

**LOOP AND LOOP
JUNIOR
NEEDS ASSESSMENT
SURVEY**

REPORT OF FINDINGS

March 2020



What is the Loop and Loop Junior Needs Assessment Survey?

The survey was designed to understand what members of Loop and Loop Junior thought about the two communities of practice (CoPs) and how their fall prevention information needs can be better met. The Loop and Loop Junior Needs Assessment Survey was launched on January 7, 2020. It remained open until February 7, 2020.

Who completed the survey?

The survey was completed by 110 respondents in English and 5 in French. Of the respondents who completed the survey in English, 54 percent were from Ontario. The majority of those who completed the survey in French were from Quebec (Figure 1).

Respondents reported working in a range of sectors (Figure 2). The top sectors that were selected were public health and long-term care.

The majority of respondents described their role within their current organization as either prevention or health promotion, or direct care to older adults, children, parents and/or families.

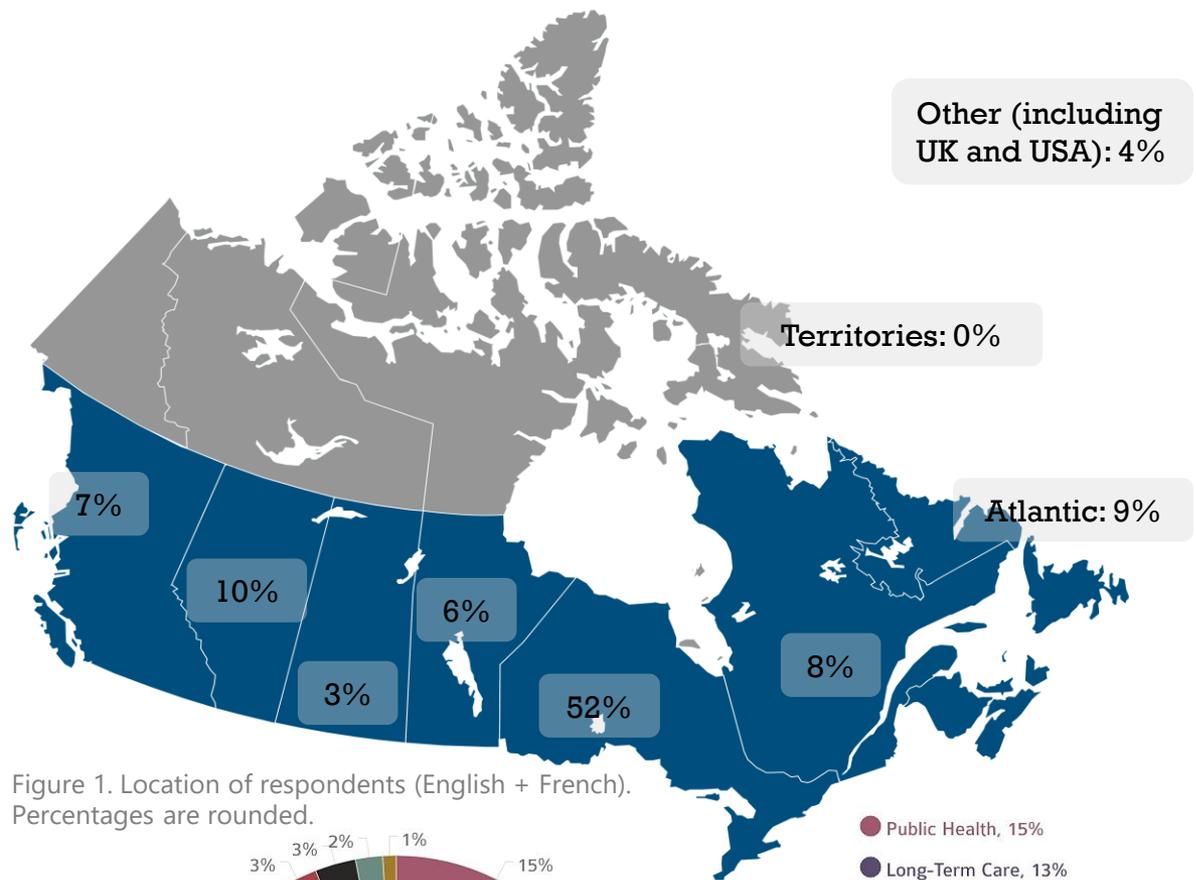


Figure 1. Location of respondents (English + French). Percentages are rounded.

