

Study presentation & panel discussion

Development of the complexity of care for children & young people

WU

WIRTSCHAFTS
UNIVERSITÄT
WIEN VIENNA
UNIVERSITY OF
ECONOMICS
AND BUSINESS

Christian Schober

Julia Wögerbauer

Vienna, 28 January 2020

WU
VIENNA

KOMPETENZZENTRUM FÜR
NONPROFIT-ORGANISATIONEN
UND SOCIAL ENTREPRENEURSHIP

EFMD
EQUIS
ACCREDITED

ACCREDITED

ASSOCIATION
AMBA
ACCREDITED

1. Study presentation

- Initial situation
- Conception of complexity of care
- Methodical procedure
- Results

2. Panel Discussion

- Increasing complexity until the system tips over. What are the possible solutions?

Initial situation



Initial situation

"There are very complex issues at hand..."

"[T]he combination of several stress factors [complicates the care]..."

"It's all a lot more complicated now. Everything has to go faster, but takes longer..."

"In addition to the child's problems, almost all children in care now have several other aggravating and stressful factors..."



Diakonie 



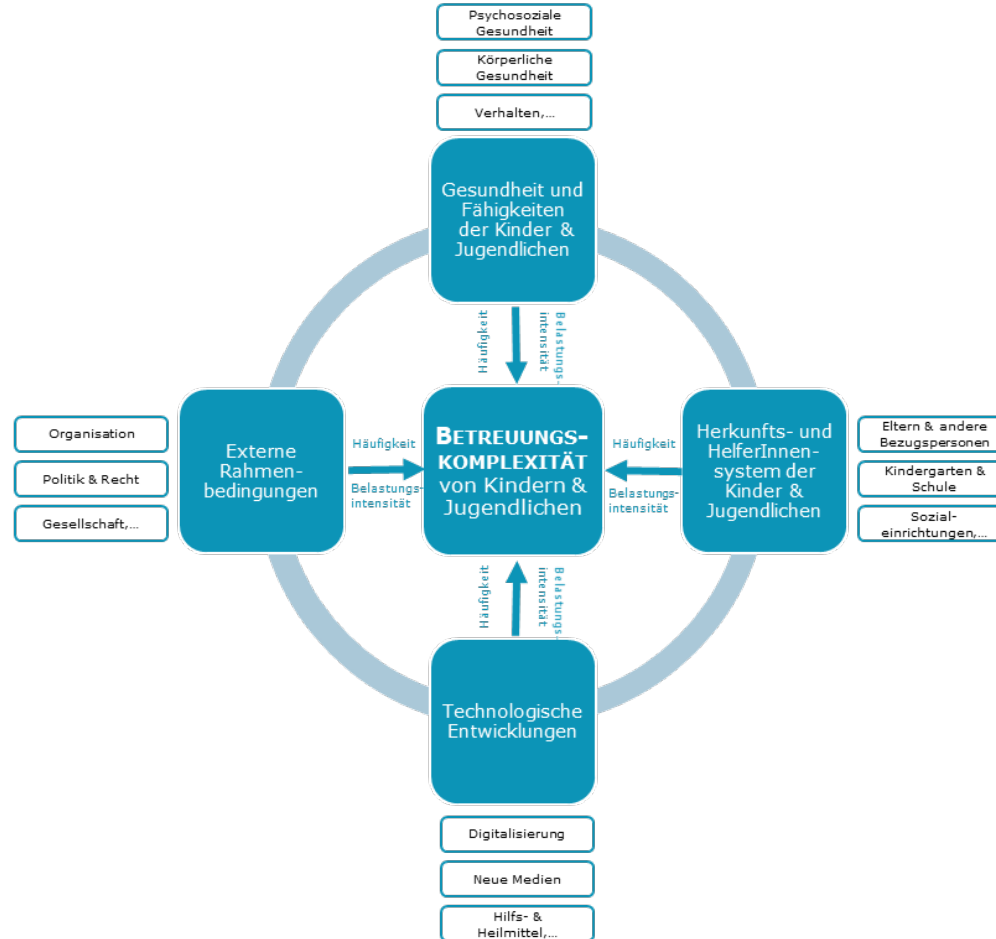
**Caritas
&Du**



Question

1. To what extent has the complexity of care for children and young people changed over the last 20 years?
2. What factors have increased the complexity of care for children and young people?

Conception of the complexity of care for children and young people



Methodical procedure

Survey design

- **Quantitative, retrospective survey**
 - ... of employees of NPOs in the children & youth sector who have been working in the field for at least 10 years
 - ... over three survey years: 1999, 2009 & 2019
 - ... about various influencing factors that represent a possible complication in the care or therapy of children and adolescents
two dimensions: frequency & intensity of stress
 - ... in autumn 2019

- **Sample**
 - 149 persons (from 8 NPOs: Caritas Vienna, Diakonie, SOS Kinderdorf, VKKJ, Vorarlberger Kinderdorf, Lebenshilfe Salzburg, Caritas Upper Austria, Volkshilfe Vienna)
 - Effective response rate: 29.2
 - Heterogeneous composition

Methodical procedure

Evaluation

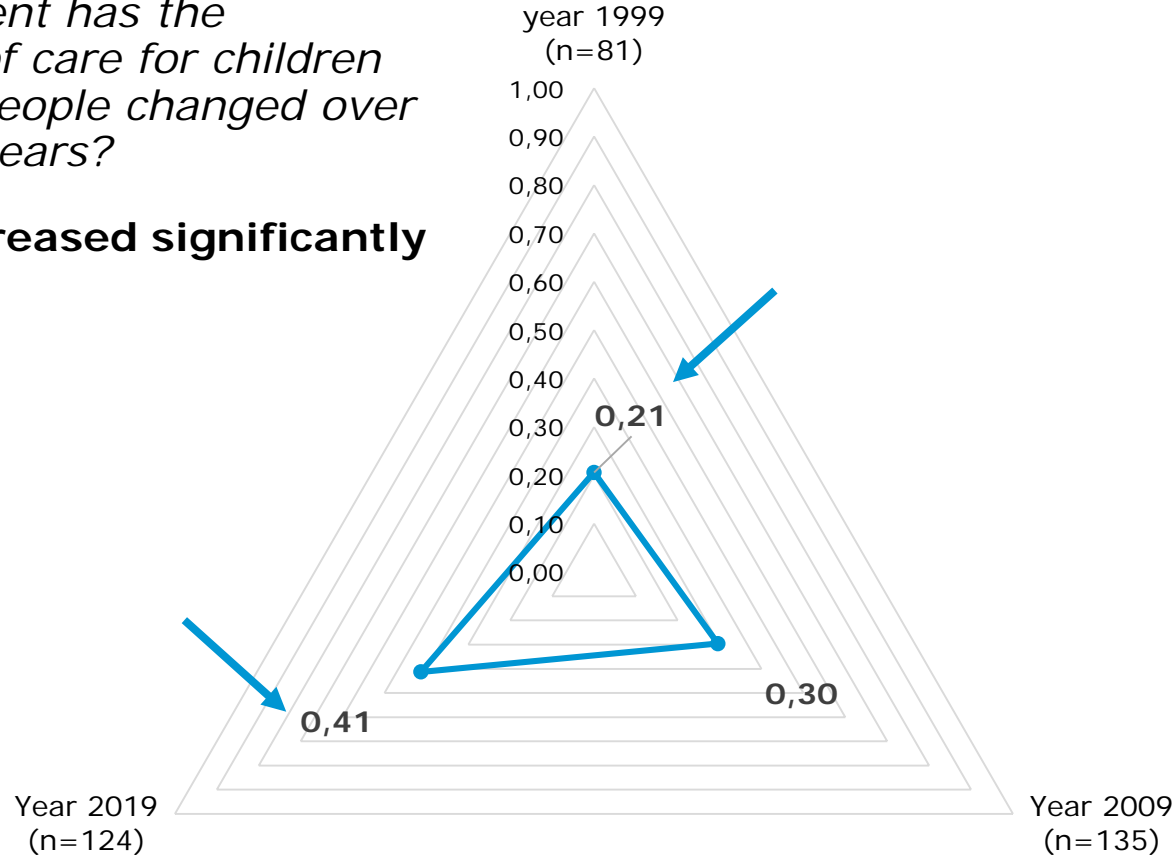
- **Analysis of the median**
 - for each influencing factor queried, each dimension (frequency, exposure intensity) and each survey year (1999, 2009, 2019)
- **(Inductive) analysis of the qualitative answers**
 - of 123 of the total 149 questionnaires (82.6%)
- **Frequency & Stress Intensity Index (FSI-I)**
 - links the **frequency of occurrence** of a situation with the **perceived burden**
 - Range: 0 to 1 (1 = highest load/complexity)
 - Calculation total & for several main & sub-factors
 - **If several influencing factors have increased in their FSI-I, the overall complexity of care is higher.**

