

**Alberta Health
Services**

Home Care Children's Services

National symposium on
Continuity and Coordination
of Care

CAPHC conference Oct 2008

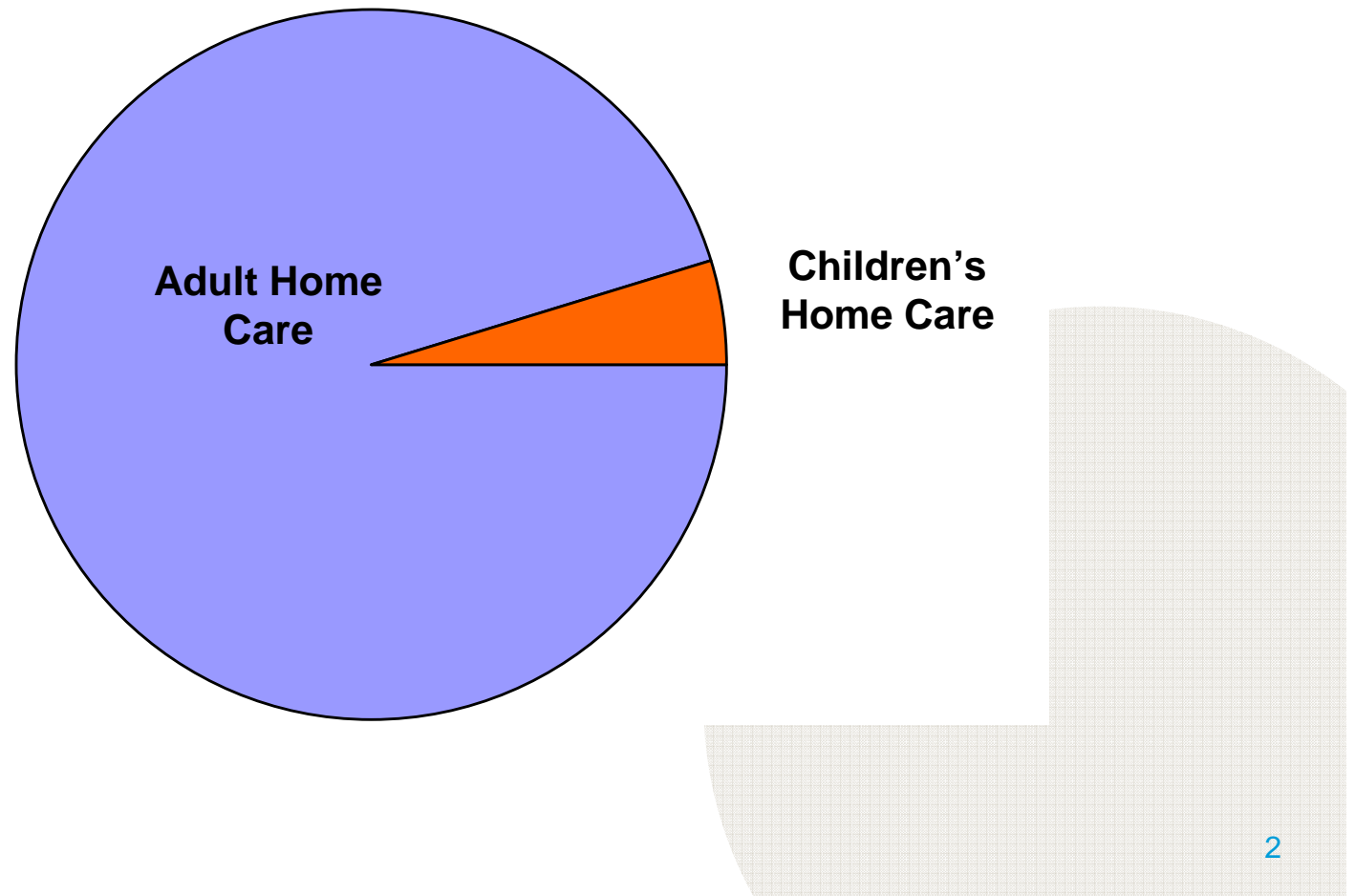


Sponsored by:

Bell

SickKids[®]
FOUNDATION

Children vs. Adult



In the Beginning.....

