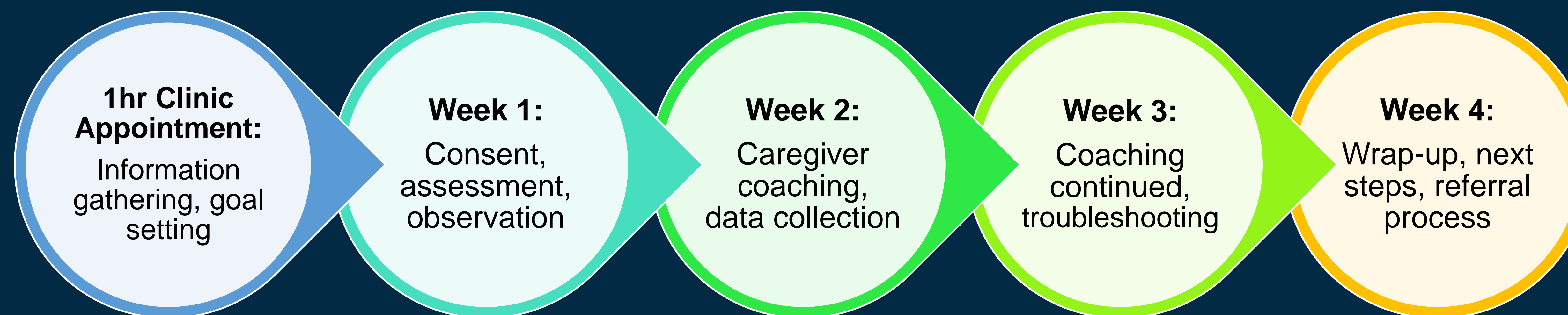


# Brief Behavioural Consultation: Improving access