Results

Complexity of care in the period 1999-2019

To what extent has the complexity of care for children and young people changed over the last 20 years?

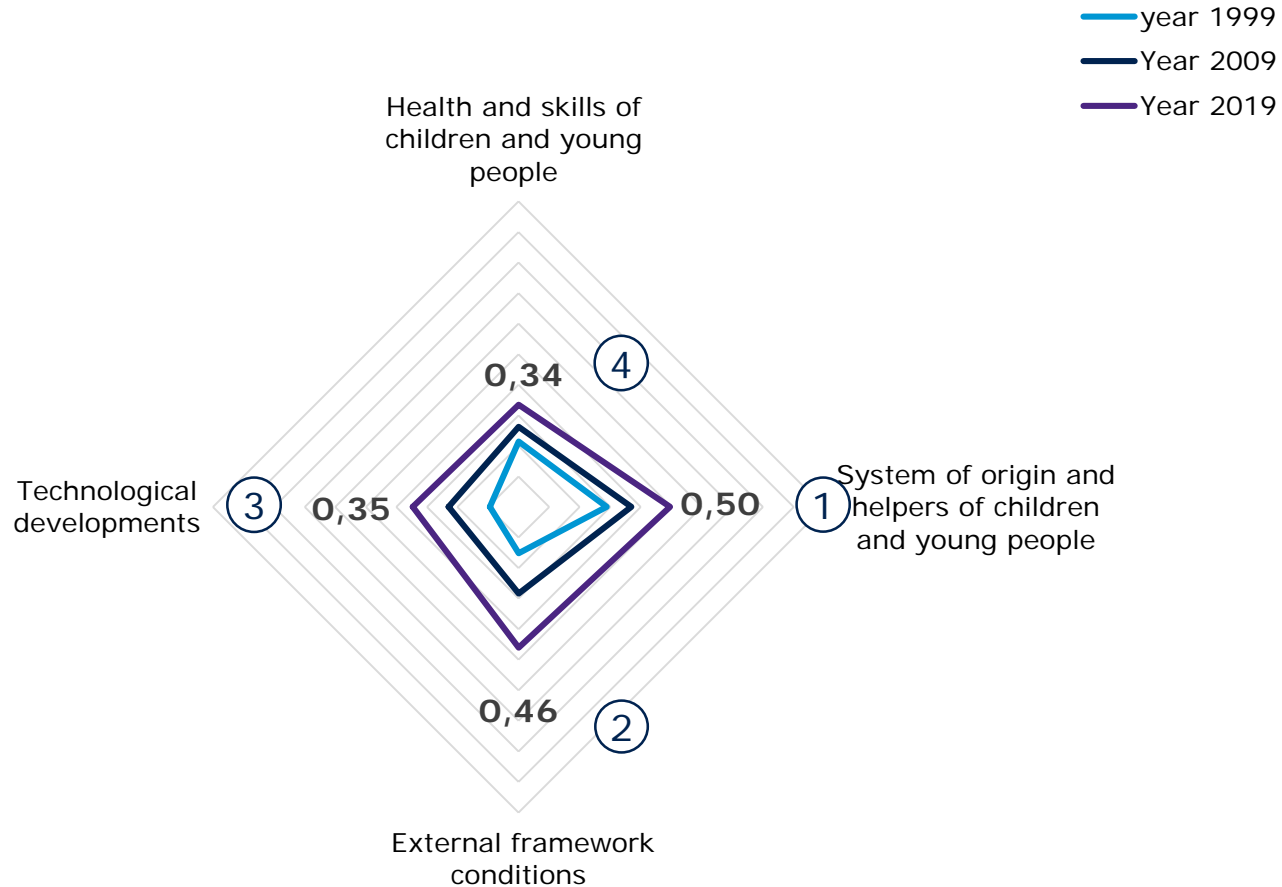
... it has increased significantly



Results

Main factors influencing complexity of care

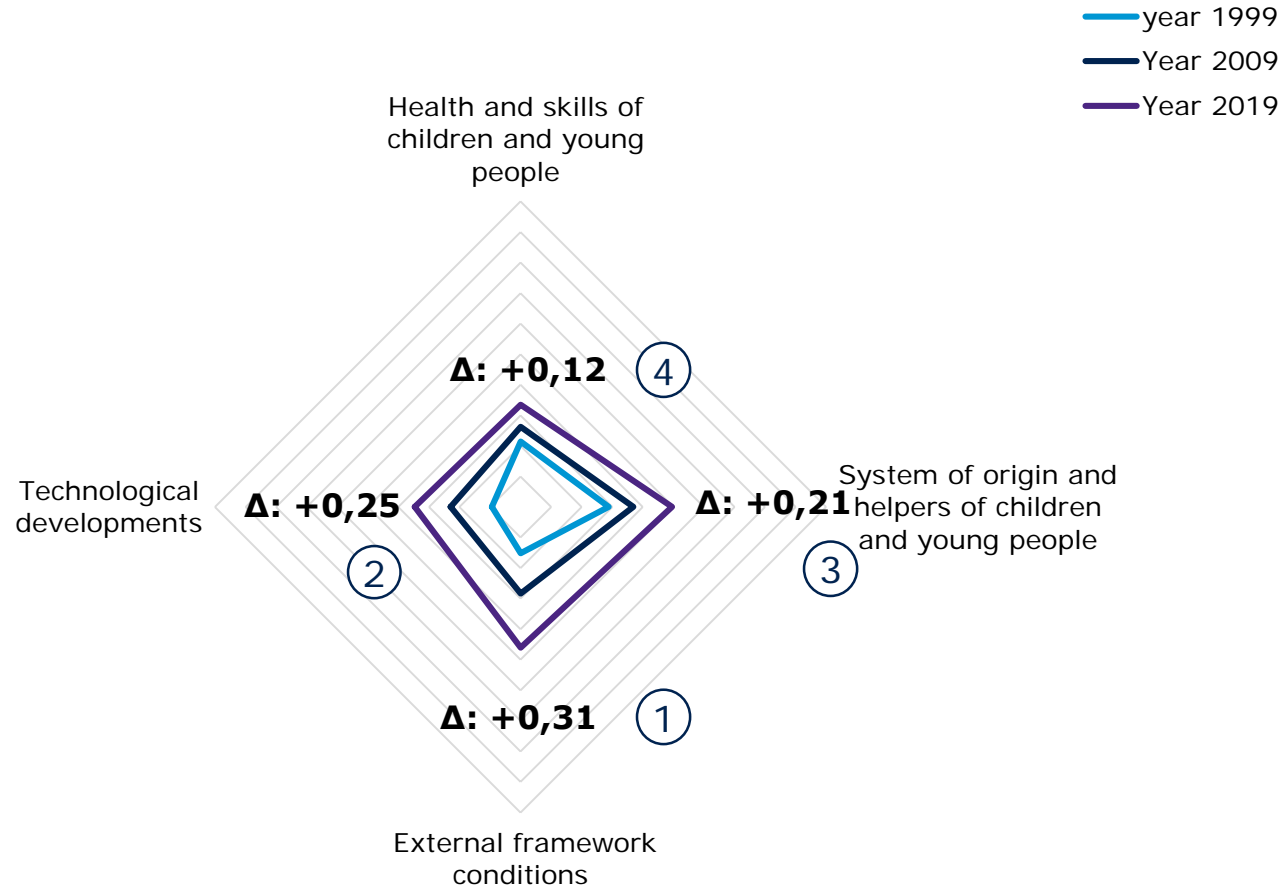
Year 2019



Results

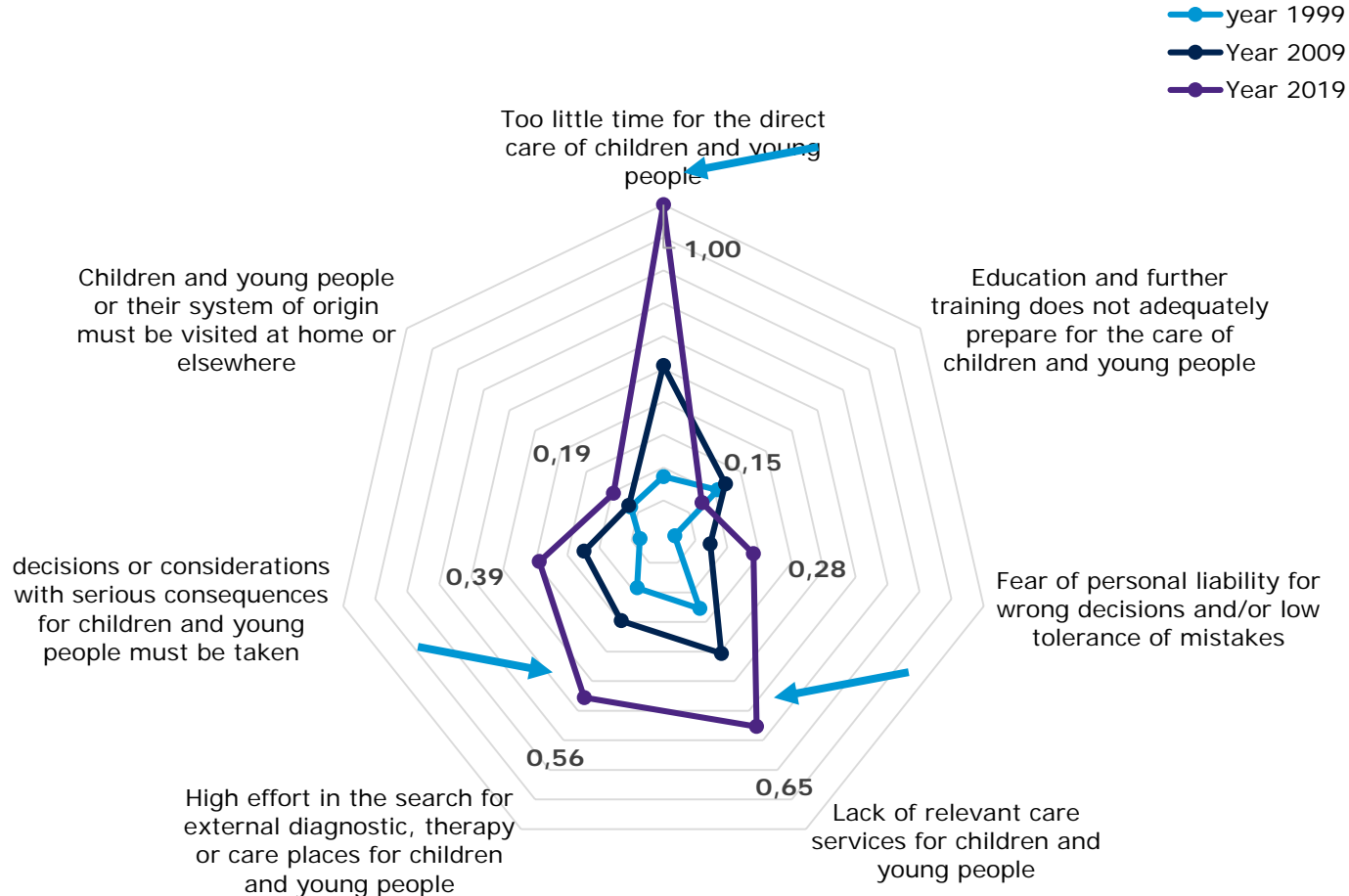
Main factors influencing complexity of care

Change in the period 1999 to 2019



Results

External framework (1999-2019)



Results

Technological developments (1999-2010)

Children and young people have not been taught the necessary skills in dealing with modern media

— year 1999
— Year 2009
— Year 2019

Financing the (technological) aids and remedies for children and young people with disabilities requires a great deal of organisational effort and/or is not possible

