



Making the Rounds

Up-to-date news on Model of Care



Home Care Showcase moving forward

The PEI Home Care Program was chosen as a Model of Care Showcase Unit in Summerside. This Showcase Unit is one aspect of the Home Care Project which is working on of the overall development and strengthening of the Home Care program across Prince Edward Island. Home Care managers and staff understand firsthand how important their role is in the PEI Health System and are excited to be a part of the initiative that will help Islanders receive care in a timely and efficient way. Prince Edward Island's health system faces serious challenges to its sustainability with an aging population, increasing demands for services and health human resource shortages. It is also widely accepted that individuals want to stay in their homes as long as possible. There are significant opportunities for Home Care to help in addressing these issues and to improve the quality and availability of care in the home and community.



Seen here are Home Care RNs and LPNs meeting in Summerside to discuss the caseload for the week.

The staffing component is a large part of the Home Care Showcase. The role of Licensed Practical Nurses was not part of delivering Home Care services, until now. Four Licensed Practical Nurses have been hired as part of the Home Care Project, two in Summerside with the Show Case Unit and two in Charlottetown as part of the overall Project, and are currently being orientated and trained to the Home Care practices and processes and will be welcome members to the nursing team. The complete Home Care staffing mix will be explored including the roles of the LPNs, RNs, Home Support workers and all other service providers.

The Home Care Project will also initiate a complete review of business processes within Home Care including examining how things are done now and what could be done more efficiently. Data is being gathered and analyzed to get a snapshot of the current case load and to help determine baseline data, particularly with wait lists. A Provincial group has been established to develop consistent business practices for Home Care provincially such as standardized referral processes and request forms, intake assessments, planning and discharge, the use of ISM and documentation and record management processes. As part of this evolution, clients will be grouped according to a population perspective which will allow Home Care to determine service expectations, collect standardized data, and focuses efforts of the needs of the client. These client groupings include: end of life, acute care substitution, maintenance, long-term supportive care, and rehabilitation.



Seen here is the Home Care Liaison group who meets weekly in Summerside.

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Home Care continued....

Integration and collaboration is an important ingredient for the success of the Home Care Showcase and the Home care Project. A Liaison position for the Summerside Home Care Team has been developed and filled as one part of the Home Care project. This Home Care position will be based at the Prince County Hospital and will support Home Care clients that may come through the Emergency Department as well as inpatients in Medical / Surgery. This role will work closely with the Discharge Planner at PCH to help determine the most appropriate transition for the patient.



While the Showcase Unit is based in Summerside, all Home care Project initiatives are viewed with Provincial consideration. The change will be demonstrated in Summerside initially then will roll out to other parts of the Province. Home Care staff will be informed throughout the process and their input is valued as they know the clients and their needs best. For more information on the Home Care Showcase Unit, please contact Paula Caulier at 888-8440.

Learn from Nova Scotia

Nova Scotia held a two day conference on January 4 & 5 to review and prepare the way for the second phase of the implementation of Model of Care throughout their province. Attendance included all the Nova Scotia health directors and those leaders from the units involved in the next roll out. Participants also included individuals from sites implementing Model of Care in Ontario as well as attendees from Prince Edward Island. The two days provided a look at how Model of Care was implemented in Nova Scotia; the wins experienced as well as the challenges, and how they overcame them. The commitment to a patient-centered collaborative care model was evident at every level. The new Nova Scotia Deputy Minister spoke and stressed that, in spite of a recent change in government, that this work is critical and will continue to improve health care services for Nova Scotia residents. Sheila MacLeod, Unit 3, QEH; Pam Berrigan, Surgical/Restorative Unit, PCH; Evelyn Schaller and Faye Kingdon attended on behalf of PEI.

Education Update

As Model of Care comes closer to being implemented in Showcase Units around the Province, it is considered very important that all Showcase Unit RNs, LPNs, RCWs, allied staff and support workers receive education on Model of Care and the skills required to lead to its success. The Education Build Team developed the training plan which consists of several sessions.

- o **Day 1** will be focused on defining Model of Care and will provide an overview of the collaborative care model. It will also include a session from Doug Bungay of Nova Scotia who will provide insights about implementing Model of Care in Nova Scotia.

- o **Day 2** will be focused on communication, conflict management, stress management and teamwork.

Further details around times and locations will be coming out shortly.

Contact us anytime....



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Your input is important!

If you have questions, comments or suggestions about Model of Care or this newsletter, please discuss them with a leader at your site, or call Faye Kingdon, Project Manager, at 368-4581, or send an email to

healthinput@gov.pe.ca



Question?

If you have a question you would like answered, please send us your question to the contact information provided. We would appreciate knowing what is on your mind with Model of Care!