and mitigating barriers to service



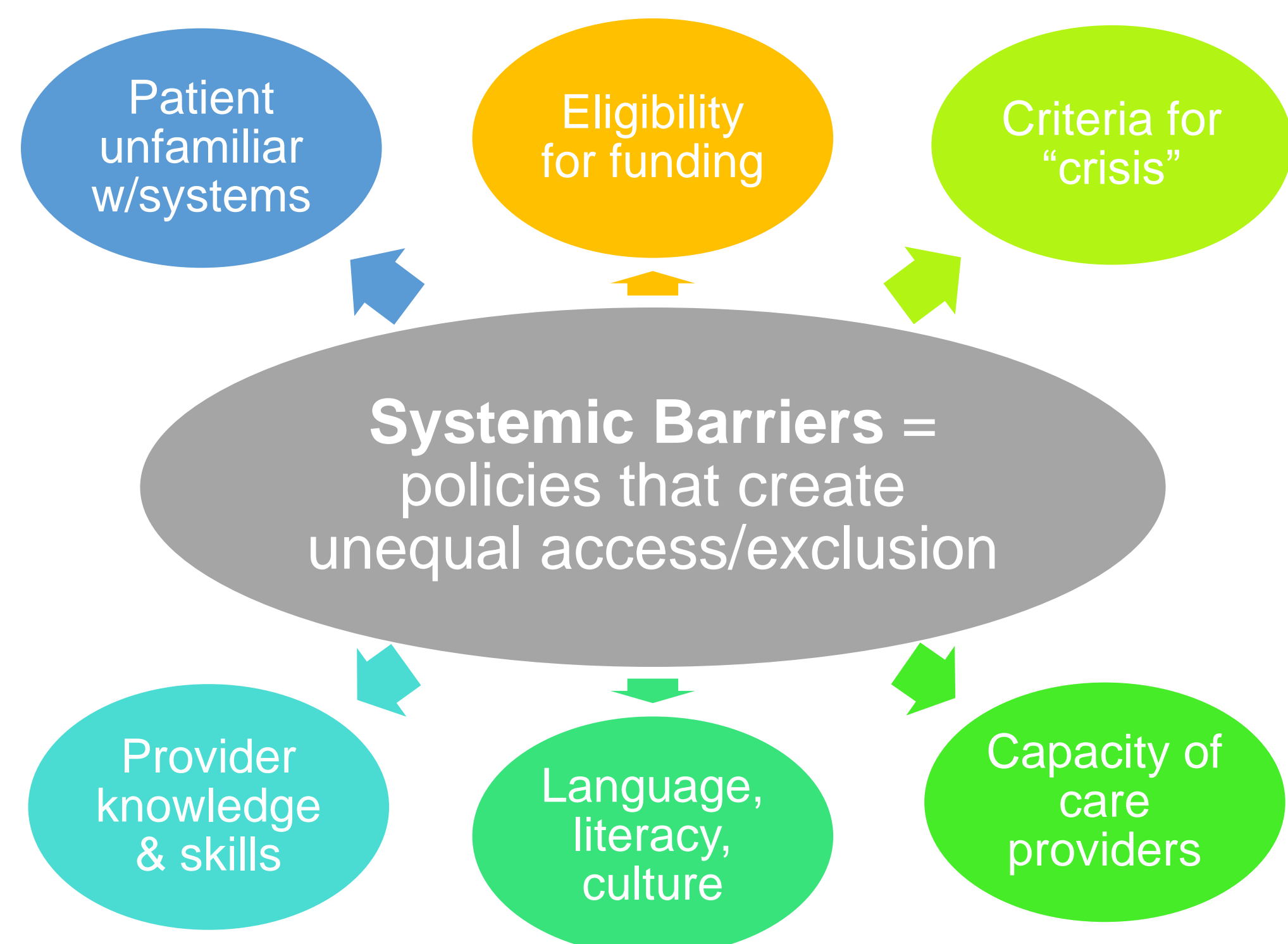
PRESENTERS:

