Post Injury	22.5%	36.5%	22.9%	9.1 - 47.0%

For individuals who have experienced a traumatic brain injury, the concept of independence includes the self-management of the disability and an increased ability to participate in community living and social relationships. A person with a brain injury may require ongoing support from others to replace lost functions or to bridge impaired skills. The degree of achieved independence will differ from person to person.

NRIO's clients continue to return to a significant level of independence in community living, social relationships, activity participation, and self-direction of care. The global outcomes attained by our clients support NRIO's mission of promoting and enhancing a return to independence.

## Satisfaction Results

NRIO has conducted customer satisfaction surveys since 1993. In 2000, the organization adopted a revised Customer Satisfaction Survey format, which was based on a survey tool in use at a related organization since 1997. The Customer Satisfaction Survey is based on a compressed Likkert scale with the neutral rating removed. The charts below indicate a high degree of consistent satisfaction from both our clients and our professional contacts.

<b>Client &amp; Family Satisfaction</b>	<b>% Agree/ Strongly Agree</b>
Oriented to Program	96.5%
Initial Questions Answered	96.5%
Participated in Rehabilitation Planning	86.2%
Agreed with rehabilitation plan	96.5%
Staff are skilled	100%
The Program is helpful	100%
The program is flexible to meet changing needs	93.1%
Information is of quality and accessible	96.5%
Clients treated with dignity and respect	100%
Recommend NRIO to others	100%
External accreditation influenced admission decision	100%
Satisfied with quality of services	100%
Rehabilitation at NRIO was a positive experience	100%
Participated in discharge planning	100%

<b>Case Manager and Referring Professional Satisfaction</b>	<b>% Agree/ Strongly Agree</b>
Initial contact was timely and efficient	100%
Initial questions answered in a thorough manner	100%
Participated in rehabilitation planning	100%
Agreed with rehabilitation plan	100%
Knowledgeable and professional staff	100%
Program was helpful to my client/patient	100%
Program was flexible to meet client's changing needs	100%
Information was of high quality and accessible	100%
Costs were comparable to other providers	100%
Recommend program and services to others	100%
Accreditation influenced opinion	85.7%
Satisfied with overall quality of services	100%
Rehabilitation at NRIO has been a positive experience	100%

Across a wide variety of domains, a consistent majority of clients, family members, and professionals indicate that NRIO has earned their satisfaction. By fostering a culture of strong, supportive communication between all individuals involved in a patient's care, we're able to attain the most effective results.

## Highlights

- Reduced medical rehabilitation length of stay prior to admission to NRIO increased rehabilitation needs of clients admitted to NRIO
- Paid supports needed for independence and community mobility were reduced for all program cohorts (adults and children)
- 60% of the School Re-Entry Service clients returned to their academic placement with either no or low support requirements
- In 2004 and 2005, 87.5 to 100% of the discharged adults returned to their home with no to low paid support levels
- In the years 1997 to 2005, the percentage of individuals admitted to NRIO with pre and post injury psychiatric and substance abuse problems continued to increase

## Summary

Across a variety of measured domains, NRIO continues to offer its clients a dynamic range of services that demonstrably indicate achievement and success. Our satisfaction results serve to underscore our tradition of excellence and quality care, in both our relationships with our clients and our community.

