

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:

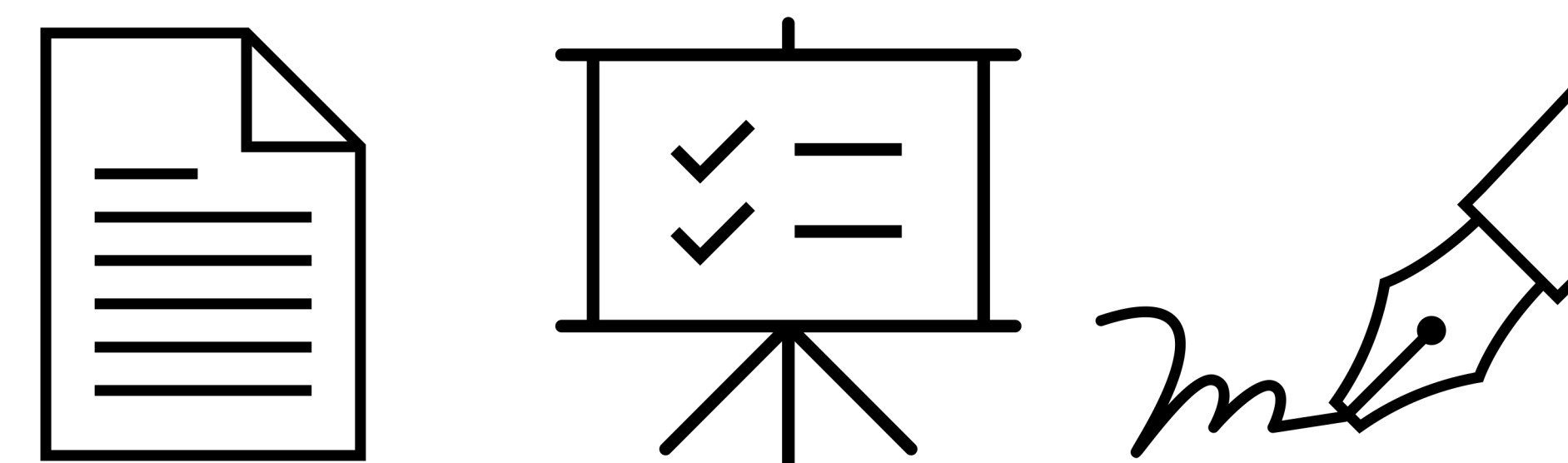
- Standard operating procedures for Follow-up with Newly Injured
- Follow-up survey for newly injured
- Learning objectives developed for annual Ambassador Training Conference
- Development of Ambassador Training – Motivational interviewing & eLearning best practice
- Comprehensive exam developed for 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Program has no protocol in place for follow-up with the newly injured. 	Inadequate	Communication <ul style="list-style-type: none"> • Program has established standard operating procedures for follow-up with newly injured that are routinely followed. 	Substantially Developed
Training & Continuing Education <ul style="list-style-type: none"> • Learning objectives are not transcribed or formal for the annual training conference and monthly training. 	Minimally Developed	Training & Continuing Education <ul style="list-style-type: none"> • 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



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References Available Upon Request