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**Early Experiences with
Planning and Operationalizing an
Innovative Needs-Based Home Care Agency In BC**

Presented by
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Care At Home Services**

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Agenda



Planning & Research

Phase 1

Sept-Oct 13

- Industry landscape
- What do seniors need?
- What do they get?
- Where are the gaps?

Model Development

Phase 2

Oct - Dec 13

- Programs & services to address client needs & gaps
- Infrastructure
- Innovations
- Interdisciplinary team

Launch: Go Live

Phase 3

Jan 14

- Operationalizing the model
- Test and tweak

Evaluation

Phase 4

Ongoing

- Evaluate and improve the model
- Early experiences



Planning & Research: Industry Landscape



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Demographics



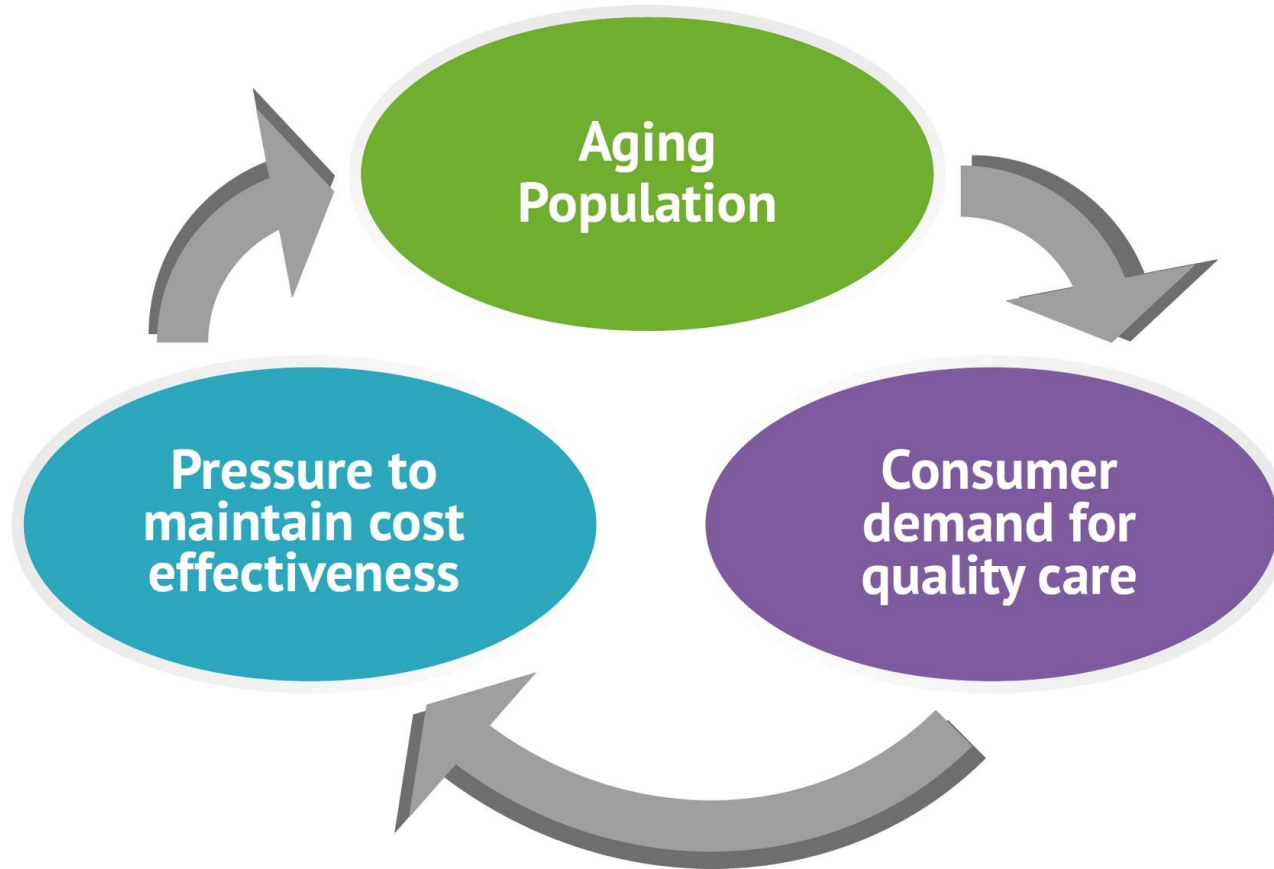
By the year **2036**,
25% of the Canadian
population will be
65 or older



