

Technology and Home Support: Keeping clients safe and responding to unscheduled needs

Presented by
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Overview

- ✓ Background
- ✓ Description – Purpose of This Presentation
- ✓ Types of Technologies Used
- ✓ Education of Community Health Workers
- ✓ Back-up Systems
- ✓ The CHW/Client/Family Experiences
- ✓ Implementation – A Powerful Partnership
- ✓ Overall Benefits
- ✓ Lessons Learned
- ✓ Key Messages

Background

Through a partnership of:-



Island Health



CareLink Advantage



Beacon Community
Services Home Support
Program



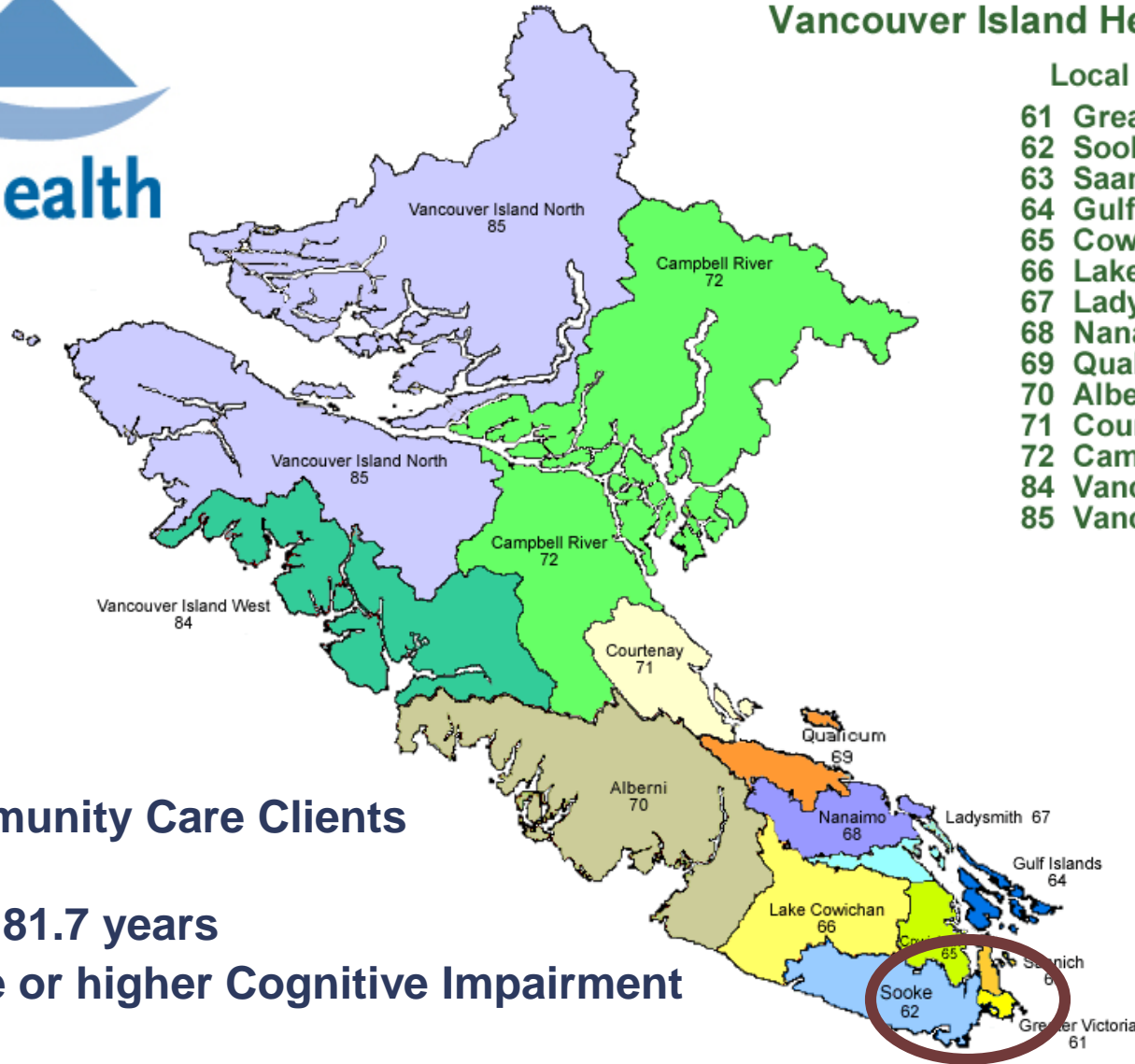
Use technology as part of the service
plan for Home Support Clients



