



CONSUMER INFORMATION

Consumer engagement in the NSW Brain Injury Rehabilitation Program model of care

Brain Injury Rehabilitation Directorate

The Agency for Clinical Innovation (ACI) is in the process of reviewing the NSW Brain Injury Rehabilitation Program (BIRP) model of care. As part of that review, the ACI has captured staff, consumer, family/carers perspectives and experiences.

Model of care review

The report *NSW Brain Injury Rehabilitation Program: Model of care review: Consumer engagement* is now available. It shows a fair degree of alignment with clinicians over what works well and how the model of care could be improved.

It also unearthed needs not previously identified, including that:

- consumers, families and carers want more information
- families and carers need support emotionally
- families and carers want to be partners in care
- consumers, families and carers want to be more involved in decisions
- consumers, families and carers want more staff resourcing and better facilities.

For more information, please contact:

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ABOUT BIRP

The BIRP is a network of 15 metropolitan and rural inpatient, transitional and community specialist rehabilitation services for children, young people and adults of working age who have had a severe traumatic brain injury.

Recommendations

The report recommends that:

- consumer, families and carers should continue to be involved in the review process
- the needs listed above be considered in the review of the model of care
- that a consumer engagement strategy be developed which fosters the continuing input of consumers, families and carers into the planning, delivery and innovation in local and state-wide health services
- BIRP services collaborate and share knowledge more effectively.

The ACI works with clinicians, consumers and managers to design and promote better healthcare for NSW.