Source: Canadian Institute for Health Information, 2012

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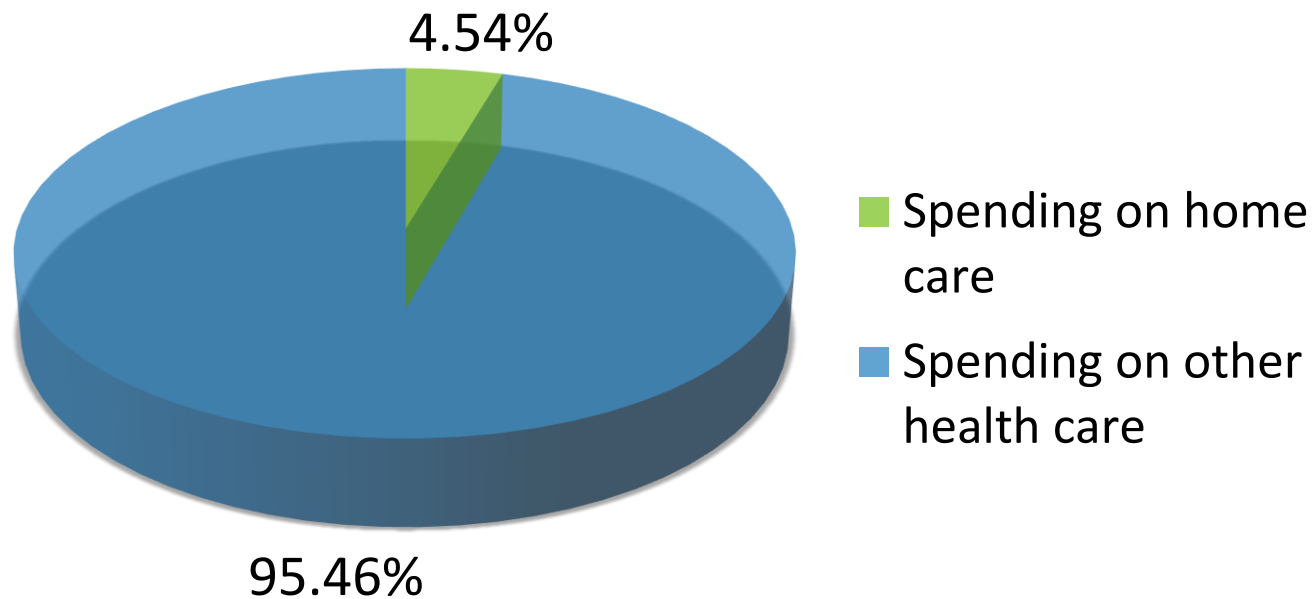
The Predicament



The Reality



Health Care Spending



Source: Canadian Institute for Health Information, 2012

Other Challenges



- Shortage of trained staff
- Informal Caregivers
- Wait times (ER)
- Transitional care
- Medication safety
- Self Care Management of chronic conditions



Planning & Research: The Need

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What Do Seniors Want?