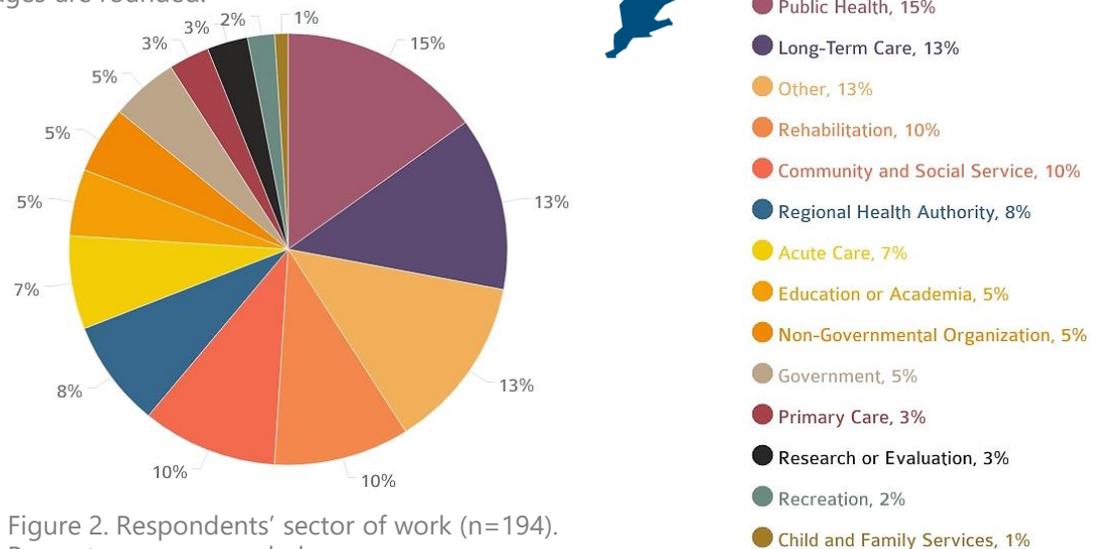


Figure 2. Respondents' sector of work (n=194). Percentages are rounded.

Loop and Loop Junior Membership and Usage

Half of the respondents indicated being a member of Loop within the last 2-3 years. With respect to Loop Junior, 42 percent indicated being a member since the beginning (2018); one third noted joining within the last 6 months.

In the last 12 months, most respondents specified accessing Loop either less than once per month (44 percent) or 2 to 3 times per month (33 percent). Over half of respondents selected accessing Loop Junior less than once per month.

The majority of respondents indicated engaging in Loop and/or Loop Junior over the last 12 months by browsing the websites, participating in a live webinar and/or viewing an archived webinar, and by reading a bi-weekly e-newsletter (Figure 3).