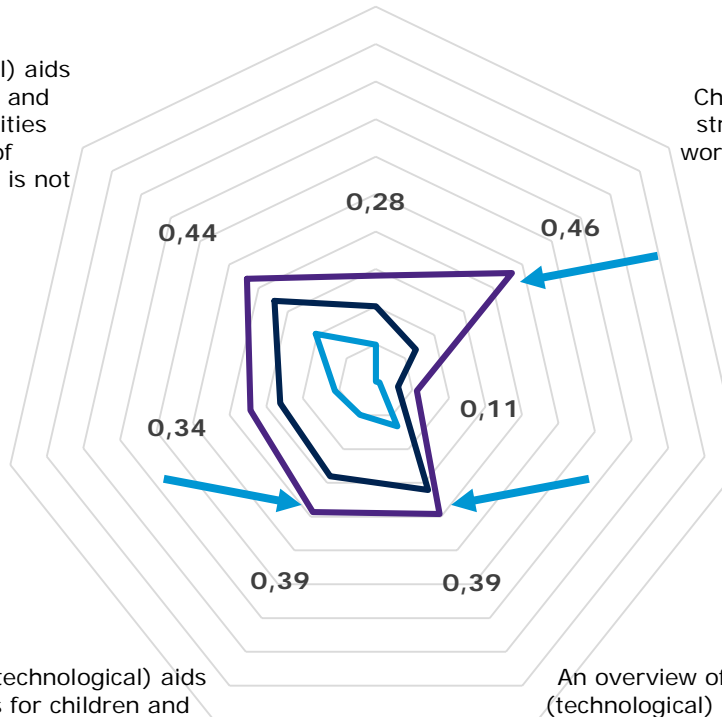
Children and young people are strongly at home in the digital world, which one must know and therefore communicate

Maintenance of (technological) aids and remedies for children and young people with disabilities requires a great deal of organisational effort

Use of supported communication (sign language, technical aids, etc.)

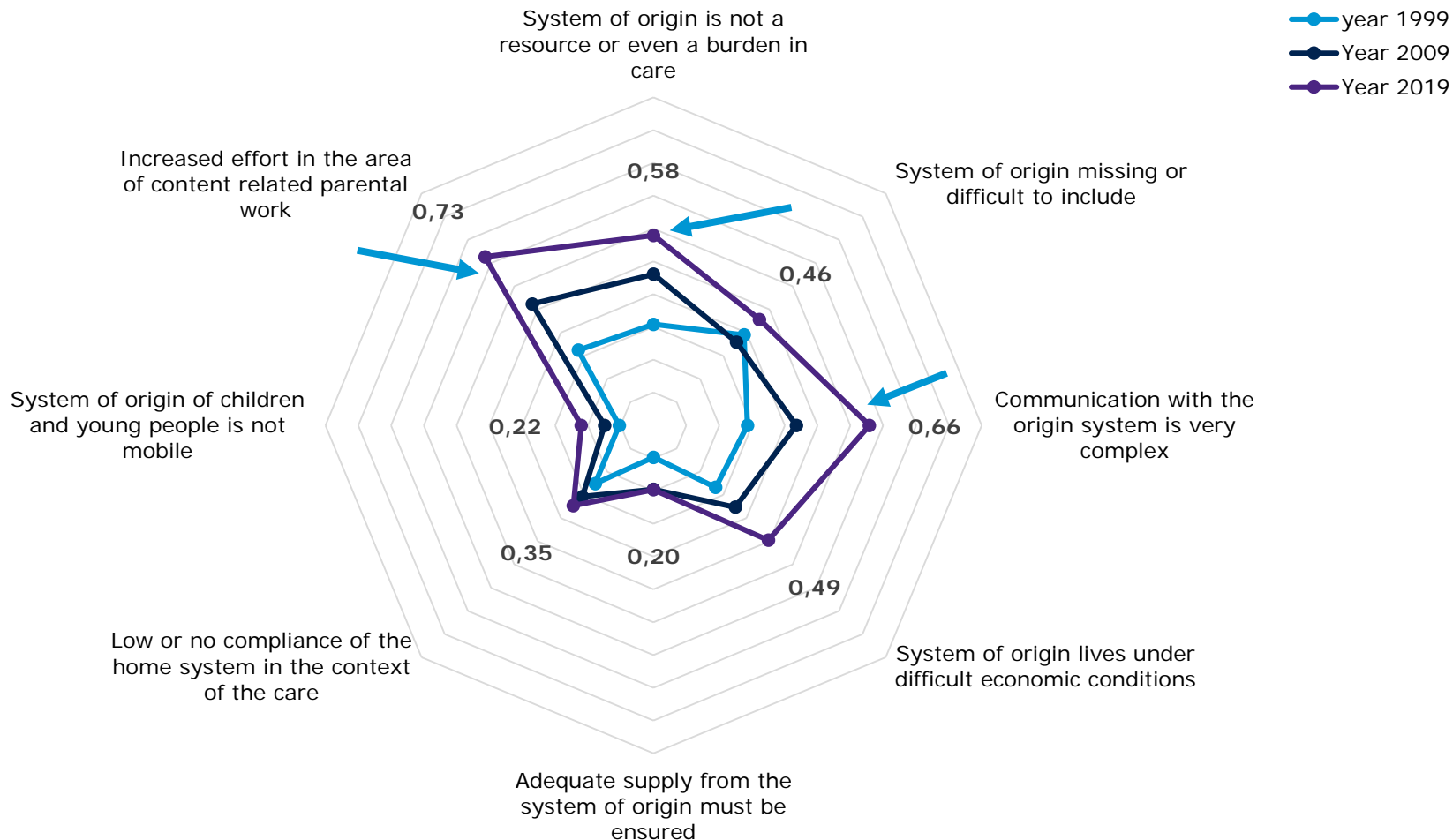
Handling the (technological) aids and remedies for children and young people with disabilities requires a high level of information and training

An overview of the multitude of (technological) aids and remedies for children and young people with disabilities must be maintained