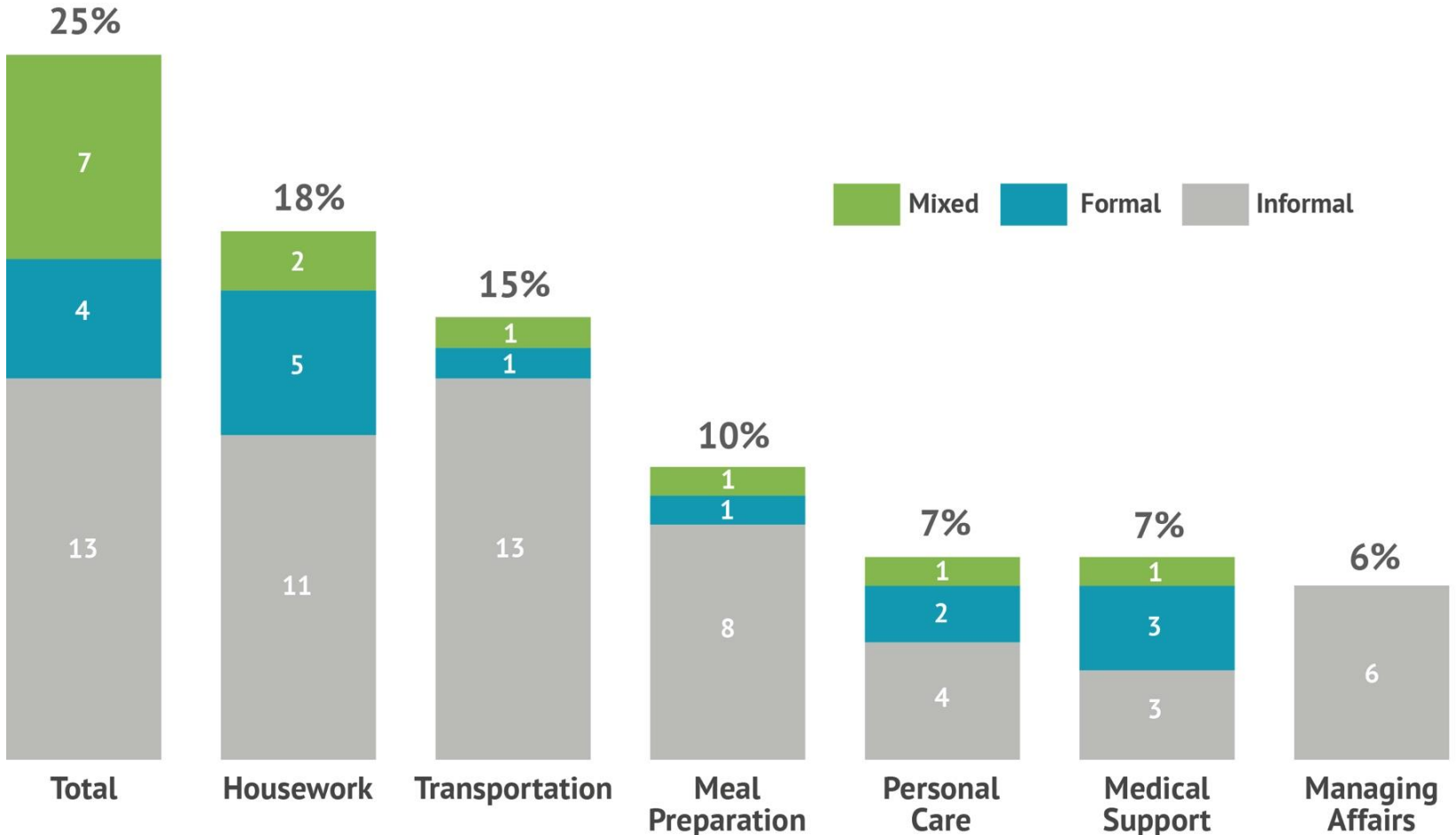


- 1 To live, heal and age 'at home'
- 2 Timely access to reliable quality services
- 3 Flexibility and choice
- 4 Information and support for self-care
- 5 Seamless, integrated care



Source: Health Care in Canada Survey 2006, 2012

What Do Seniors Need?