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## BACKGROUND

**Barrier:** restricts the use of allied health services by making it more difficult for some individuals to **access**, **use**, or **benefit** from care. Families often encounter **multiple** barriers which vary across Canada's provinces and territories.



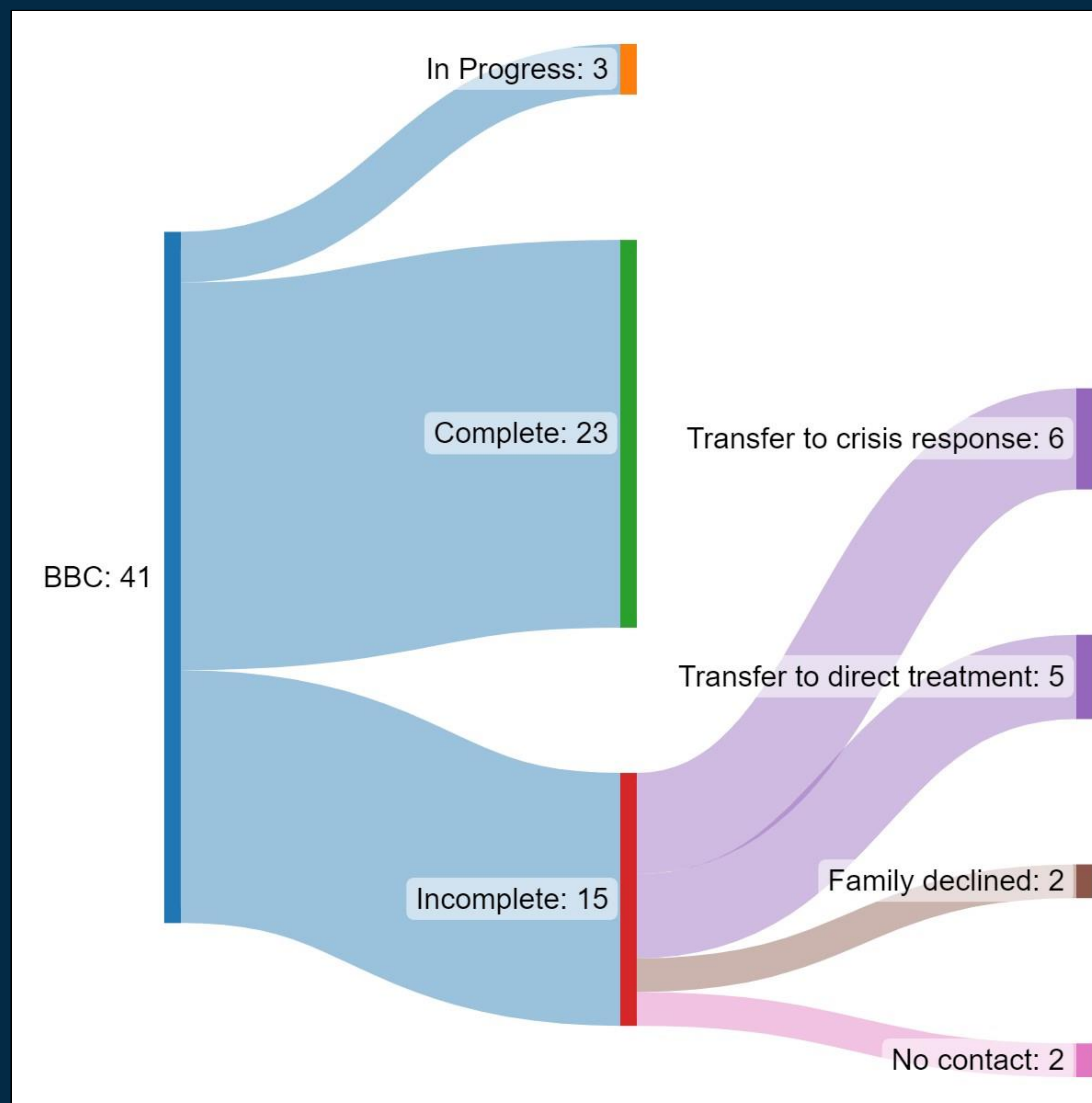
**Behavioural consultation:** multi-stage model of indirect service delivery in which a consultant (care provider) instructs and guides the consultee (caregiver) who engages with the client (child/youth).