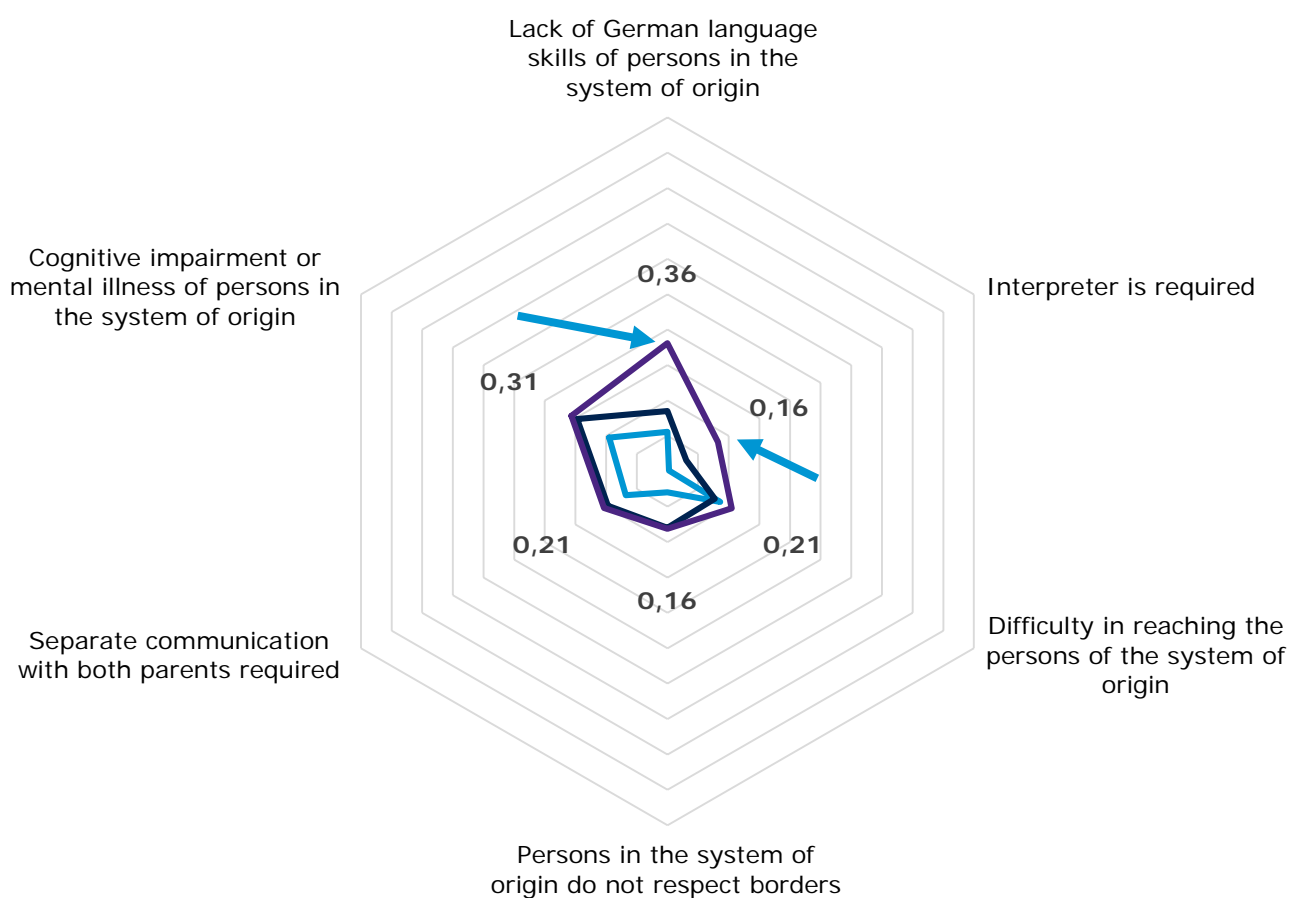
Results

System of origin of children & young people General overview (1999-2019)



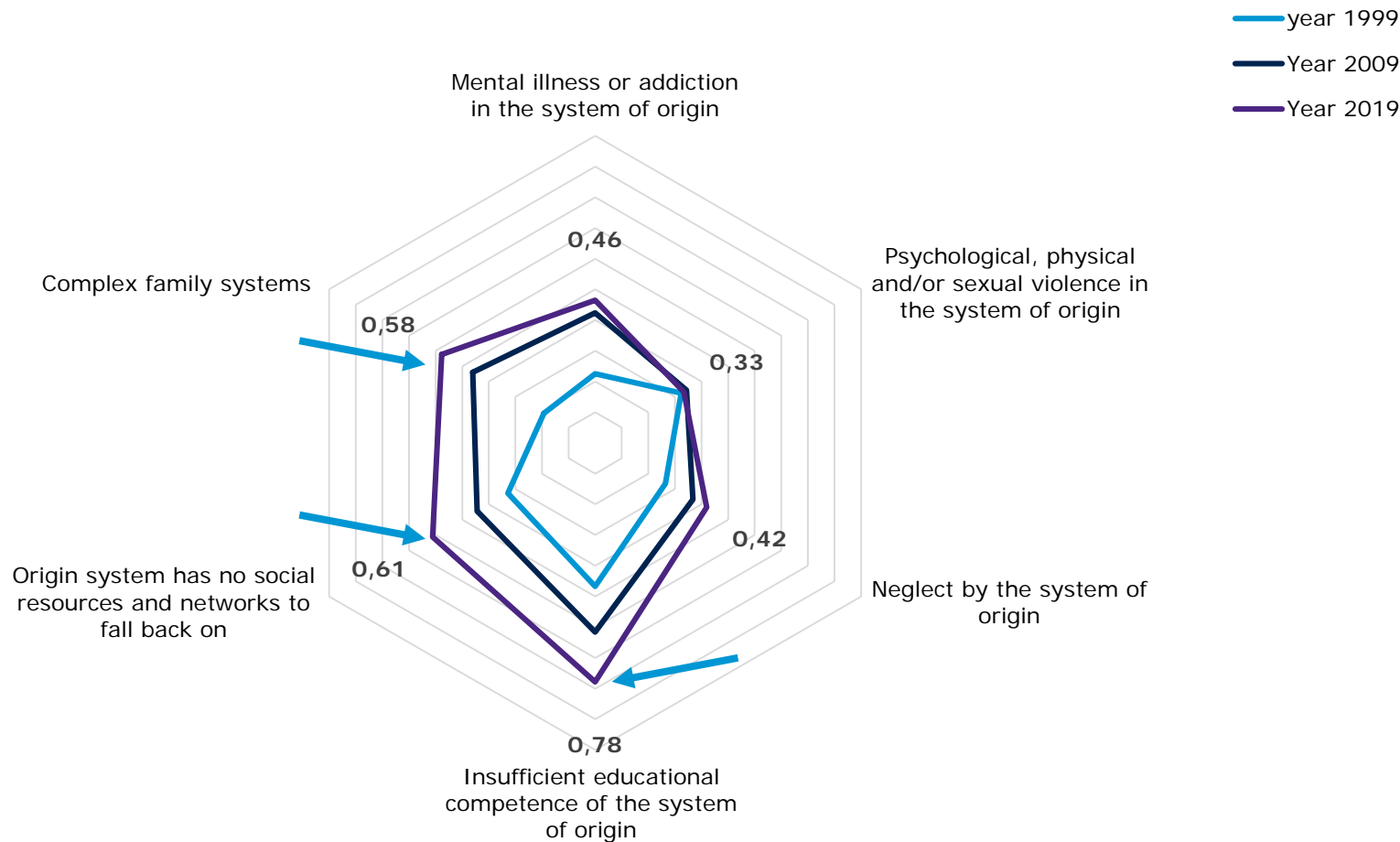
Results

System of origin of children & young people increased communication effort (1999-2019)



Results

System of origin of children & young people missing as a resource (1999-2019)



Results

System of origin of children & young people Missing (1999-2019)