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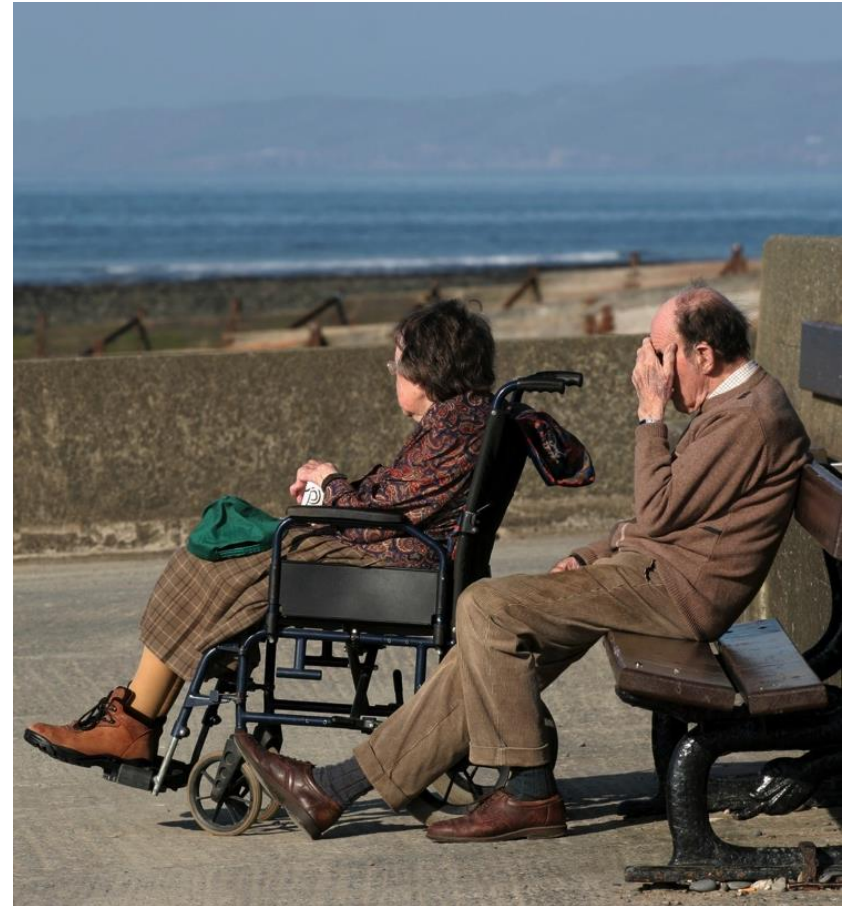
The Gaps



“When I have a problem I don’t know who to go to, and nobody calls me back.”

“They won’t tell me when they’re coming. I have to be home all day.”

“They don’t listen to what is important to me.”



The Gaps continued



“They won’t give me what I need. I came home from hospital...was promised care... and nobody came.”

“I’ve had 20 nurses come through my home in the last month and I have to tell my story each time... and I’m dying.”

Scorecard: How Are We Doing?



