

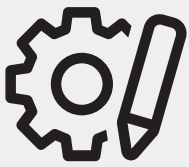
Community Health Services Focus Group: Home Health, Home Support & Community Outpatient Services

The purpose of this focus group is to create an open dialogue between home health and community physicians; discuss ways to provide optimal care in the community; and highlight areas to work on moving forward.

Topics Covered

Introduction to Community Resources
Communication Processes
COVID-19 Vaccines
Nursing Turnover
Emergency Access to Home Support
Pronouncing Death At Home
Caregiver Support Clinician
Advanced Care Planning
Medical Assistance in Dying

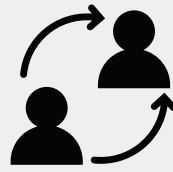
Provider Challenges or Concerns



Provide education to existing and new primary care providers about resources available in community



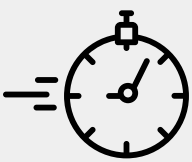
Inconsistent consult notes from CHN's + gaps in feedback loop for standalone rehab referrals



Unclear which patients are followed by Home Health and the referral process for vaccinating homebound non-Home Health clients



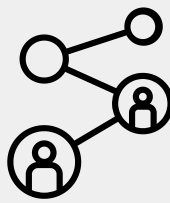
Feeling unsupported and unwilling to take on new frail/homebound patients due to high nursing turnover



A need for rapid response for patients needing access to home support



Improve process for pronouncing death at home for non-palliative patients



Improve dissemination of social worker role and how to make a referral



Unaware of process for faxing advanced care planning records to FHA



Difficult to find clear information on how to support patients interested in MAiD

Actions Implemented



Individualized and targeted approach with clinics + Scheduled check-in meetings w/ clinics CHN



Listing for Caregiver Support Clinician created on Pathways + dissemination of educational documents sent to RNiPs, CHNs and CHWs



A survey administered by Division identified providers prefer communication via *fax*, an *initial report* when patient is referred and *consult notes* when changes are made to patient's condition



Home Health faxed a list of patients who declined the vaccine to their provider for follow up



Ordered green sleeves and My Voice booklets for the Division to provide to clinics



Home Health team developed primary care communication tool for rehab teams



Division scheduled educational session on MAiD

Barriers

1

Virtual Division events aimed at introducing services were not personalized or interactive

2

Providers may have different opinions regarding best method of communication and what information is necessary to share

3

High nurse turnover rates among CHN's but remaining CHNs cannot increase capacity to take on patients

Ongoing or Future Work



Create videos on available supports and how to access the different services



Hold in-person events discussing available community resources and work completed



Standardize CHN communication



Incorporate provider feedback into primary care communication tools



Develop care pathway for dying at home



Staff engagement and support to improving staff retention



Improve process after hours contact and urgent nursing responses



Gather data on caregiver stress and develop caregiver stress assessment algorithm



Work with MAiD team to ensure MAiD information on Pathways is appropriate