## METHODS

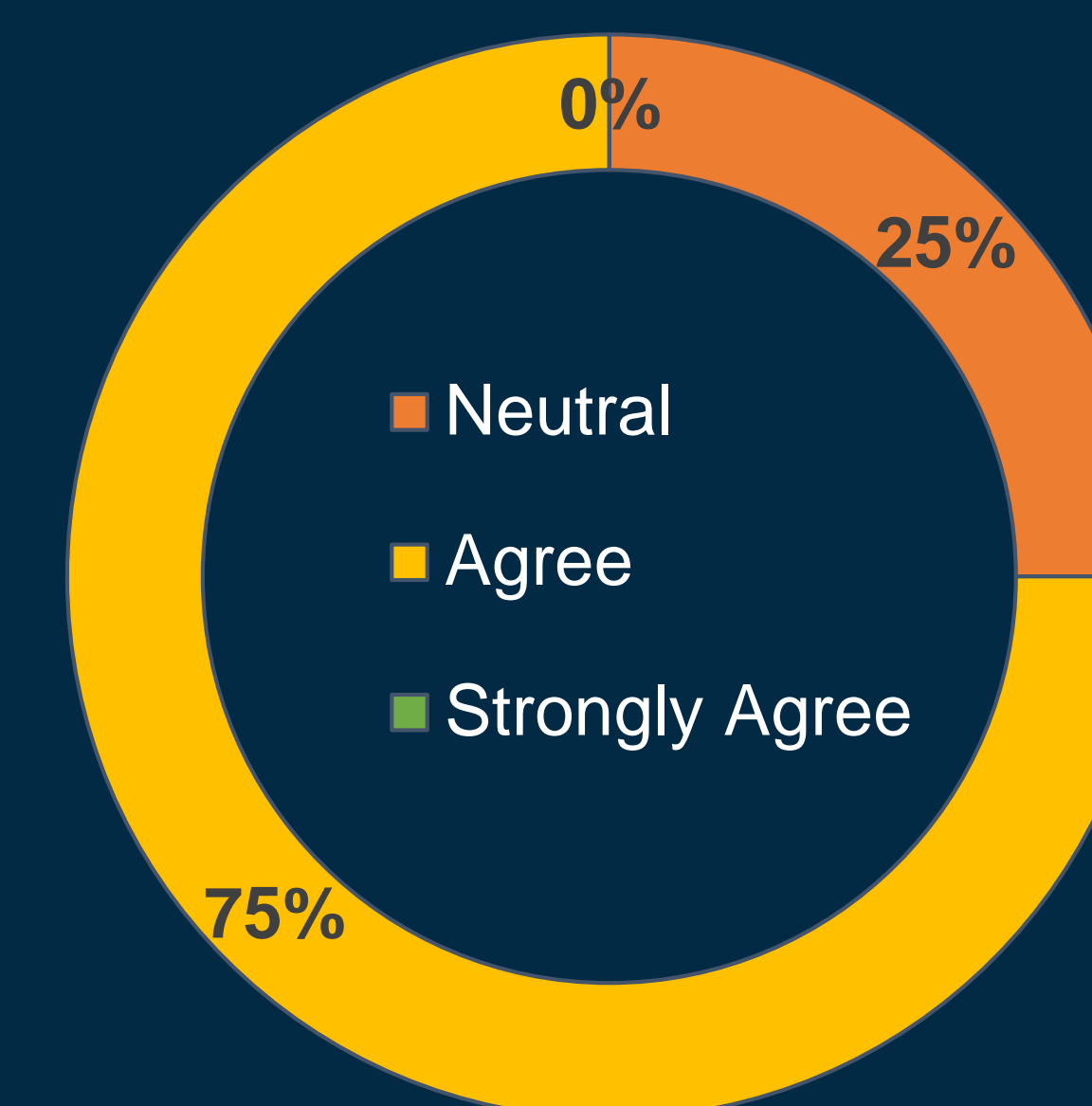
- Used previous research to develop a *brief behavioural consultation (BBC) model* – interim support for families up to **4 weeks** in duration, uses the principles of **applied behaviour analysis**, and focuses on **caregiver-mediated** interventions.
- Developed a 12-item **social validity** questionnaire to survey families who received this support for **program evaluation** and improvement.