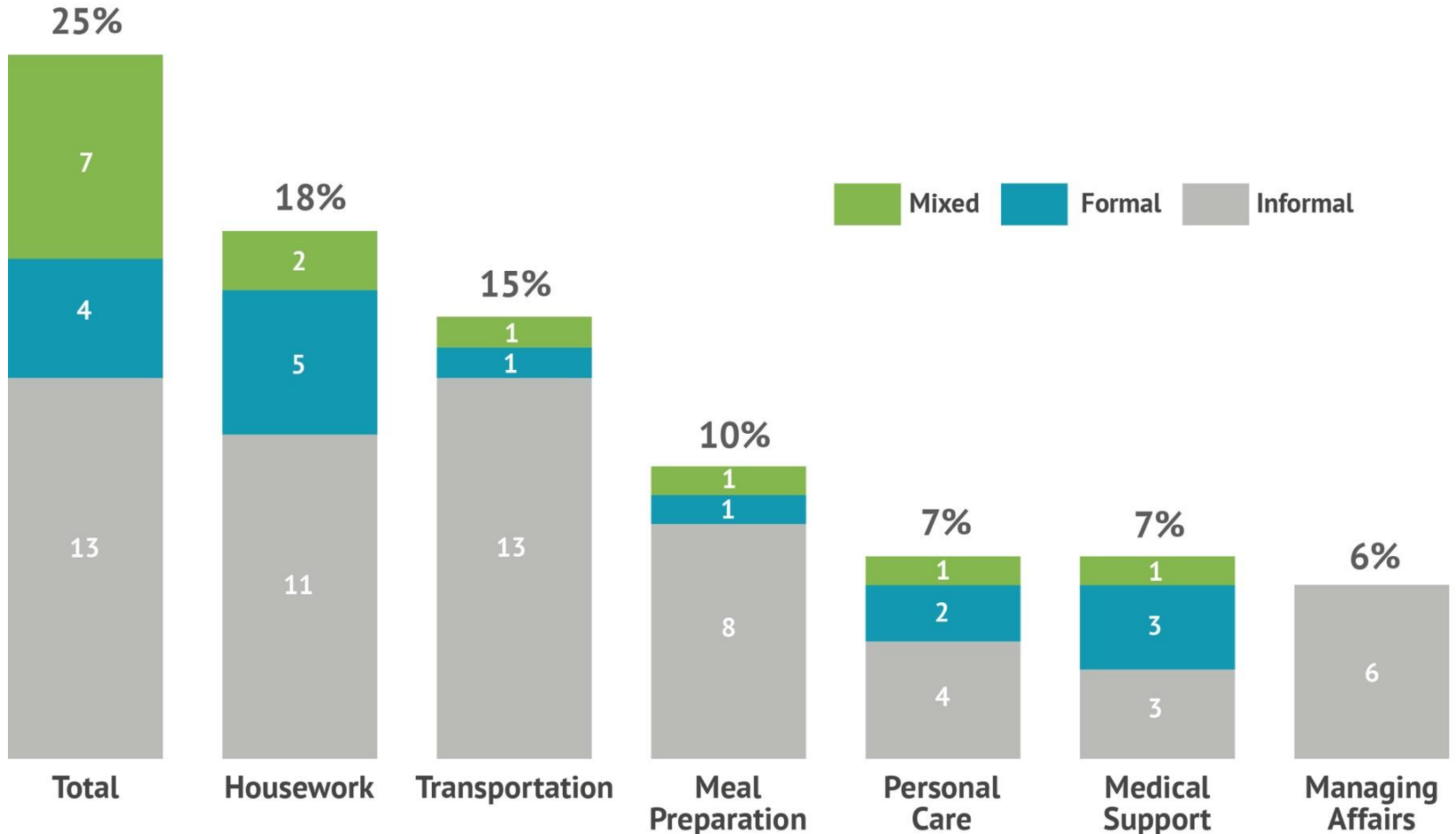
WISH LIST	REALITY
1 To live, heal and age 'at home'	Barriers and insufficient services to support "aging in place"
2 Timely access to reliable quality home care services	In BC ~ 5% health care budget is devoted to home care
3 Flexibility and choice	Limited—system driven, not client driven
4 Information and support for self-care	Seldom part of traditional home health
5 Seamless, integrated care	Difficult to navigate



