

Brain Injury Association of NC

Ombudsman Program

Overall status: Annual Summary – 2010

Overview

The following table gives an overview of the referrals and data that is being collected and entered into the computer program for the Ombudsman program in North Carolina. Once the program is complete and our data collection forms are reviewed our goal will be to generate reports that will show us how the Ombudsman Program is helping to meet the needs of TBI survivors living in North Carolina. In addition this program will enable us to track our results across the State county by county.

Referral	By	County	Cause of TBI	Age At Injury	Age Now	Reason for Referral	Outcome
#0001	Professional	Guilford	Multiple Strokes	29?	63	Consultation/Peer Support	Open
#0002	Professional	Guilford	Child Abuse	7	8	Training	Open
#0003	Family Member	Alamance	Child Abuse	12	14	Training	Open
#0004	Self	Orange	Medical			Consultation/Peer Support	Closed
#0005	Professional	Brunswick	Car Accident	17	22	Consultation/Peer Support	Open
#0006	Professional	Guilford	Medical	28	30	Consultation/Peer Support	Open
#0007	Family Member		Medical				Resolved
#0008	Professional	Davidson				Training	Open
#0009	Professional					Legislative Training	Resolved
#0010	Self					Consultation/Peer Support	Resolved
#0011	Family Member					Consultation/Peer Support	Resolved
#0012	Self					Consultation/Peer Support	Resolved
#0013	Family Member	Mecklenburg	Car Accident	15	24	Consultation/Peer Support	Open
#0014	Family Member	Hoke	Motor Bike Accident	21	25	Consultation/Peer Support	Open
#0015	Family Member	Watauga		22	55	Consultation/Peer Support	Open
#0016	Self	Davidson				Consultation/Peer Support	Open
#0017	Professional	Guilford	Stroke	50	51	Consultation/Peer Support	Open
#0018	Family Member	Forsyth	Car Accident Beating	51	57	Consultation/Peer Support	Open

Details of Individuals Making Referral:

Professional: The majority of the professional referrals have come from the Ombudsman Program for the aging. This is very helpful in identifying the number of individuals with a brain injury that are residing in nursing homes as well as providing an opportunity to put on training programs in these facilities. In addition we have received referrals from professionals working with children and the school system.

Family Member: The family member referrals are a parent, sibling, or spouse. Many of these issues have been survivors who are out of control and family members are asking for assistance in ways to help them as well as the survivor.

County:

We have been able to handle all counties, but will need to recruit additional Ombudsman in order to limit travel time and expense.

Cause of TBI:

It is important to include the cause of the TBI in order to determine the best way to offer assistance to the survivor or in many cases the family member who is the caregiver. For example if the accident was alcohol or drug related is the survivor in any kind of substance abuse program and if not can we provide options for them.

Reason for Referral:

The top reason for a referral is 'consultation/peer support'. This ranges from talking with someone to legal issues, and many times the support is for the care provider. Many of the referrals for peer support for a survivor become very difficult to resolve due to lack of follow up from the person requesting assistance.

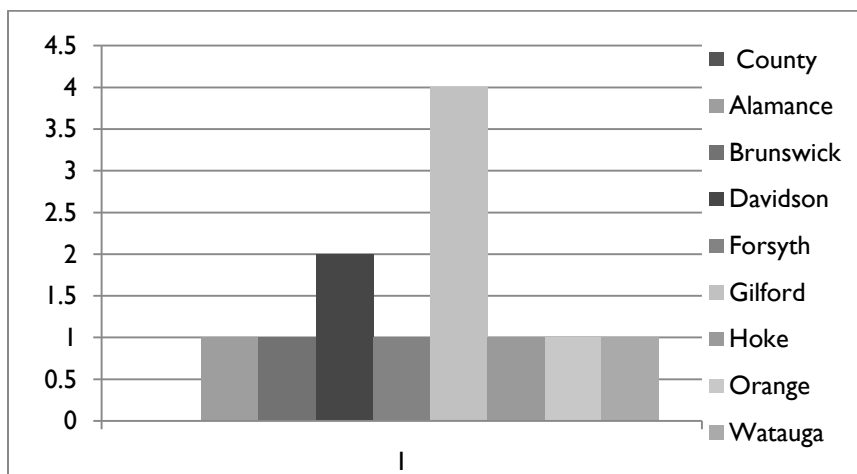
Outcome:

Many of the referrals currently are listed as open, but may have been partially resolved or will remain ongoing for a period of time to allow follow-ups and reminders.

Follow up:

In order to be more effective and fill in the blanks on the forms we have scheduled a mini training session February 17/18, 2011. The goal of this training is to go over the forms to further explain the need for information and what types of information will be the most effective in helping to develop this program to its fullest.

Referrals by County



Completed: 3 January 2011