

Project description CHARM:

### Traumatic Brain Injury – Rehabilitation and user satisfaction

Around 15.000 people sustain a traumatic brain injury (TBI) per year in Norway. Many TBI patients seek out the health care services with a broad spectrum of challenges and may receive treatment at different levels of the health care system.

#### **About the project:**

Few studies exist on user experiences and satisfaction with the rehabilitation services following TBI. The main objective of this study is to increase the knowledge about rehabilitation services for patients with TBI and evaluate the quality of services in the southeast region of Norway. The project consists of three work packages (WPs) with a mixed methods design, and the primary outcome is user satisfaction with received services. The project includes patients as main users of rehabilitation services, but also referring physicians as users in light of their role in the primary or secondary healthcare service. WP1 (quantitative) will examine predictors of patient satisfaction with rehabilitation services in the primary and secondary healthcare system based on data from the quality registry “Oslo TBI Registry – Rehabilitation”. WP2 (qualitative) will obtain in-depth knowledge on organization and resources in the rehabilitation services, and the patients’ experience, participation in and satisfaction with services through focus group interviews. WP3 (qualitative) will similarly explore the physicians’ experiences with services and coordination collaboration, and their satisfaction with rehabilitation outcome for patients. The Donabedian model will be used as a conceptual model to measure the quality of rehabilitation services after TBI. The results will give a better understanding of what life with a TBI is like through the rehabilitation process, and identify gaps as well as resources in the current health and rehabilitation programs.

#### **Public involvement**

Active user involvement in all phases of the project from planning to interpretation of data is a priority to achieve results with the highest possible transferability and relevance from research to clinical practice (i.e., ecological validity). The project and application have been developed in collaboration with the National Association for the Traumatically Injured and users (one patient from the outpatient clinic and two GPs).

#### **Funding**

Stiftelsen Dam

#### **Cooperation**

Oslo University Hospital (Department of Physical Medicine and Rehabilitation, Department of Neurosurgery), Oslo Metropolitan University, University of Oslo, and the National Association for the Traumatically Injured

**Post doc and Phd students**

Camilla Guren Hovset is employed as a PhD student in the project.

**Participants**

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