Model Development: The Solution

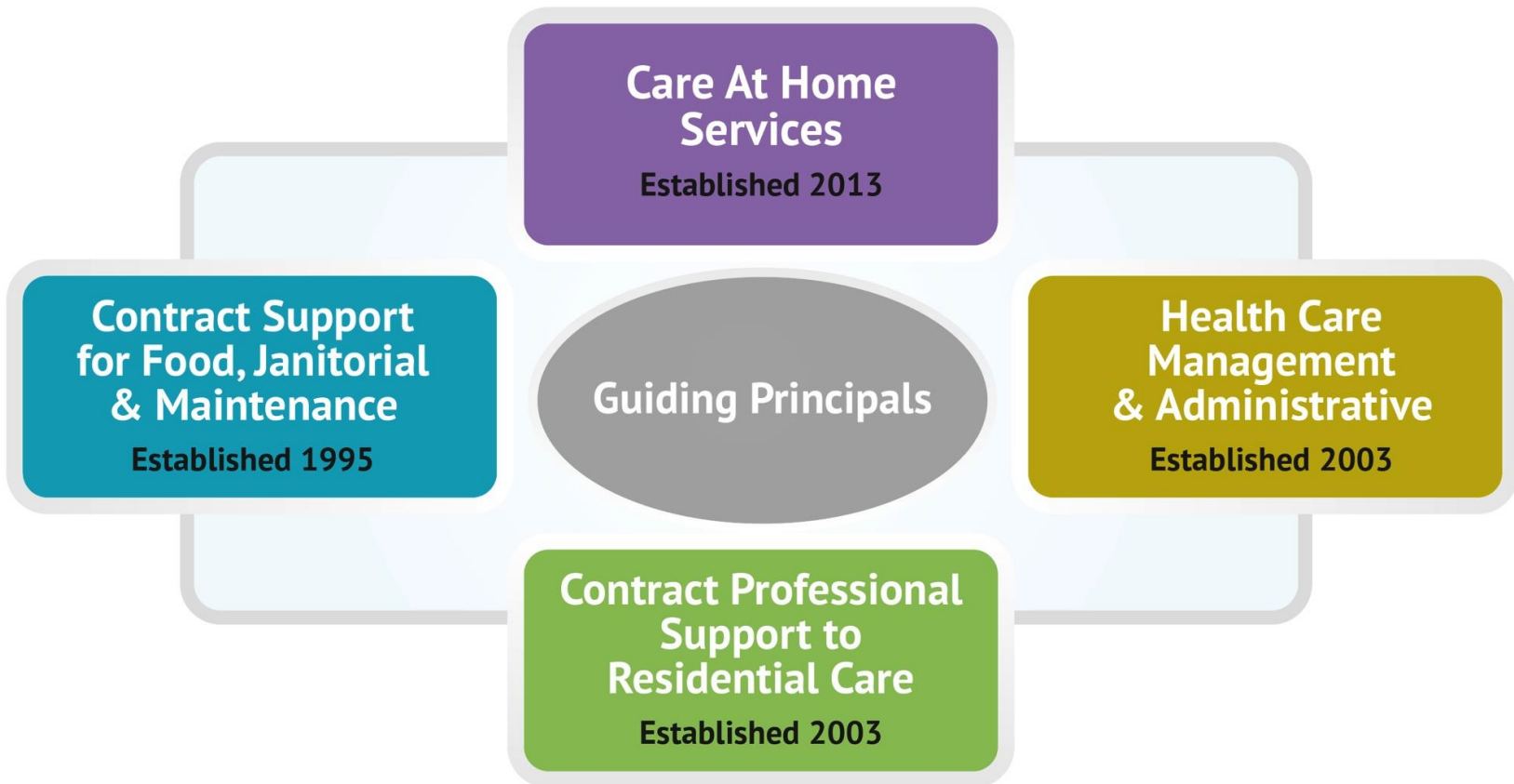
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The Needs



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Infrastructure: Partnerships



Comparison to Traditional Models



WISH LIST	TRADITIONAL	OUR MODEL
1 Age in place	Limited access	Client driven Comprehensive
2 Timely access to reliable quality services	Variable	24 hour support
3 Flexibility and choice	Limited	Extensive
4 Information and support for self-care	Variable	Self-directed care plans
5 Integrated care and support	Variable	Emerging technology



Model Development: Full Suite of Services

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Program and Services





Home Support



The basics:

- Housekeeping
- Laundry
- Repairs and maintenance
- Gardening
- Pet care...

Transportation:

- Shopping and errands
- meal delivery
- Driving (medical appointments)





Personal Care



We help with personal activities of daily living:

- Companionship
- Bathing and spa services
- Dressing and personal grooming
- Fitness and mobility
- Medication management
- Respite and live-in
- Meal preparation





Specialized Services



- End-of-life care
- Home from hospital
- Dementia care
- Therapy and rehabilitation
- Foot and wound care



Wellness Clinic



- **Education and management** of chronic conditions (for clients and informal care givers)
- One-on-one and group self-care education and management (getting those with chronic conditions back to daily living)
- Caregiver support
- Employee wellness programs
- Foot and wound care clinics

Right People: Interdisciplinary Team



- Clinical and management
- Physicians, nurse practitioners, OT, physiotherapists, dietitians, kinesiologists, pharmacists, holistic practitioners, wound and foot care clinicians...
- LPNs and RNS
- Home care assistants (levels 1 and 2)

Note: Insured, licensed and thoroughly screened.

