

# Traumatic Brain Injury Stakeholder Findings Report

## ***Summary of key themes***

### **Introduction**

Three different pieces of work have been undertaken to inform the development of the Traumatic Brain Injury (TBI) strategy. These were:

1. Stakeholder engagement – facilitated workshops and focus groups. Attendees included people who have TBI themselves, families/whanau of people with a TBI, health and rehabilitation professionals, researchers and ACC staff.
2. Client interviews – small group discussions and face to face in depth interviews with ACC TBI clients.
3. Evidence based literature review – review of national and international literature.

Results from these pieces of work will be used to refine the strategy to ensure that people with a TBI receive effective and quality services.

### **Stakeholder engagement**

This report has been prepared to provide stakeholders with a brief summary of the key themes identified following the stakeholder engagement piece of work.

### **Key themes**

Four key themes were identified by stakeholders. These are outlined below:

#### ***Theme 1: Services are focused on empowering clients and the people who support them***

- Clients' individual needs are listened to and acted on.
- Clients and their families are given with the opportunity to provide input into their rehabilitation plan (including choices and sustainable goals) from the beginning and are provided with quality information.
- Clients are supported to return to an active role in their community and encouraged to return to work in a sustainable environment.

#### ***Theme 2: High quality TBI services are purchased, from initial care through to ongoing rehabilitation services and community support***

- Ensure ACC uses the highest quality cost-effective treatment and rehabilitation services that are based on evidence-based best practice with clear outcomes and goals. Improvements to services to be implemented as required.
- Services should take into account individual needs (eg, ageing, mental health and substance abuse) and encourage early intervention/rapid response at each stage of recovery and rehabilitation.

- ACC to encourage working across several providers where possible and appropriate.

***Theme 3: Providers are engaged and focused on achieving the right client outcomes, across the continuum of care***

- ACC to use providers with the right level of skills and expertise and who can demonstrate best practice.
- Ensure strategic relationships, resources and data are shared effectively and efficiently between ACC and providers.
- Ensure clients are screened and monitored early and information is used to monitor progress and provide regular reports to providers and ACC staff.

***Theme 4: ACC has an influential role in the TBI treatment and rehabilitation system***

- ACC to ensure TBI treatment and rehabilitation pathways are based on best practice.
- ACC should share TBI resources within ACC and across NZ.
- ACC should improve collection of data to be used and share this data internally and externally to increase knowledge in the sector.
- ACC staff should receive the appropriate training and support in order to provide the best service to clients, including having a flexible approach to meet their clients' needs and that any changes to case managers are managed smoothly and for the benefit of the client.
- ACC works closely with other agencies to ensure seamless transitions between services and address any boundary issues where clients may have co-morbidities.