Deaths of key individuals in the
system of origin

— year 1999

— Year 2009

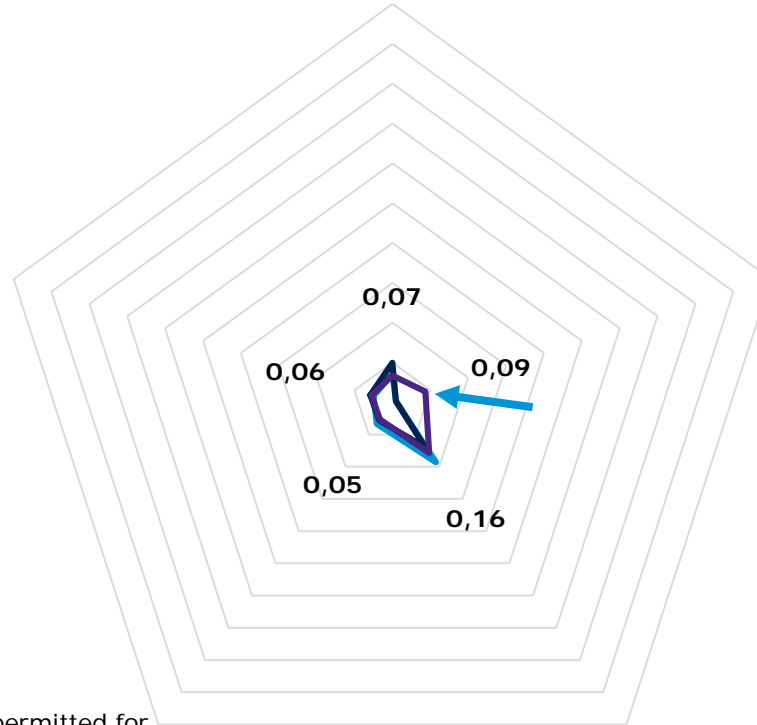
— Year 2019

Persons in the system of origin
are in prison or in long-term
therapy

Escape without reference
persons

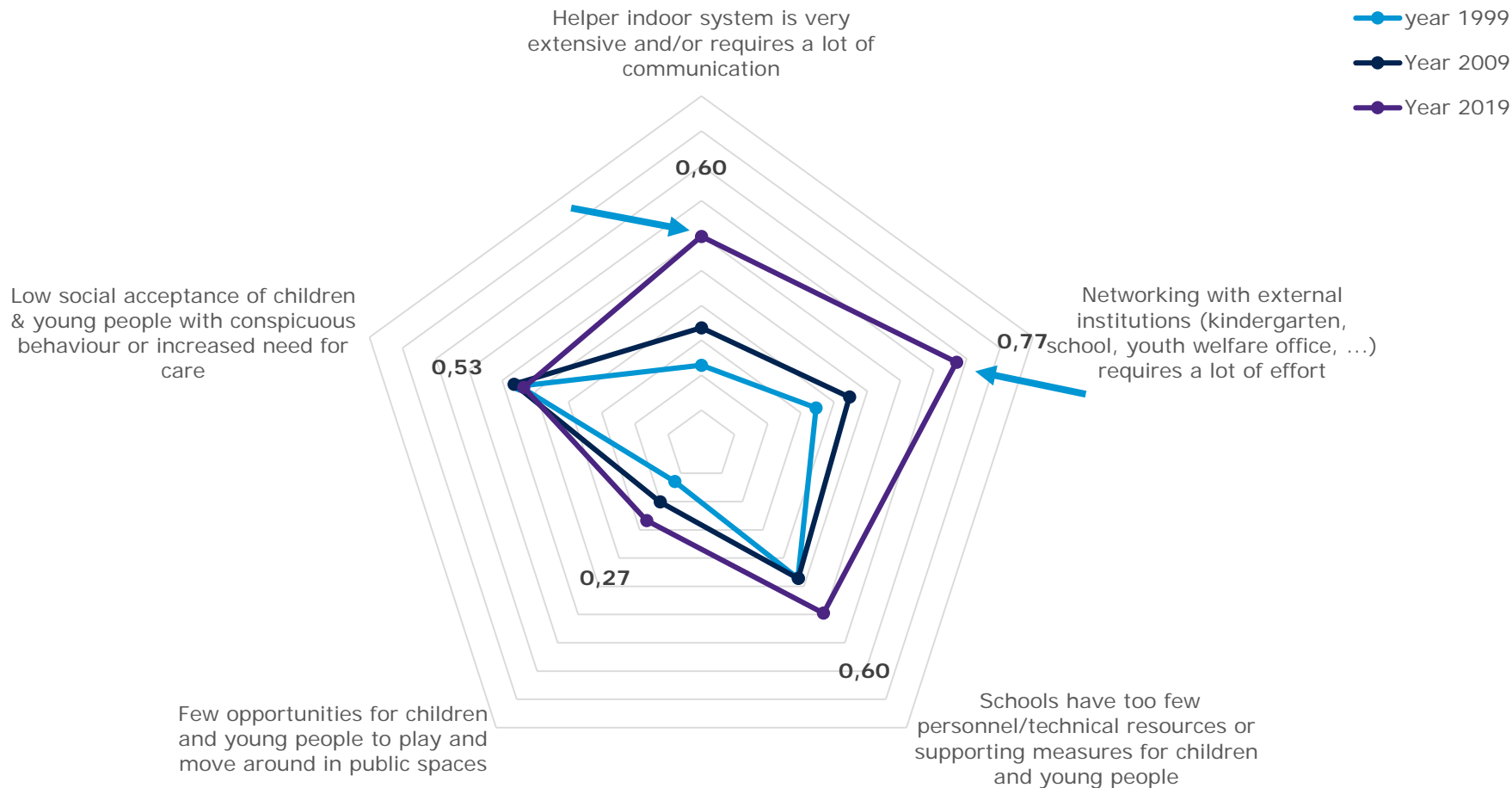
Contact is not permitted for
reasons of hazard

Contact is avoided or denied



Results

Helper system of the children & young people General overview (1999-2019)