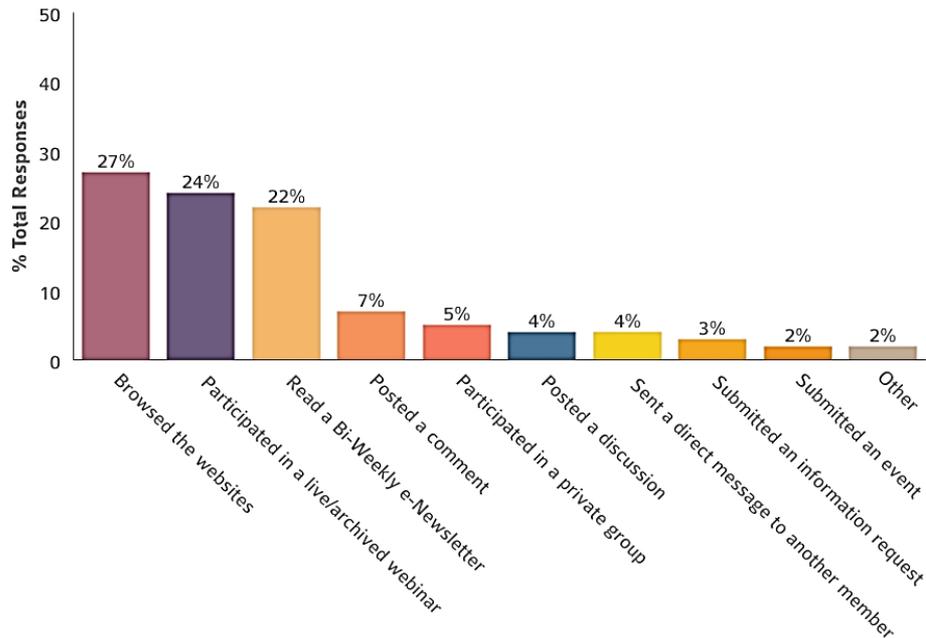


Figure 3. Types of Loop and Loop Junior engagement (n=328). Percentages are rounded.

Respondents were asked to indicate services and/or information that they would like to see offered on Loop/Loop Junior that could improve their daily work or professional activities in fall prevention. Below is a curated list of services/information provided.

- Evidence-informed fall prevention best practices, models, guidelines, benchmarks, targets, standards
- Latest fall/injury prevention evidence, data, statistics, review of evidence, access to articles on highlighted topics
- Fall prevention toolkits and evidence-based knowledge mobilization and education resources (e.g. brochures, posters, webinars, e-learning modules)
- Children fall prevention resources
- Evaluation supports, quality improvement indicators, outcome measures
- Implementation supports, examples, lessons learned
- Canada-wide resources and information
- Multilingual resources and information
- Networking opportunities, building teams, workgroups
- What are others doing, what's happening near me, available programs offered in my region
- Continued offering of email reminders via newsletters
- Improved Loop functionality (e.g. more events listed, folders in private groups, consistent messaging, designated area for resources)
- Information covering a range of topics (e.g. long-term care, geriatrics, dementia, winter footwear, fall prevention physical activity recommendations, nutrition, incontinence, falls management, falls behaviour, community support products, improving safety in various environments, funding, falls equipment/devices, technology, apps)

A handful of respondents indicated that Loop/Loop Junior is a necessary platform that provides excellent information and services to help them with their work.

Respondents were asked to rate the usefulness, quality and degree of relevance of Loop and Loop Junior services and features including discussion posts, private groups, calendar of events, direct messaging, knowledge centre, webinars, e-newsletters, and featured resources from the McMaster Optimal Aging Portal (only available on Loop).

Usefulness of Loop and Loop Junior

The majority of respondents indicated that all services and features were very-extremely useful – the exception to this were discussion posts and private groups which the majority thought were only slightly-moderately useful. Specifically, webinars had the highest percentage of respondents rating it as very or extremely useful; this was followed by featured resources from the McMaster Optimal Aging Portal, knowledge centre services, bi-weekly e-newsletters, calendar of events, direct messaging, private groups and discussion posts. See Figure 4 for more detail.

Quality of Loop and Loop Junior

The majority of respondents indicated that all services and features were good-excellent quality. Specifically, webinars had the highest percentage of respondents rating it good or excellent quality; this was followed by featured resources from the McMaster Optimal Aging Portal, bi-weekly e-newsletters, knowledge centre services, calendar of events, direct messaging, discussion posts, and private groups. See Figure 5 for more detail.