Start small think big

- small budget
- 5 staff
- 10 referrals/month

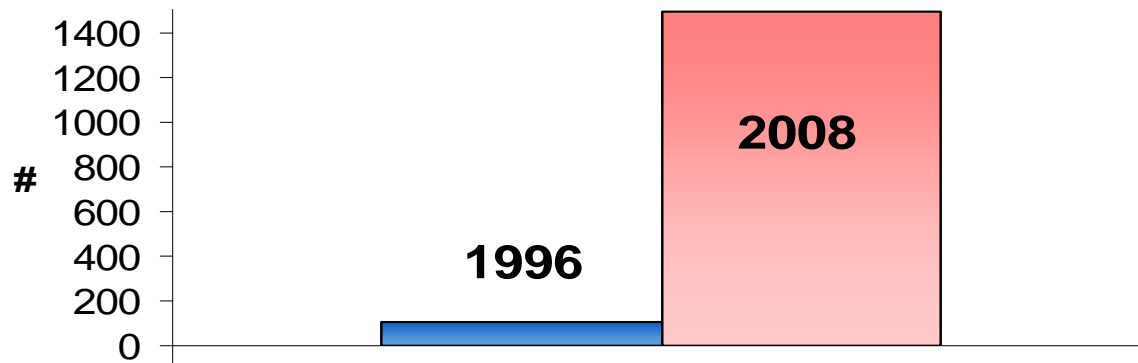
Majority of referrals were children with long-term chronic medical needs

History

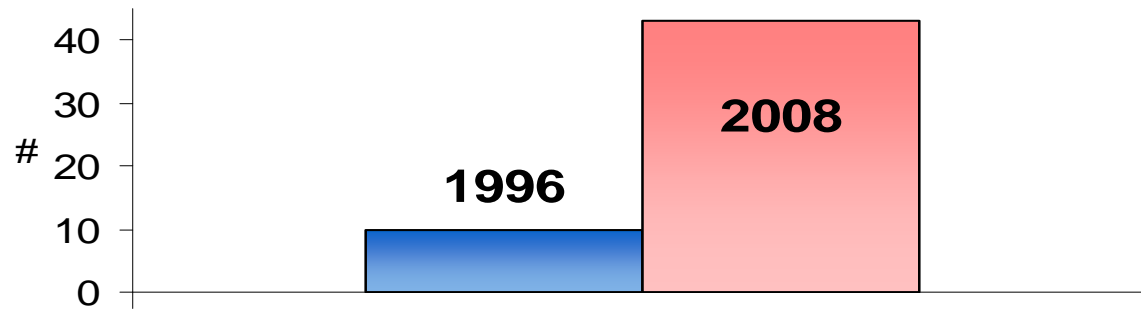
- Advances in technology were the catalyst for a growing population of children and youth with complex health needs to be cared for at home.
- Recognizes that children do best in their own home with appropriate and adequate supports in place for the family.

Program Development

The demand for Home Care has grow steadily



Referrals



Staff

Scope of Services Provided

- Short term
- Long term
- Palliative
- Edmonton Student Health Integrated Partnership (ESHIP)

Geographical Scope of Program Services



Red Deer North in Alberta
Support discharge from Stollery to home communities

Partnerships

The whole is greater than the sum of it's parts



Addressing Gaps through Partnerships

Inter-ministerial partnerships with:

- Ministry of Child and Youth Services
 - Family Supports to Children with Disabilities Child
 - Child Youth and Family Enhancement Program Region 6
- Ministry of Education
- Ministry of Seniors and Community Development

Regional Child Health Program Partnerships

- Stollery Children's Hospital
 - Pediatric Diabetes Education Centre
 - Neonatal Intensive Care Unit (NICU) at the Royal Alexandra Hospital
 - Home Nutrition Support Program
- Glenrose Rehabilitation Hospital
 - Unit 201 (Stollery Children's Hospital)
 - Outpatient clinics
- Early Intervention Program