Vancouver Island Health Authority

Local Health Areas (LHA)

- 61 Greater Victoria
- 62 Sooke
- 63 Saanich
- 64 Gulf Islands
- 65 Cowichan
- 66 Lake Cowichan
- 67 Ladysmith
- 68 Nanaimo
- 69 Qualicum
- 70 Alberni
- 71 Courtenay
- 72 Campbell River
- 84 Vancouver Island West
- 85 Vancouver Island North



Home & Community Care Clients
 (RAI-HC data)
Average Age: 81.7 years
23% Moderate or higher Cognitive Impairment
(3+ CPS)
30 % Moderate or higher ADL needs (6+ ADL Long)
54% MAPLe high or very high

Apr. 2005

Beacon Community Services

- Not-for-Profit Agency
- Governed by a Volunteer Board
- Over 40 programs
- Contracted Home Support Provider for Island Health
- Celebrating over 35 years in Home Support
- Mission: Helping People – Improving Lives



Beacon Community Services



The Home Support Program:

- Provides care to over 3000 clients living in the community
- Delivers approximately 3900 hours of care each day
- Employs over 900 dedicated staff working in geographic teams to serve our clients

CareLink Advantage



- A Canadian company
- Cost effective and proven powerful technology
- Assists seniors to live safely and independently in the community
- Provides safety and automated access to care 24 hours/day
- Improves quality of life for seniors
- Prevents Caregiver burnout
- Delays/eliminates the move to a higher level of care including Assisted Living and Long Term Care
- Leverages community care resources....increasing access to care across the community
- Has been added to the funded basket of services in some health districts across the country

Description: Purpose of This Presentation

To describe the collaborative work done by:
Island Health,
Beacon Community Services and
CareLink Advantage

- To use technology in Home Support care to clients
- Provide insights into the experience of the Community Health Worker and the Home Support Agency and provide recommendations for future use

Types of Technologies used

- Wrist/Neck Pendants with emergency call buttons used by client



Types of Technologies used

- Bed sensors



Types of Technologies used

- Door contacts



Types of Technologies used

- Cell phones to receive voice and/or text notifications



Implementation: A Powerful Partnership

- **Island Health Clinicians:**
 - selected appropriate clients
 - educates client and family about the monitoring systems and gets their consent
 - developed the service plan
- **CareLink Advantage Staff:**
 - installed the equipment
 - assisted with education
- **Beacon Managers, CHWs & Nurses:**
 - educated CHWs and back up staff
 - implemented the technology
 - monitored call logs and alerts
 - identified and worked at troubleshooting issues

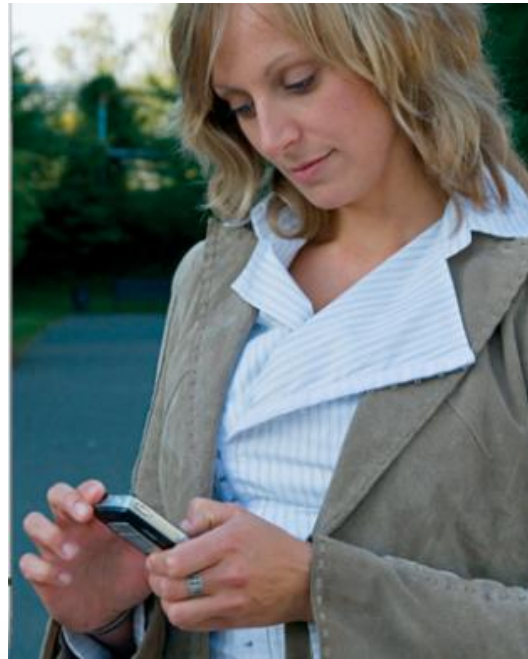


Adding Technology to a Client Service Plan

- Case Manager determines client needs
- Case Manager determines how technology can help address the needs (goals)
- Case Manager orders appropriate types of technology as part of the client service plan
 - e.g. Client is a wandering risk → Door Sensor
 - Client is a falls risk → Bed Sensor
 - Client has PRN needs → Emergency call button

