IN-the-KNOW...

E2, E2
2010

Attachment, self-regulation, competency (ARC) trauma study

Evidence-Based Management

(cont'd page 2)

In 2009, e Division of Professional Services in collaboration with the McGill Centre for Research on Children and Families conducted a Client Satisfaction Survey (CSS) with a particular focus on the Intervention Planning (IP) process; it was carried out in support of our Improvement Plan objective to promote IP as a clinical process as opposed to an administrative requirement. e CSS explored the implication of clients in the IP service delivery, their perception of the IP's importance and the overall satisfaction with services. It identi ed what we are doing well and areas for improvement.

e process began with a review of a similar survey conducted by Centre Jeunesse de Québec – Institut universitaire[1]. Subsequently, under the aegis of Dr. Nico Trocmé and with the help of principle researcher, Dr. Stephen Ellenbogen, a questionnaire adapted to Batshaw clients was developed. Representatives from the Council for Clients and Community, the Multidisciplinary Council as well as Caseworkers and Managers valid