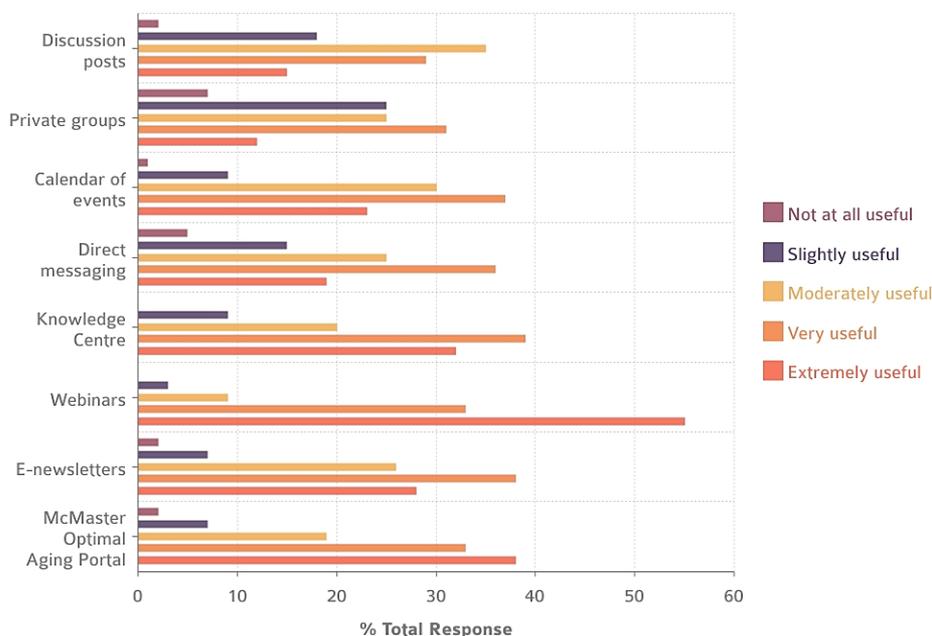


Figure 4. Usefulness rating of Loop and Loop Junior’s services/features.

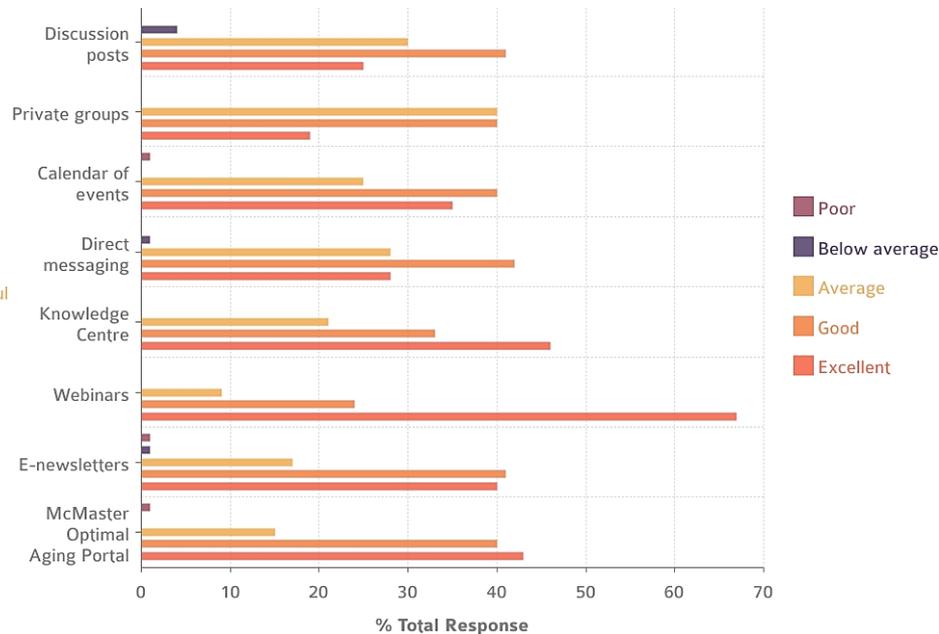


Figure 5. Quality rating of Loop and Loop Junior’s services/features.

Degree of Relevance

Most respondents rated Loop and/or Loop Junior's degree of relevance to their daily work or professional activities as either extremely, very or moderately relevant (Figure 6).