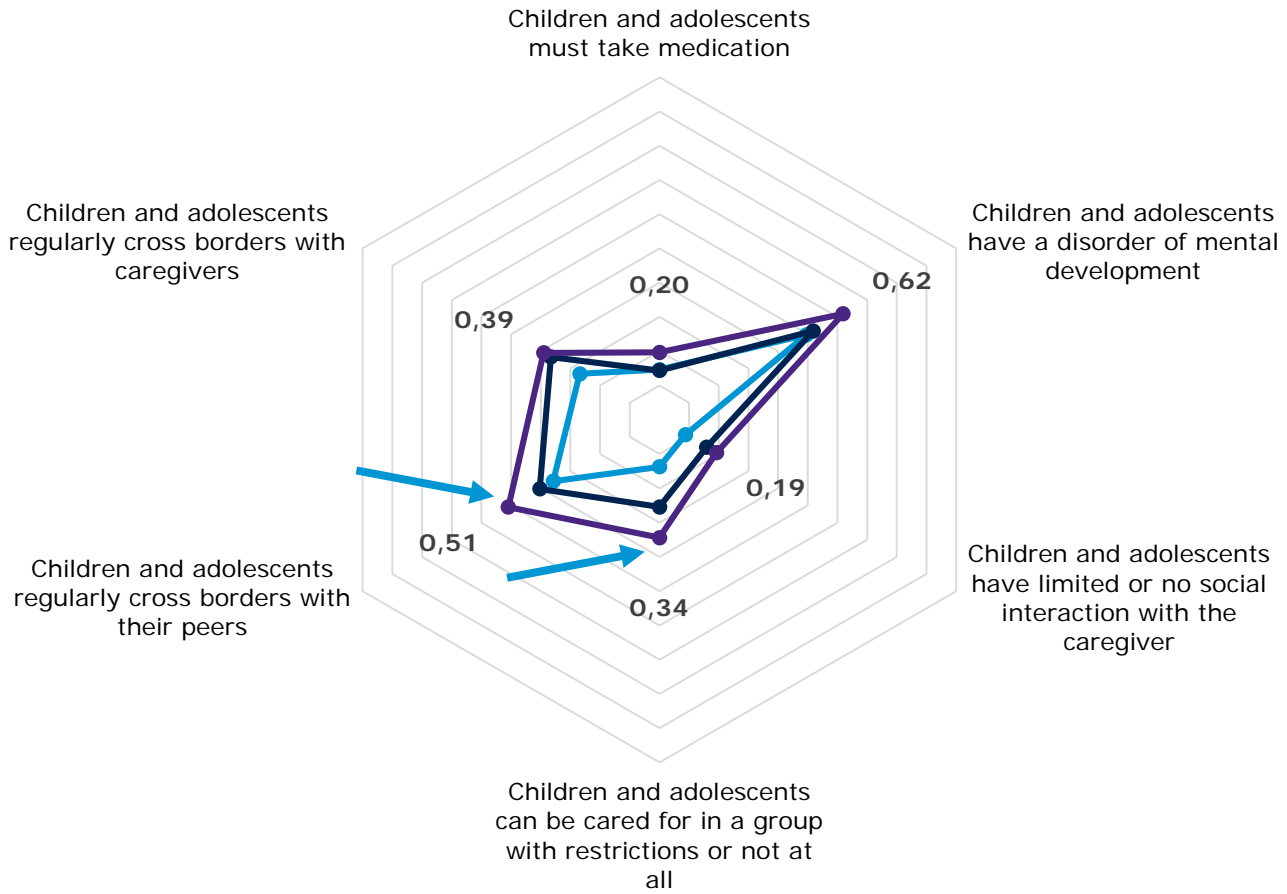


Results

Health & abilities of children & adolescents

Mental health & interpersonal aspects (1999-2019)

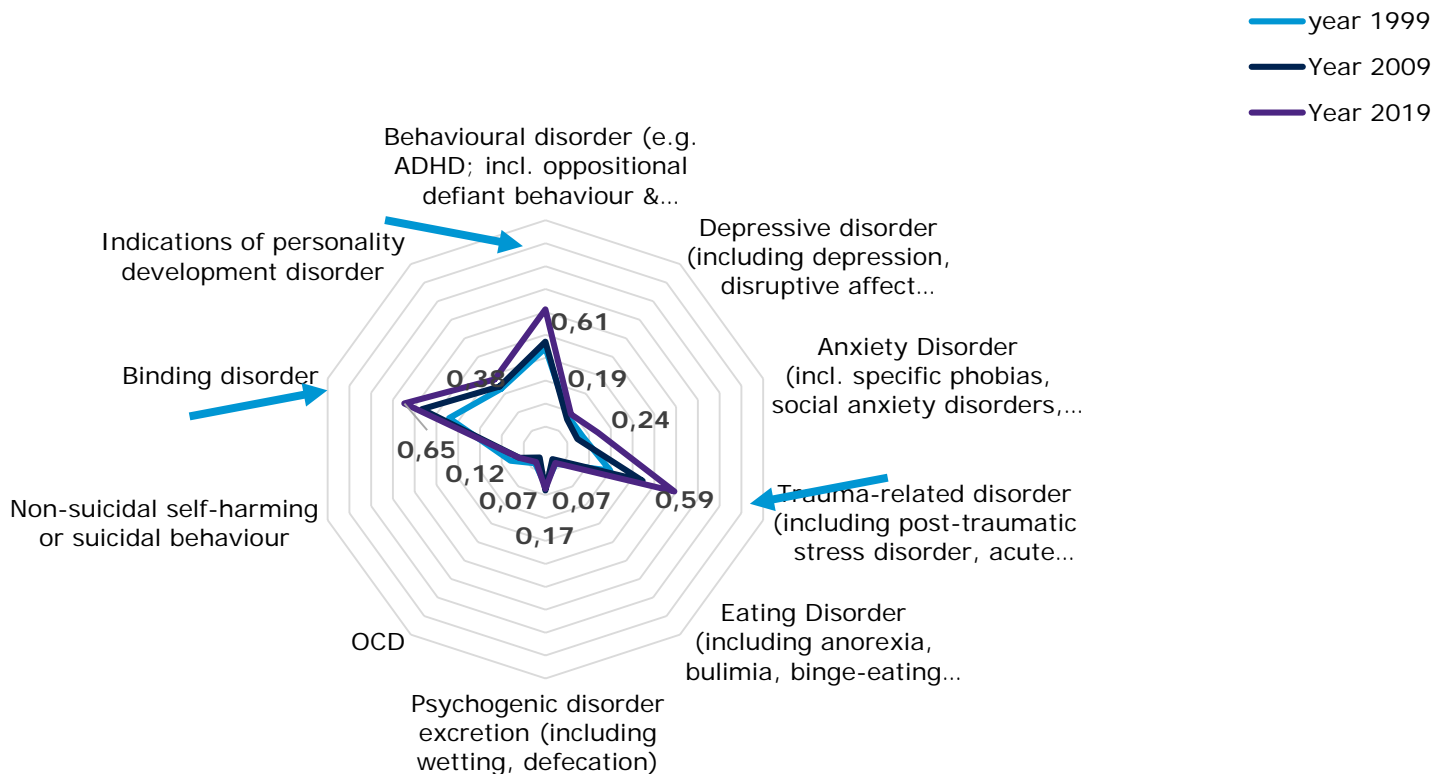
—●— year 1999
—●— Year 2009
—●— Year 2019



