

“Service Providers’ Experiences in Providing Family-Centred Services”

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In the “Service Providers” study we sought to capture the experiences of those working in the field of early intervention for children with additional needs. The goal was similar to the one in “MPOC Parents” survey - to obtain a more complete picture of the importance and incorporation of family centred practices) in service providers’ early intervention work. In addition to filling out a MPOC survey (service provider version), participants were invited, like in the MPOC-Parent study, to a follow-up telephone interview in which they were asked to share their perceptions on what works well, what barriers they face while working with their families, and what opportunities they see available to facilitate providing family-centred services for parents in urban, rural and remote areas in British Columbia. Sixty-two participants filled in the surveys and 14 of them took part in the follow-up interviews between June and September, 2012.

The online survey included the MPOC-SP (Measure of Process of Care for Service Providers) by Woodside, Rosenbaum & King (1998)¹, and two additional questionnaires entitled “You and Your Family” and “You and Your Community.”² These additional questionnaires included questions about the needs service providers identify when working with families from a program and community perspective. We also collected demographic information from the participants. early intervention and supported child development service providers, and therapists and support professionals working with any of the Infant Development, Aboriginal Infant Development, Supported Child Development and/or Aboriginal Supported Child Development Programs of BC.

The “Service Providers” study was the final research study for the Including All Children and Families – Expanding Partnerships Project. The data was collected throughout the late summer and early Fall of 2012. Recruitment of participants was conducted throughout the entire province of British Columbia, including the Vancouver Island regions (with participants also recruited through the second, and online, stage of data collection for MPOC-Parents study, Appendix E). The participants included early intervention and supported child development service providers, and therapists and support professionals working with any of the Infant Development, Aboriginal Infant Development, Supported Child Development and/or Aboriginal Supported Child Development Programs of BC.

We have conducted initial data analyses in the late Fall (2012) and continued through the winter (2013). Survey analyses followed data cleaning and verification process. Just like in the MPOC Parent survey analyses, MPOC-SP and other composite measures from the additional questionnaires were created. The reliability and validity of the MPOC-SP scales were verified.

¹ Woodside, J., Rosenbaum, P., King, S., & King, G. (1998). The Measure of Processes of Care for Service Providers (MPOC-SP). © *CanChild* Centre for Childhood Disability Research, McMaster University.

² Compiled by Lara El-Khatib (2008), available at <http://includingallchildren.educ.ubc.ca/questionnaire-series/q-7-questionnaire-for-service-providers/>

Next, descriptive analyses were computed for areas of potential need identified by service providers in their organizations (IDP, AIDP, SCDP and AIDP) and MPOC-SP scales.

Descriptive (Quantitative) Analyses

Potential needs.

- Examples of items for the “You and Your Families” questionnaire include: I would like to know more about services for the following so I can then direct parents to them:
 - ✓ Funding for children with special needs
 - ✓ Ministry for Children and Family Development services
 - ✓ Ministry of Health services
 - ✓ Ministry of Education services
- Examples of items for the “You and Your Communities” questionnaire include:
My organization/institution/school/preschool/day care center/community agency:
 - ✓ Has all the necessary resources to welcome a child with special needs into its system
 - ✓ Is open to any/all children regardless of developmental issues
- Approximately 50% of the providers pointed to some need in every area listed.
- The greatest need was identified in the area of sufficient funding, materials and resources, and qualified personnel.

MPOC-SP.

- Examples of items for the MPOC-SP include:
In the past year, to what extent did you...
 - ...suggest treatment management activities that fit with each family's needs and lifestyle?

 - ...offer parents and children positive feedback or encouragement (e.g., in carrying out a home program)?

 - ...take the time to establish rapport with parents and children?
- Overall, service providers reported following family centered practice to a great extent. The area with the lowest endorsement was Providing General Information
- MPOC scale scores were compared among providers from urban, rural and suburban locations. Rural providers scored higher on Showing Interpersonal

Sensitivity and Treating People Respectfully scales than suburban providers, with urban ones scoring in the middle.

Critical Incident (Qualitative) Analyses

The 14 interviews from participant service providers have been transcribed and the data analyses process began in the late Fall and continues through the Winter. Just like in the MPOC-Parents study where the Geo-Ethnography/Calendar study component was used to gain a deeper understanding of the issues parents confront, the telephone interviews for service providers. Using critical incident methods, participant service providers responded to prompts about “what has been helpful” and “what has hindered” service provision when it comes to areas like providing information, resources and treatment for families, following the items participants had completed in the survey. (Note: the interviewers were blind to the actual responses participants had provided through the selection of choices from “to a great extent” to “not at all,” for the MPOC-SP items, and “Yes,” “No” or “Not applicable” for the questionnaires.)

Examples of “what was helpful” and “what hindered/not helpful” follow:

Helpful for service provider	Quote	Coding/meaning
More service providers to link with/refer to. More expertise	“It is great that we have more experts on the team for the younger population...”	Feeling competent to access information and resources
Challenges	Quote	Coding/meaning
Lack of understanding of assessment	“No standards for those developmental assessments and some doctors don’t recognize it...”	No shared understanding

We will continue to interpret the rich data shared through participant service providers’ voices and follow up with summaries; academic publications are forthcoming.