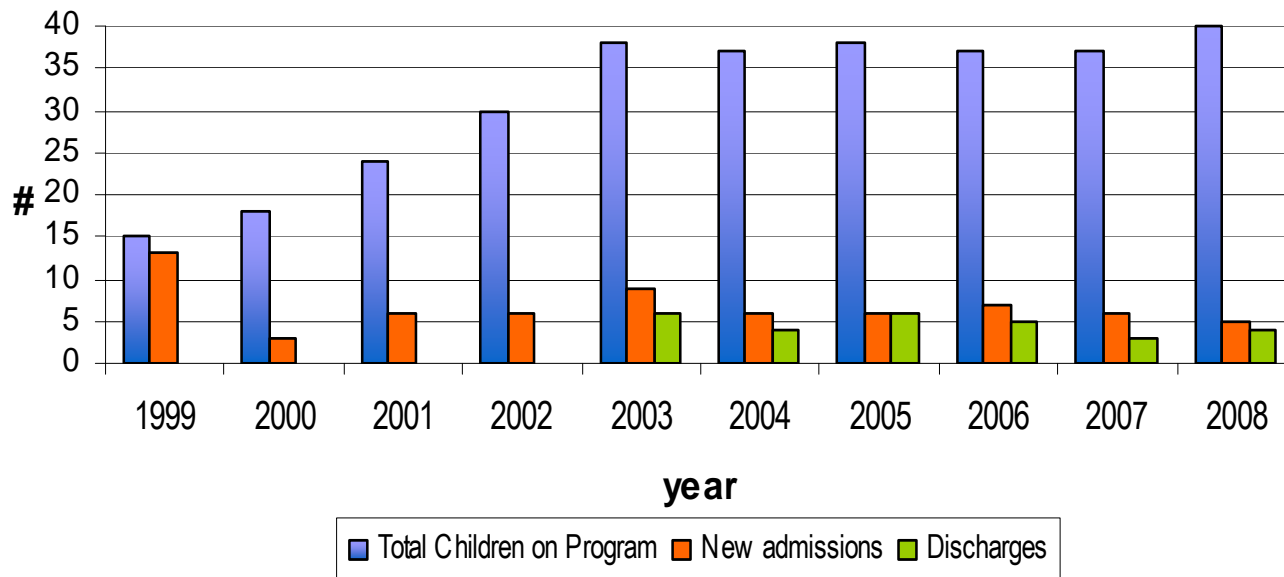
Program Development

- Case Management Model
 - Child focused/Family Centered Care
- Development of Decision Making Framework for Resource Allocation
- Unregulated/ unlicensed caregivers providing care for children at home with specialized respiratory care needs.

Program Evaluation

Children with complex medical needs often require care for years

Children receiving Night time Care



Program Evaluation

Rotman Award in 2007

The award was used to evaluate the services provided to children with complex health care needs.

Two significant purposes were to evaluate:

- the decision making framework for resource allocation for children with complex health care needs
- the use of unregulated (unlicensed) caregiver in the home.

Methodology

- Review available data and information
- Review HCA II course content & delivery
- Interviews
- Focus Groups
- Health Record Reviews

Interviews and Focus Groups

Participant Category	Participants	Total
Families	Parent	20
Paid Caregivers	LPN , HCA II, RN	26
Agency Managers	Managers, Pediatric Supervisors	13
HCA11 Course Instructors	Registered Nurses	3
Children's Services Managers & Staff	Managers, RN, OT, PT, RT, SW	20
Total		86

Parent Satisfaction

Expressed overall satisfaction with the care provided by the professional staff and in home support (respite).

Comments from parent interviews included:

- “100% satisfied”
- “Home care staff really care”
- “Rate it 10 out of 10”
- “Very satisfied”
- “Overall satisfied”

Dissatisfactions reported by some families pertained to:

- case manager turnover
- delays in receiving physiotherapy and occupational therapy assistance
- lack of clarity regarding roles and responsibilities of the case manager

Paid Caregivers: Factors that Influence Success

- Characteristics of the caregiver
- Characteristics of the family
- Matching caregivers to family
- Option selected by the family for hiring the paid caregiver

Characteristics deemed desirable in Caregivers

Honesty/trustworthy

Love kids

Reliable

Caring

Communication skills

“Caring” qualities/characteristics were felt to be more important in selecting staff than the person’s experience or skills.

Conclusion

- The Decision Making Framework for Resource Allocation has been helpful in determining eligibility for in-home support
- Unregulated caregivers are a valuable resource.
- Difficulty in recruiting and retaining paid caregivers adds to the burden placed on families

Next Steps for Home Care Children's Services:

- Increase parental involvement in care planning
- Expand use of Decision Making Framework
- Redevelop caregiver training to include recommendations in evaluation
- Design strategies for recruitment and retention of caregivers
- Implement ongoing program evaluation

National



Collaboration across Canada