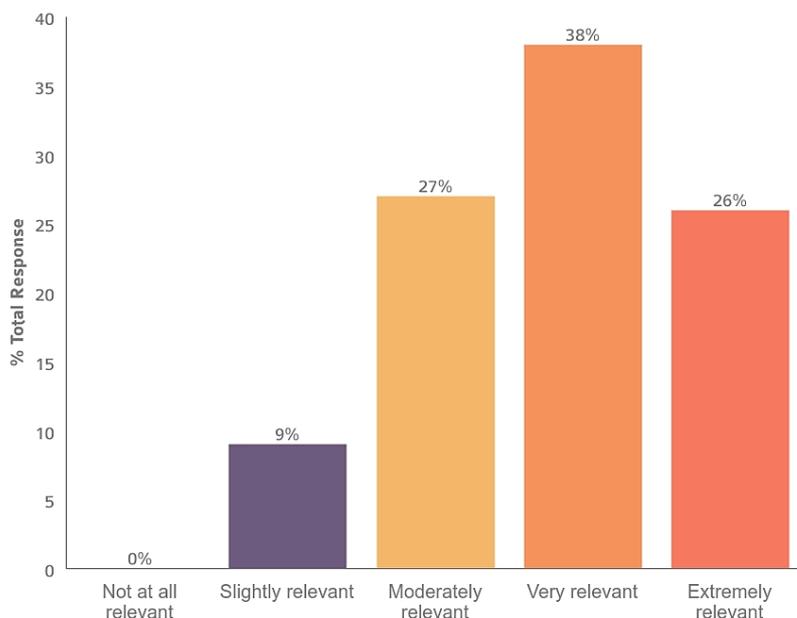


Figure 6. Degree of relevance rating of Loop and Loop Junior (n=119). Percentages are rounded.

Below is a curated list of ways that the usefulness, quality and degree of relevance of Loop/Loop Junior and its services can be improved.

- Provide a repository of resources
- Foster networking and creating teams
- Expand the focus of Loop beyond fall prevention
- Outline the services and features offered on Loop and Loop Junior (e.g. in a webinar or video)
- Improve information overload – reduce frequency of emails/newsletters
- Improve information underload – increase the length and depth of articles in newsletters, continue with email reminders to stay informed, host more webinars, provide more resources like the McMaster Optimal Aging Portal, and provide program development content, implementation models, examples of how information is being put into practice
- Improve webinar timing
- Provide consistent messaging across platform
- Enable easier navigation of the site / how-to
- Provide information that is current and applicable

Many respondents noted that Loop and Loop Junior are a much-needed service with content that is of good quality and is useful, valuable and relevant. They keep members up to date with the latest developments in fall prevention. There was mention that respondents were not familiar with or hadn't used certain features but were eager to begin using these features.

I'm a relatively new user and have found Loop to be extremely useful and of high quality. It is my 'go-to' site at this point when I am seeking topic specific information.

- CoP member

Barriers to Using Loop and Loop Junior

Respondents were asked what factors, if any, make it difficult to participate in Loop and/or Loop Junior.

Over half of respondents cited lack of time or resources as a factor that makes it difficult to participate. Almost a quarter of respondents noted that they do not find it difficult to participate in the platforms (Figure 7).

If a respondent selected that the content offered was not relevant to their information needs, they were asked to specify the fall prevention content that would be relevant. Responses are outlined below.

- Fall prevention and dementia
- Error-less learning as a strategy that can be used with older adults with cognitive impairment
- Technological supports as opposed to processes and procedural treatment options
- Fall prevention program examples for rural locations
- Safe approaches to risky play at home, school and in the community and fall prevention implications
- Successful approaches to general community information events not held in a health care setting including audience, advertising and content/presentation