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Corporate Agency Model



- 175+ Highly qualified staff throughout Metro Vancouver (400 by 2015)
- Geared to provide on call, casual, contract services to community and LTC
- Administration support (staffing and scheduling, payroll, claims management, HR, education and training, project management)



Technology and Innovations





“Go Live”: Operationalizing the Model

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Recap



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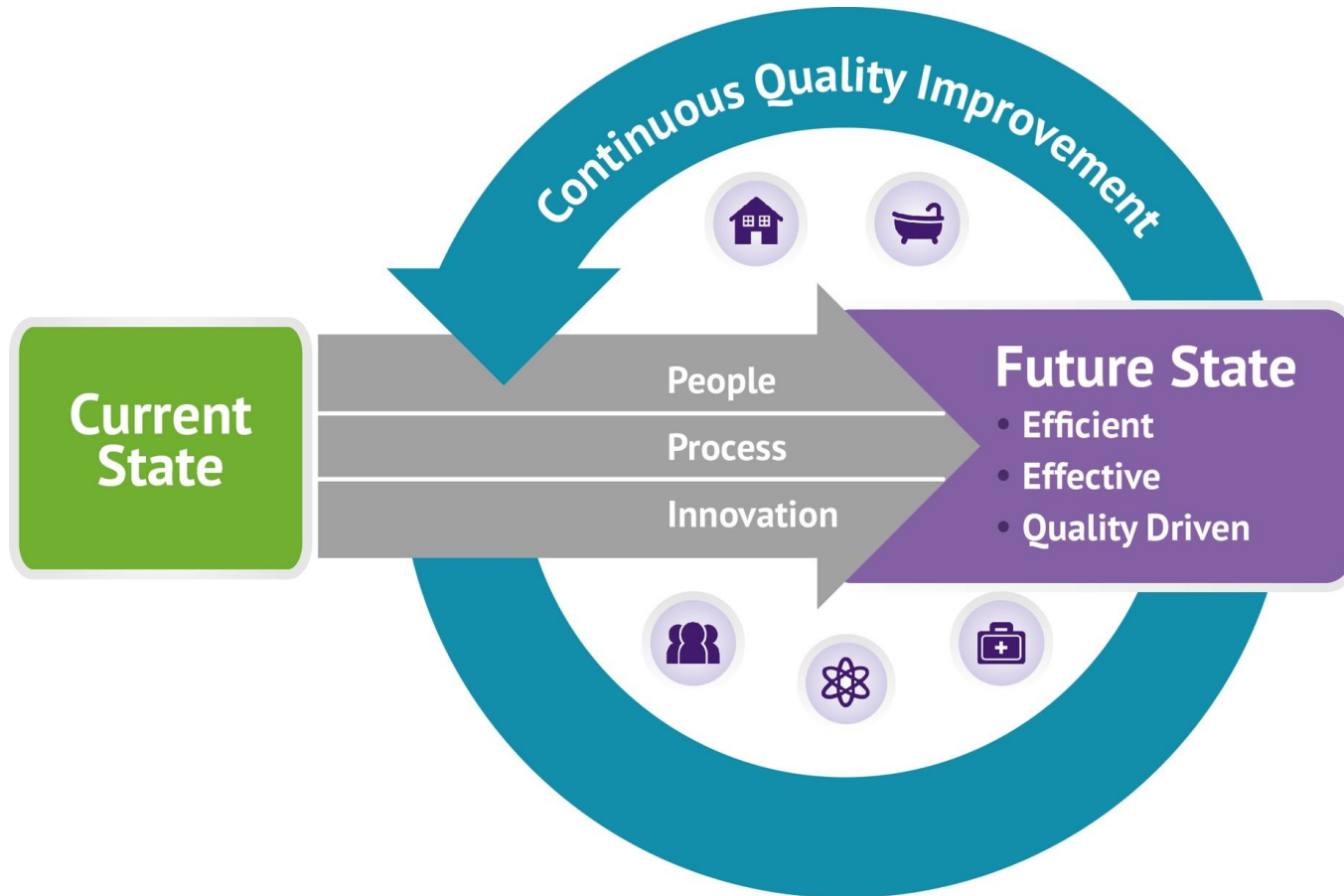
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- Early experiences



Evaluation: Early Experiences

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Evaluation: CQI



Evaluation: Client Experience



Evaluation: Employee Satisfaction



The Model: Core Services





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Questions?

“Age is opportunity no less than youth itself.”

Henry Wadsworth Longfellow

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