# Evaluating the Implementation of Triumph's Newly Injured Support Program

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## Site Description

- Nonprofit founded in 2008
- **Mission Statement:**

"To help children, adults, and Veterans with Spinal Cord Injury/Disorder (SCI) to triumph over their disability and to inspire them to keep moving forward with their lives by pushing themselves to get better every day" (Triumph Foundation, 2021)

- **Triumph's Programs:**
  1. **Newly Injured Support**
     - Social-emotional support
     - Education and resources
     - Care-packs
     - Wellness Techniques
  2. **Adaptive Recreation**
     - Adaptive sports, fitness, and outdoor adventures & Events
  3. **Grants & Equipment**
     - Helps individuals living with paralysis obtain necessary services, supplies, and equipment

## Identified Needs

1. Newly Injured Support Program Evaluation
2. Ambassador (Peer Mentor) Training & Mentorship
3. Completion of the Request for Qualifications for the Youth Adaptive Sports and Fitness Program

## Literature Review

- Program evaluations vital for determining effectiveness & ensuring value/impact (Adams & Neville, 2020; Ljungberg et al., 2011)
- Health care professionals ideally positioned to contribute & lead program evaluations (Adams & Neville, 2020)
- Peer mentorship programs provide many emotional & physical benefits to people living with SCI (Hill et al., 2019; Ljungberg et al., 2011)
- Peer mentorship programs help close gap of knowledge post-inpatient hospitalizations (Ljungberg et al., 2011)

## Learning Objectives

1. Conduct a **program evaluation** of an existing program at Triumph Foundation
2. Develop and implement **program modification(s)** from an occupational therapy (OT) perspective
3. Contribute to the successful completion of the **Request for Qualifications** for the Youth Adaptive Sports and Fitness Program

## Project Description

- **Purpose:** Evaluate Triumph's Newly Injured Support Program to assess effectiveness and improve the processes of program activities
- Evaluation followed Adams and Neville's (2020) **'Easy Evaluation Framework's six phases:**
  1. Logic Model
  2. Evaluation priorities & questions
  3. Evaluation criteria & performance standards
  4. Collect, analyze, and interpret data
  5. Draw evaluative conclusions
  6. Share lessons
- **Evaluation Methods:**
  - Anonymous Ambassador Survey
  - One-on-one Interviews
  - Document Reviews
  - Evaluation Rubric
  - Data collected from survey, interviews, and document reviews was utilized to score evaluation rubric

## Evaluation Outcomes

**Three Major Themes Identified:**
1. Follow-up with Newly Injured
2. Ambassador Training
3. Ambassador Accountability & Engagement

**Evaluation Rubric Rated (5) Categories:**
1. **Organization/ Structure**
   - Moderately – Minimally Developed
2. **Knowledge of Resources**
   - Moderately – Minimally Developed
3. **Communication**
   - Minimally – Inadequately Developed
4. **Triumph's Grants & Equipment Program**
   - Moderately – Minimally Developed
5. **Training & Continuing Education**
   - Minimally Developed

- Program recommendations were generated from an **OT perspective** based on results
- **Modifications selected** in collaboration with stakeholders at the site
- Implemented program **modifications reviewed with stakeholders** at Triumph
  - Feedback utilized to refine program modifications throughout development
- Program recommendations will continue to be developed and implemented by Triumph based on interview regarding modifications and future directions

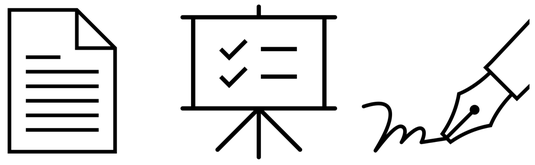
**Implemented Program Modifications:**
- Standard operating procedures for Follow-up with Newly Injured
- Follow-up survey for newly injured
- Learning objectives developed for annual Ambassador Training Conference
- Development of Ambassador Training – Motivational interviewing & eLearning best practice
- Comprehensive exam developed for Ambassadors
- Ambassador tier system
- Requirements developed to become a Triumph Ambassador and continue serving

**Partially Re-administered Rubric Results:**

| Initial Rubric Rating Criteria | Level of Development | Current Rubric Rating Criteria | Level of Development |
|---|---|---|---|
| **Organization/Structure**<br>• At least 4 requirements that recruits must meet to become Ambassadors but no set standards to continue being Ambassadors. Completion of requirements are not documented. | Moderately Developed | **Organization/Structure**<br>• There are comprehensive requirements (6+) that recruits must meet to become Ambassadors and to continue serving as Ambassadors. Requirements are documented when met. Ex. Time log for shadowing; attending "x" amount of support groups etc. | Substantially Developed |
| **Communication**<br>• Program has no protocol in place for follow-up with the newly injured. | Inadequate | **Communication**<br>• Program has established standard operating procedures for follow-up with newly injured that are routinely followed. | Substantially Developed |
| **Training & Continuing Education**<br>• Leaning objectives are not transcribed or formal for the annual training conference and monthly training. | Minimally Developed | **Training & Continuing Education**<br>• Learning objectives are adequate but are not comprehensive for the annual conference and monthly training. | Moderately Developed |

## Scholarly Deliverables

- Evaluation Report
- Program Modification(s)
- Completed Request for Qualifications for the Youth Adaptive Sports and Fitness Program



## Acknowledgements

- I would like extend my deepest gratitude to Dr. Friberg and Andrew Skinner for their invaluable support and guidance with this project
- I'd also like to express my gratitude to Triumph's Ambassadors without their help this project would not be possible

**References Available Upon Request**