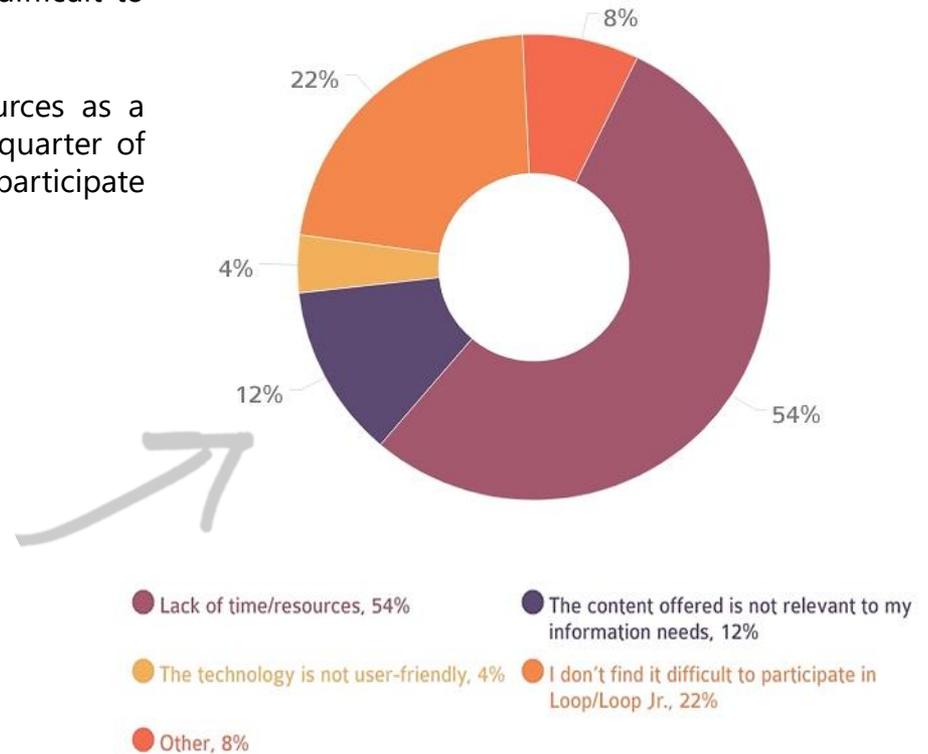


Figure 7. Factors that make participating in Loop/Loop Junior difficult (n=139). Percentages are rounded.

Respondents were asked to select their preferred method of getting help when using Loop/Loop Junior. Over 40 percent of respondents indicated that their preferred method of getting help was through written instruction. One third of respondents selected orientation and tutorial video and 20 percent identified requiring direct support.

Implementation Supports

Most respondents indicated that they would be likely (39 percent) or very likely (26 percent) to use implementation support services if it were made available on Loop.

When asked to identify the specific content of interest that they require support with, tools for implementation was cited as the content of most interest by respondents (Table 1).

Table 1. Implementation support content of interest selected by respondents (n=399). Percentages are rounded.

Content of Interest	Percentage of Total Responses
Tools for implementation	21%
Theories, models, frameworks of effective implementation	16%
Sustainability	15%
Readiness and motivation for change	13%
Leadership and implementation	11%
Plan Do Study Act and quality improvement	11%
Implementation teams	7%
Fidelity and adaptation	5%
Other	2%

Final Comments

Many respondents took the time to express their gratitude for the CoPs and their intent to use Loop/Loop Junior more frequently. Some also noted that the platforms are easy to navigate, have a good format, and is organized. With respect to content, it was expressed that the CoPs provide useful, quality and relevant fall prevention information, particularly around the webinars and knowledge centre that is offered "right to [members'] inboxes". It was also suggested that consistent messaging, expanding the focus, further improvements to access/navigation, and developing ways to break down silos and to work together should be adopted. Efforts to promote the platforms should be continued.

Needs Not Being Addressed

Respondents were asked if there is a specific need that is *not* being addressed through Loop or Loop Junior. Below is a curated list of responses.

- A way to better network with those working in the same sector
- More educational resources about how to prevent falls
- More topic-related information
- Fall Prevention toolkits
- Fall prevention resources for Indigenous, rural and remote communities
- Advancing thinking beyond raising awareness and knowledge among individuals
- Webinar follow ups – what is happening on this topic now?
- Easier access to and usability of Loop/Loop Junior

Some respondents mentioned that they are pleased with the services and supports offered. Some also noted that time is a large barrier and that they hope to devote more time to use it in the future. It was suggested that more marketing should be done to increase exposure of the CoPs.

Recommendations to Address Needs

1. Provide evidence-informed fall prevention best practices
2. Provide fall prevention toolkits and educational resources
3. Balance information overload and underload
4. Improve the functionality of Loop and Loop Junior (e.g. outline services and features, enhance navigation, etc.)
5. Encourage the provision of fall prevention resources for various sub-populations (i.e. children, rural and remote communities, Indigenous communities)
6. Provide implementation and evaluation supports along with examples
7. Foster supplying multilingual and Canada-wide fall prevention resources
8. Foster networking while breaking down silos
9. Encourage the provision of topic-related fall prevention information (e.g. dementia, nutrition, etc.)
10. Aid in supplying the latest fall prevention evidence (e.g. articles, data, statistics, etc.)

