

Home Health Meet & Greet Pilot: Spring 2021 Evaluation Summary

MEET & GREET GOALS (pilot phase):

1. To improve communication between Home Health nurses (CHNs) + the family practitioner (FPs)
2. That FPs would know who their Home Health CHN is.
3. That FPs would know the role of the CHN.
4. That FPs would know how to refer to Home Health.
5. That FPs and the CHN would know how best to communicate with one another (method).
6. That FPs and the CHN would know how often to communicate with one another (frequency).

EVALUATION SUMMARY:

Pilot Phase Duration: 6 months (March 2021 – August 2021)

Number of participating Community Health Nurses (CHNs): 3

Number of FP participants: 19

Number of Meet & Greets Held: 3 (March 2021)

Evaluation Method Used: Survey sent via email to FP participants

Number of evaluation responses submitted: 9/ 19 (response rate: 47.3%)

Remuneration for evaluation participants: Randomized draw for a \$100 Visa Gift Card

EVALUATION ASSUMPTIONS:

1. It was assumed by the project team that the participants would recall their subjective experiences with their Community Health Nurse (CHN) prior to the Meet & Greet sessions.
2. It was assumed by the project team that the participants would recall their subjective experiences during the Meet & Greet session.

EVALUATION FINDINGS:

- **89% of FPs did not know who their CHN was** before the Meet & Greet session.
- **67% of FPs indicated they still know who their CHN is** 6-months after the session.
- **78% of FPs indicated they now understand what the role of a CHN is** compared to 55% of FPs not knowing the role of the CHN before the Meet & Greet session was held.
- **89% of FPs indicated they now know how to refer to Home Health**, indicating a 22% improvement over pre-session knowledge of referral processes.
- **89% of FPs know who their Home Health patients are.** This is double the number of FPs who knew who their Home Health patients were before the Meet & Greets.
- **None of the FPs prior to the Meet & Greets indicated they had a positive relationship with their CHN**, indicating a primarily “neutral” or strong disagreement towards this relationship (67% neutral, 33% either disagree or strongly disagree)
- **56% of FPs indicate they either strongly agree or agree that their relationship with their CHN is now positive.** Only 33% of respondents indicated a neutral response.
- **78% of respondents felt neutral about both the method and frequency of communication** being had with their CHN prior to the Meet & Greets. This **improved to 78% and 67% of FPs** feeling happy with both the method and frequency of communication after the Meet & Greet sessions.

DETAILED RESULTS: Pre-Session vs. 6-Months Post-Session

1. I know what the role of the CHN was:

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	1 (11.1%)	3 (33.3%)
Agree	-	4 (44.4%)
Neutral	3 (33.3%)	2 (22.2%)
Disagree	5 (55.5%)	-
Strongly Disagree	-	-

2. I know who my CHN is:

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	1 (11.1%)	3 (33.3%)
Agree	-	3 (33.3%)
Neutral	-	2 (22.2%)
Disagree	6 (66.6%)	1 (11.1%)
Strongly Disagree	2 (22.2%)	-

3. I know who all of my Home Health patients are.

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	1 (11.1%)	3 (33.3%)
Agree	3 (33.3%)	5 (55.5%)
Neutral	-	-
Disagree	5 (55.5%)	1 (11.1)
Strongly Disagree	-	-

4. I know how to refer to Home Health

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	2 (22.2%)	4 (44.4%)
Agree	4 (44.4%)	4 (44.4%)
Neutral	1 (11.1%)	1 (11.1)
Disagree	2 (22.2%)	-
Strongly Disagree	-	-

5. I know how to contact my CHN.

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	1 (11.1%)	3 (33.3%)
Agree	3 (33.3%)	3 (33.3%)
Neutral	-	2 (22.2%)
Disagree	4 (44.4%)	1 (11.1%)
Strongly Disagree	1 (11.1%)	-

6. My CHN knows how to contact me

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	1 (11.1%)	4 (44.4%)
Agree	1 (11.1%)	4 (44.4%)
Neutral	3 (33.3%)	1 (11.1%)
Disagree	3 (33.3%)	-
Strongly Disagree	1 (11.1%)	-

7. I have a positive relationship with my CHN.

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	-	4 (44.4%)
Agree	-	1 (11.1%)
Neutral	6 (66.6%)	3 (33.3%)
Disagree	2 (22.2%)	1 (11.1%)
Strongly Disagree	1 (11.1%)	-

8. I am happy with the method of communication being used to share clinical information between Home Health and myself.

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	-	4 (44.4%)
Agree	1 (11.1%)	3 (33.3%)
Neutral	7 (77.7%)	2 (22.2%)
Disagree	1 (11.1%)	-
Strongly Disagree	-	-

9. I am happy with the frequency of communication about my Home Health patients between my CHN and myself.

	Pre-Session: Absolute/ Percentage	6-mos post-session: Absolute / Percentage
Strongly Agree	-	3 (33.3%)
Agree	-	3 (33.3%)
Neutral	7 (77.7%)	1 (11.1%)
Disagree	2 (22.2%)	1 (11.1%)
Strongly Disagree	-	1 (11.1%)

10. What was the most valuable part of the meet & greet sessions?

- Getting to put a face to the name.
- knowing services existed
- Meeting the CHN and learning how to contact them, and services home Health can provide
- Meeting the CHN and learning there role and how to communicate effectively with them
- Getting to know the CHN
- All was good
- Services being offered
- Personal introduction
- Learning about how home health works behind the scenes and what type of care they offer

11. Was there other information you expected to get out of the sessions but wasn't covered?

	Absolute	Percentage
No	9	100
Yes	-	0

12. Was the format of the meet & greet effective for learning?

	Absolute	Percentage
Yes	8	88.9%
No	1	11.1%

If no, please explain:

- It was a start but I had hoped for more to come out of it.

13. Do you have any suggestions for how to improve the Meet & Greet sessions?

	Absolute	Percentage
No	6	66.7%
Yes	3	33.3%

If yes, please explain:

- One on one would help establish rapport
- More often / follow-up



- In Person

14. Please add any additional thoughts, comments, or feedback:

- Home Health has been the most frustrating process for me. Each time we have an information session I feel positive but that doesn't translate into action. I did not get responses to my very polite text messages re patients and in one instance regarding a family member.(I must admit that he got good care but my messages were ignored). Referring directly to Home Health does produce results but so far my CHN connecting with me directly has never happened. I do not know now who that person is and I have stopped trying. I understand how busy it can get for them but these sessions promise so much and constantly under deliver, so I fail to see the purpose of this. It would be good to know how other docs feel. My clinic colleagues are just as frustrated as I am.
- good to have continued f/u from CHN, ie touching base quarterly.
- There was no follow up after the initial meeting and things again fizzled off