

Implementation Evaluation of the Personal Support/Independence Training (PSIT) Virtual Program

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Background

Vista Centre Brain Injury Services is a not-for-profit organization that provides services to individuals living with acquired brain injury (ABI)

Their PSIT program teaches clients strategies to improve learning, problem solving, and memory, and provides support in completing daily activities (e.g., cooking budgeting)




The COVID-19 pandemic necessitated a rapid transition to providing the PSIT program through virtual care

Evaluation Questions

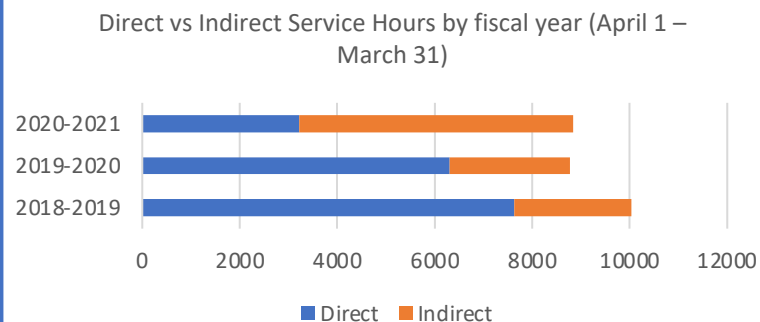
We conducted an implementation evaluation of the virtual PSIT program to answer:

1. To what extent do staff schedules vary for virtual implementation compared to in-home?
2. How do program staff and client resource needs vary between the in-home and virtual implementation?
3. How do program staff and clients describe the virtual experience, including advantages, disadvantages, and satisfaction?

Methods

 STAFF FOCUS GROUPS (N=9)	 CLIENT SURVEY (N=29)	 ADMINISTRATIVE DATA
We held two focus groups with staff members, which were audio recorded and transcribed for qualitative analysis	Clients completed an online survey on resource and training needs, computer anxiety, and satisfaction. Support to complete the survey was provided.	We examined administrative data on direct versus indirect service hours for the following fiscal years: 2018-2019, 2019-2020, 2020-2021

Results



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Training and Resources:

- For the most part staff felt they were given the training and resources they needed
- A challenge to providing training is the lack of consistent hardware and software, making it difficult to implement a single comprehensive training program
- Although our sample overrepresents clients with access to technology, some still reported that the resources they needed were not readily accessible

Satisfaction:

- Staff members stated that they were satisfied with how the program was being virtually.
- On the client survey, 66% indicated that they were either satisfied or very satisfied with the virtual program, 24% were unsure, and 10% were either dissatisfied or very dissatisfied

Conclusions

Our main recommendations are to provide clients with low-cost access to technology, to establish a unified software platform, and to provide additional small group and one on one training