## PATIENT PARTNERSHIP

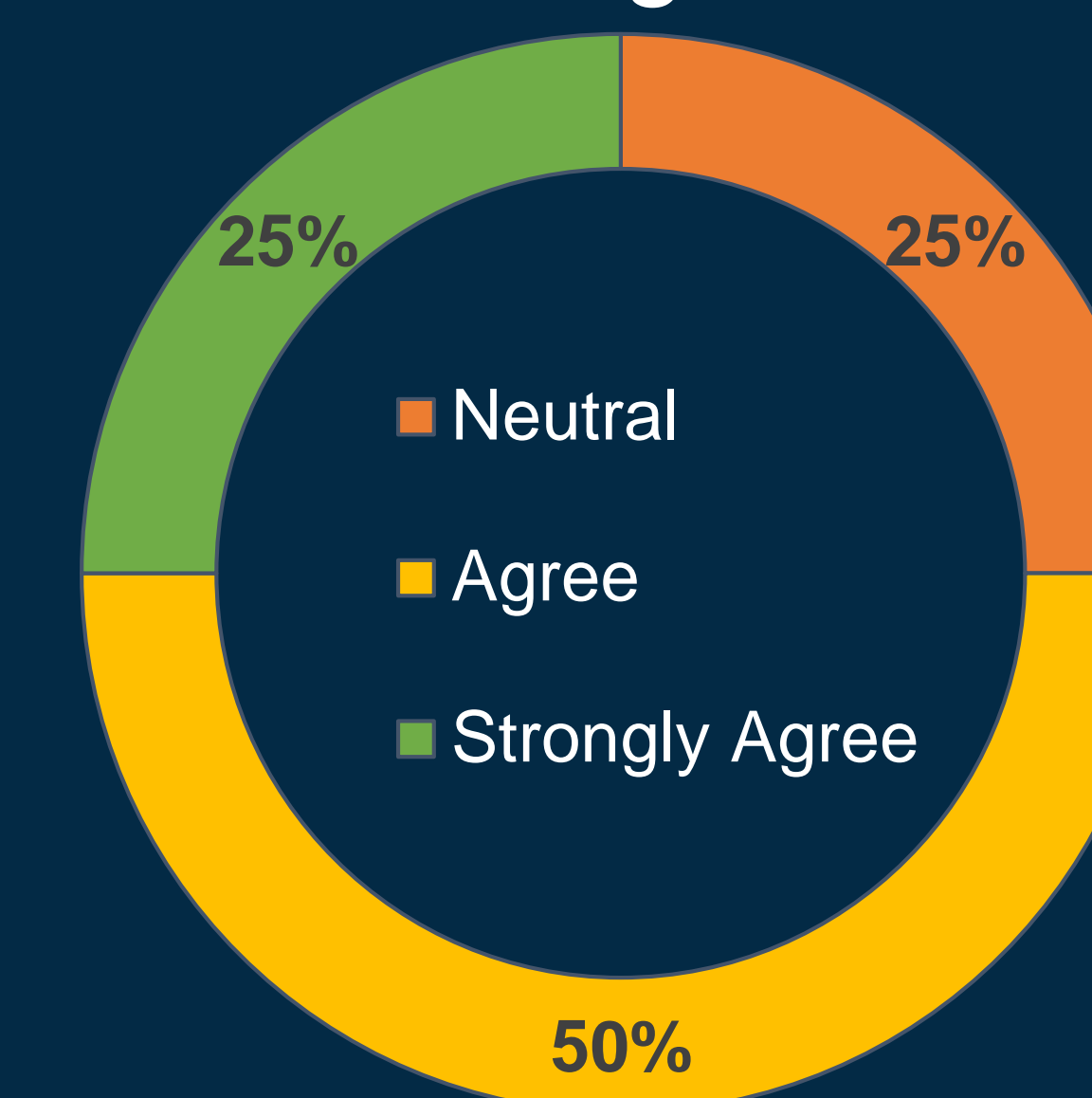
- Caregivers** involved with each step of the BBC process; the **child/youth** involved as much as possible, considered active part of the **care team**.
- Caregivers informed that their responses were **anonymous, voluntary**, and would **not impact** any ongoing or future services.



"Because of the BBC, my child can now participate in a program/service that they were not able to access before."



"From the BBC I feel more supported in accessing services."



A brief behavioural consultation model can improve access to service by mitigating systemic barriers experienced by many families.

## RESULTS

- 100% of families reported "agree" or "strongly agree" across: **usefulness** of BBC, **learning** new skills, **confidence** in using new skills, **improved quality** of child and family's quality of life, **enjoyed** working with BBC clinicians.
- Family reported BBC helped address barriers, specifically **language** and **case complexity**

Reported "**positives**" of the BBC model:

- "understanding, positive, supportive, and realistic about the child... patient with setbacks"
- "it was very hands-on to show different techniques... [I] appreciated that [the clinician] modeled with [child]"
- "connecting to the right people"

Reported **improvements** to be made:

- "Take setbacks into consideration and that [the child] can vary daily and to keep trying"
- "Have more. Can we keep going?"

## IMPLICATIONS

To address service barriers, allied health professionals must:



A **BBC model** of support provides allied health professionals and organizations an opportunity to improve:

- Practice:** include patient/family as part of care team, collaborate with other service providers, support socially and clinically significant gains in short time period.
- Organizational leadership:** make data-driven decisions to improve program quality; support equity, diversity, and inclusion initiatives; sustainable use of resources.
- Policy:** reduce/eliminate impact of systemic barriers, decrease wait times/need for direct service, improved outcomes of systems already in place.



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