Results

Health & abilities of children & adolescents

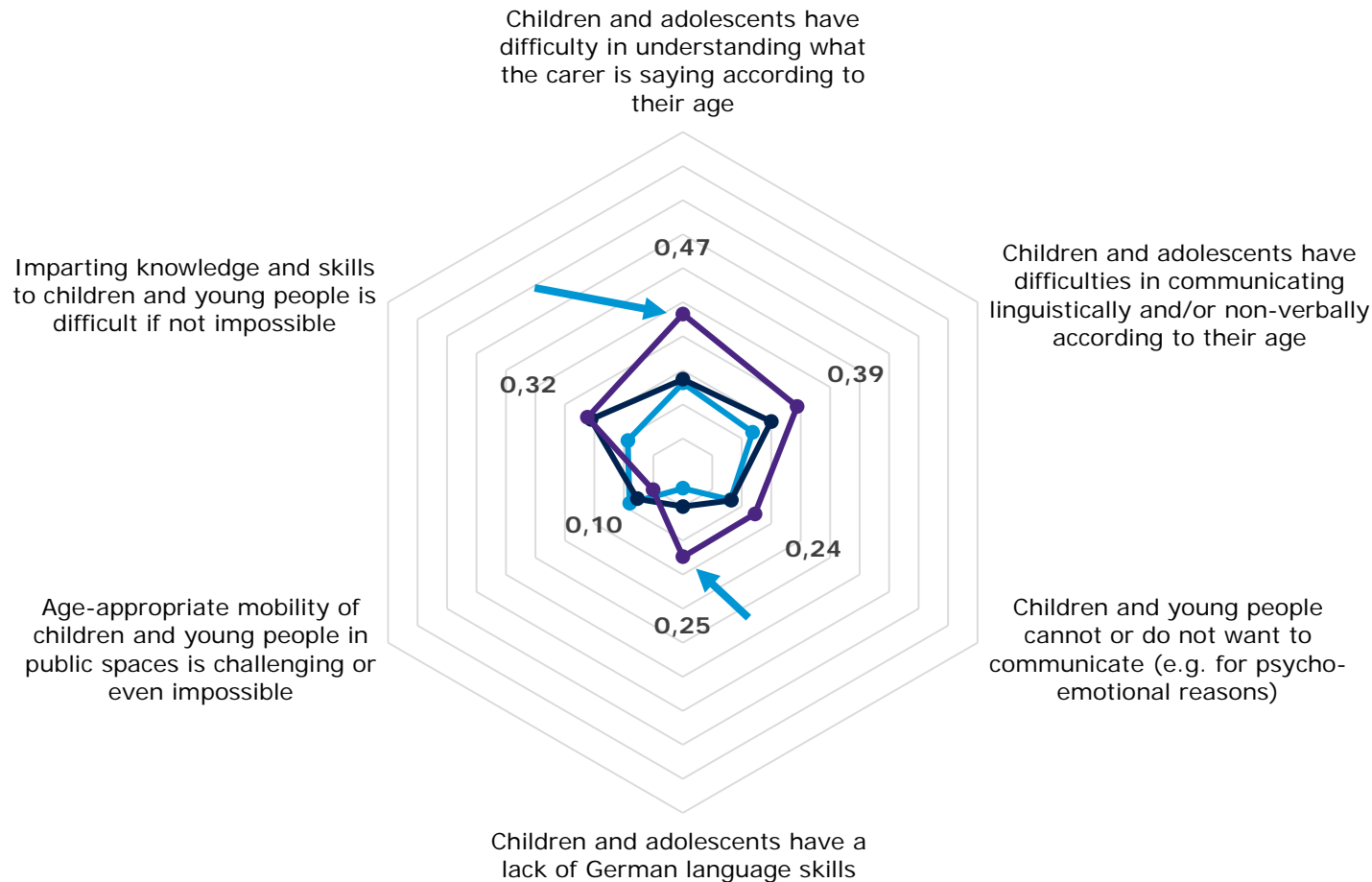
Mental health disorders (1999-2019)



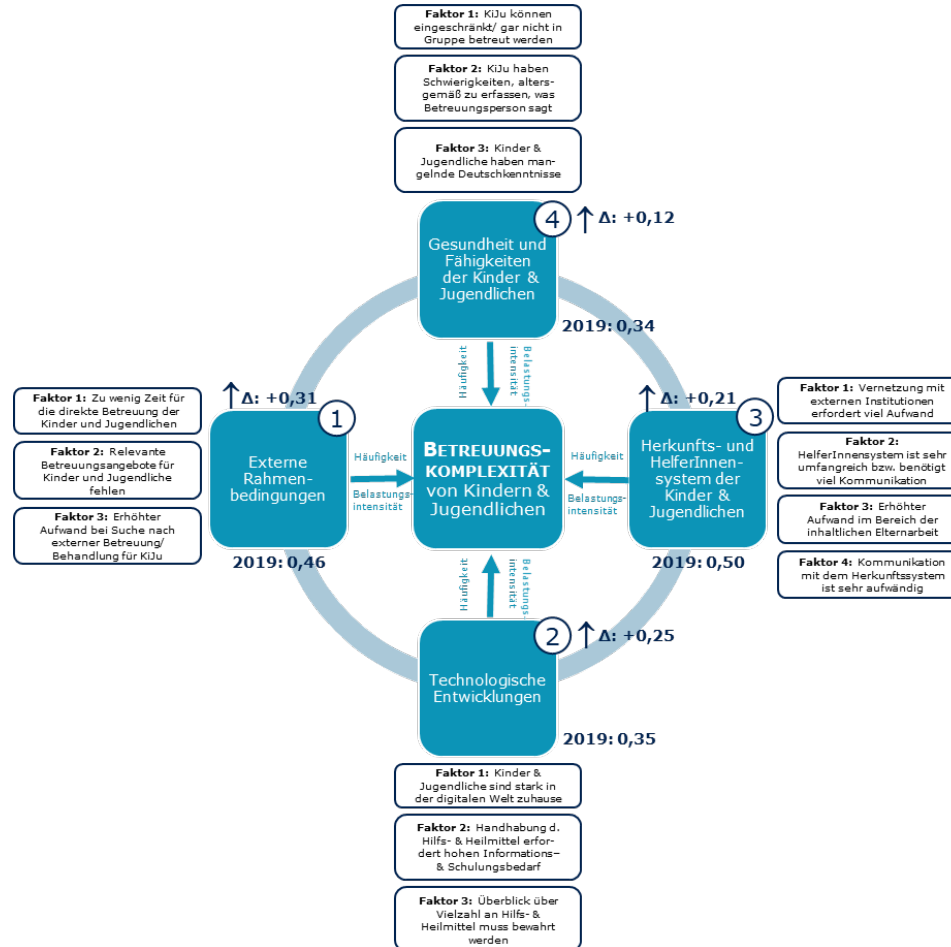
Results

Health & abilities of children & adolescents

Communication, mobility, learning (1999-2019)



Conclusion



The subjectively perceived complexity of care for children and adolescents increased significantly between 1999 and 2019.

- Children & adolescents are per se the "least" stress factor
 - The main stress factors have a lot to do with the increased time spent away from direct work with children and young people:
 - Networking and parental work, communication with the system of origin and helpers,
 - Missing care/therapy offers & resulting search effort,
 - Digital worlds of children and young people,...
- **Solution:**
- Better regional availability of adequate offers?
 - More staff & better ratio carer-person in care?
 - Give more consideration to working with the Heritage & Helpers System in resource planning?



VIENNA UNIVERSITY OF
ECONOMICS AND BUSINESS

**Competence Centre for Nonprofit
Organisations and Social Entrepreneurship**

Welthandelsplatz 1, Building D2, 3rd floor,
1020 Vienna

Dr. Christian Grünhaus

SCIENTIFIC DIRECTOR
SENIOR RESEARCHER

T +43-1-313 36-5888
christian.gruenhaus@wu.ac.at
www.wu.ac.at



VIENNA UNIVERSITY OF
ECONOMICS AND BUSINESS

**Competence Centre for Nonprofit
Organisations and Social Entrepreneurship**

Welthandelsplatz 1, Building D2, 3rd floor,
1020 Vienna

Julia Wögerbauer, MA

RESEARCHER

T +43-1-313 36-6258
julia.woegerbauer@wu.ac.at
www.wu.ac.at