

Resource Facilitation

Why is it a free service?

Several hospitals participated in a pilot program that demonstrated improved patient outcomes including increased rate of return to work, reduced family crisis and increased family ability to support their loved one. The program is funded through a contract with the Minnesota Department of Health, making it possible for every hospital in the state to offer this free service to their patients.

Does it replace any medical services?

This does not replace any medical or rehabilitation follow-up that your patient may need. It is intended to provide the individual with information about brain injury and other assistance in returning to home and community. This resource can help save time and support your discharge planners, nurses and social workers.

Why can't we give our patients a brochure and let them contact you?

The lesson learned from the pilot program was that patients who have sustained a brain injury usually feel overwhelmed after leaving the hospital. The injury itself may impact their ability to follow through. By having your patients sign an authorization form, the Brain Injury Association of Minnesota can call and explain the service to them. Interpreters are used for non-English speakers.

What are hospitals saying?

Healthcare providers are telling us that patients were appreciative of the free service and thankful their hospital provided them with the resource.

“At a time when there have been a lot of budget cuts, this is a way to provide quality customer service to our patients and support our discharge planners, nurses and social workers.”



Benefits to patients:

- Receive scheduled calls at regular intervals to help them **problem-solve** issues and **identify resources**.
- Our Resource Facilitators are well-versed in community resources unique to regions of the state.
- This **patient driven** program allows patients to determine the level of support needed. Resource Facilitators are available when questions arise.
- Services can be discontinued at patient's request.
- Interpretation services available for non-English speakers.

Benefits to professionals:

- **Save time** and **provide support** to your discharge planners, nurses, social workers and others involved with the discharge process.
- Provide **quality customer service** to your patients and serve as a positive indicator of patient experience.
- **Support** patients after they leave the hospital to cope with the issues of living with a brain injury.

How can my patients get involved?

- Explain the program and ask the patient if they would like to participate.
- Fax the completed authorization form to the Brain Injury Association of Minnesota at 612-378-2789.

Questions?

For more information or if you would like an in-service training, contact the Director of Consumer Services at 612-378-2742 or 1-800-669-6442.

www.braininjurymn.org



**Brain Injury
Association
of Minnesota**