Education of Community Health Workers

- How the technology works
- How to access computerized voice and text alerts
- Understanding the CareLink messages and the response plan



Education of Community Health Workers (cont'd)

- Notification system
- Managing the alerts on a busy day
- Prioritizing client needs
- Partnering with the client
- Setting expectations



Back Up Systems

“Focus of back up system is to ensure worker and client safety”



The CHW Experience (Cont'd)

- Challenging when CHWs are working alone and more than one client requires attention at the same time
- It's helpful to have a way to respond to a client to ask what is needed and to inform them when the CHW will arrive at their room
- CHWs are able to have their eyes on their clients without physically being present
- Must select the right type of technology to meet the intended goal

The Client/Family Experience

- Technology provided peace of mind to families
- Some families were wary at first but became more confident about using technology
- Client was less agitated - gave them back their dignity and privacy
- Families could log in to see the activity of the client
- Client could stay at home longer
- Helped families make the decision to move their loved one to a higher level of care – they had a clear picture of the client's needs; they had exhausted all options

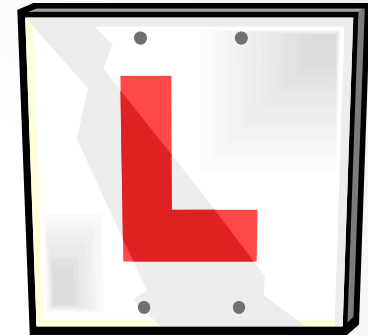




Overall Benefits

- ✓ Enhanced Client Safety (24/7)
- ✓ Improved Quality of Care
- ✓ Client - centred Service Plans
- ✓ Excellent support from vendor
- ✓ Economic Benefits:
 - ✓ reduced home support
 - ✓ delayed admission to residential care
 - ✓ facilitated discharge from hospital
 - ✓ clients are able to “share CHWs” so decreased cost of care

Lessons Learned

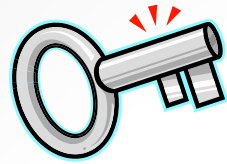


- Need a backup plan for safety
- Establish selection criteria for CHWs
- Good communication is essential
- Families/Clients must feel secure with the technology
- Carefully select clients
- Cannot assume that all CHWs are comfortable using cell phones and texting
- A need for shared service schedule planned in advance
- Service delivery is more effective and efficient with added technology
- Adding technology to existing service plan is relatively simple

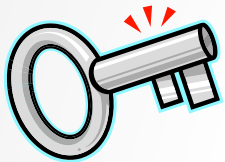
Lessons Learned (cont'd)

- Staff training is necessary but time consuming:
provide ample time for training staff
- Cell phone model should be easy to use
- Customizable messages would be an asset
- Care can be less intrusive
- Using technology can prevent clients from having to move to next level of care

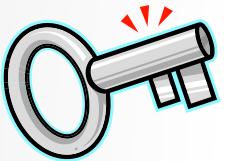




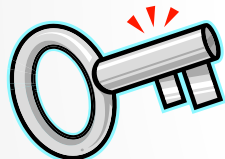
Key Messages



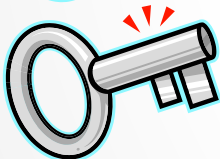
Technology in Home Care – It Works !!



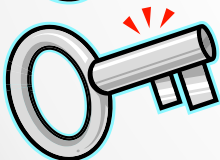
We need to shift the way we deliver Home Support Services



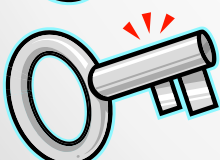
Be Creative!



Try new things



Another tool to add to the Service Plan



Start Somewhere!



QUESTIONS ???



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