

Qualitative Program Evaluation for the Adult Neurodevelopmental Wellness Project

UW Medicine

REHABILITATION MEDICINE

DIVISION OF OCCUPATIONAL THERAPY

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Adult Neurodevelopmental Wellness (ANeW) Project

- ANeW is a pilot program to support individuals with intellectual and developmental disabilities (IDD) during transition from the forensic system back into the community.
- ANeW serves participants in any setting, including the community, residential institutions, or group homes, and is staffed by an interdisciplinary team comprising of:
 - Occupational therapy
 - Psychiatry
 - Psychology
 - Social work
 - Applied behavior analysis
 - Speech-language pathology
 - Neurology

Project Objective:

To provide formative feedback to the ANeW pilot program through a series of interviews with program participants, staff members, and family members/guardians.

Methods

MOT Capstone project:

- Students from UW MOT (4) collaborated with ANeW staff to design and complete a program evaluation of ANeW.
- MOT students developed interview guides for each group of interest.

Interviews (n=14) collected from:

- 4 ANeW participants
- 2 family members/guardians
- 8 staff members from partnering facilities.

Interviews were transcribed and analyzed to identify common themes and develop program recommendations.

Global Interview Themes

Communication

Communication with ANeW is viewed as positive, responsive, & accessible.

Advocacy

ANeW staff are known for advocating for participant needs, especially during transitions and connecting participants to resources.

Patient Centered Care

ANeW staff provide high quality patient-centered care including:

- Strength-based, individualized approach
- Promote participant autonomy and independence
- Prioritize quality time and meaningful engagement with participants.

Representative Quotes:

"They (ANeW) have offered some unique perspectives on some situations that our clients are going through. They have been able to advocate for them [participants], where we as an organization can't." (Staff Member of ANeW Partner)

"Getting information and feeling well supported made the participant feel comfortable." (Parent of ANeW Participant)

Staff Highlights

Strengths:

- Knowledge and contributions of staff
- Positive and open communication.

Critiques:

- Improvement in integration
 - Need for communication tailored to partner's level of understanding (use of jargon, pathways, etc.)
 - Understanding ANeW's role
- Differing views on forensic system and facility constraints
- Conflicting feedback on program impact.

Representative Quotes:

"A key strength is the ability to apply their expertise and knowledge base effectively when working with clients." (Staff Member of ANeW Partner)

"They [ANeW] have been extremely communicative and open to feedback for us... and open to feedback we have given them." (Staff Member of ANeW Partner)

Participant & Caregiver Highlights

Strengths:

- Participant centered care of ANeW staff and individualized supports.
- Strong understanding of the purpose of ANeW and a desire for continued services.

Critiques:

- Difficulty with transition between different service providers
- Confusion over Discharge Process

Representative Quotes:

"They worked with me on my emotions, on my anger. They've been there for me." (ANeW Participant)

"It makes you feel well supported all the way around. You don't have to go over to this office to see the physical therapist, and over to that office to see the speech therapist... I like it when they do it like this, together as a team. They communicate so you don't have to answer the same questions over and over again." (Caregiver)

ANeW Program Strengths

The ANeW Program was perceived as overwhelmingly positive by participants, families, and guardians.

Key Strengths:

- Clear and accessible communication
- Responsive staff, and a well-coordinated multidisciplinary team that effectively addressed participants' diverse needs
- ANeW supports participants working toward greater independence and learning essential daily life skills.

Recommendations & suggestions

Improvement in integration

- Clarify ANeW's scope of practice and expectations of partnership
 - Include limitations/strengths of each party
- Develop a communication pathway involving participant care that promotes understanding and coordination of providers.

Improvement of transition process

- Reflection on hand off from ANeW to new providers/services during discharge process
- Possible systemic issues with the discharge process that could be an area of opportunity to investigate further into advocating and easing this uncertainty for participants.

ANeW

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