HOMECARE AND PATIENT SAFETY

Homecare Safety Virtual Quality Improvement Collaboratives

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Appendix 2: Wave 2 Collaborative Pilot Project Summaries

Organization	Pilot project	Goal	Intervention	Outcomes
Beacon Community Services	Dementia Collaborative Client-Centred Care	Improve continuity in dementia care to 75%	• Improved staff training • Revised intake/personal history form	• Goal of 75% was not met; sustained improvement in continuity • Increase in client/family and care worker satisfaction
VHA Home HealthCare	Infection Surveillance and Management of Central/Peripheral Line Sites in Home Care	Reduce the time lag between the identification of central/peripheral line site infection and the required intervention	• Create an updated infusion flow sheet to track signs and symptoms of infection, intervention required and other data • Develop additional education • Adopt a central documentation location	• Overall better tracking of infusions, symptoms, infections and interventions • Adoption of a standardized approach to infection surveillance
Central West Local Health Integration Network Home and Community Care	Reducing Negative Impacts from Repeat Patient Falls in the Community	• Capture 100% of patient falls in a fall e-form completed by the care coordinator • Decrease the percentage of patients who reported a negative impact from a repeat fall	Develop and implement a falls e-form to: • document all falls • offer guidance to prevent further falls • manage variation by standardizing fall assessments	• Creation of a falls e-form consisting of 4 sections • Understanding of the relevance and use of the NHS Sustainability Model and Guide
Vancouver Island Health Authority	Improving Documented Intervention for Reported Falls for Long-Term Home Support Clients in Community Health Services (CHS)	Improve documented interventions for reported falls for long-term home support clients of CHS to 100%	• Revise the CHS fall guidelines and existing online support tools, resources and fall audit tools • Develop and deliver new educational resources	The percentage of falls with documented intervention increased from 21% to 46%
CBI Health Group	Ensuring Safe, Effective and Quality Care to Persons with Dementia: A Balanced Approach to Person-Centred Care, Personnel and Patient Safety	Document responsive behaviours in 75% of patients with dementia	• Survey to determine the comfort level and training of personal support workers regarding working with dementia patients • Development of training resources • Creation of an individualized identification and communication tool for personal support workers	• Creation of a "cue card for compassionate care" • The empowerment and engagement of personal support workers and healthcare team members • New insights into front-line care and how to effect improvements
Nova Scotia Health Authority	Improving Assessment and Case Management of Clients with Cognitive Impairment	Reduce distress among caregivers of clients with cognitive impairment from 36% to 30%	• Provincial education sessions provided for staff about standardized person-centred case management • Best practices in clinical assessment protocols were investigated and applied via designated care coordinators	• Government initiation of software updates • New priority placed on case management work
Care at Home Services	Advance Care Planning (ACP)	Increase the rate of ACP conversations by 60% for those patients where the surprise question screener tool response was "no"	• Develop surprise question screener tool • Develop educational materials and mentorship opportunities to facilitate ACP conversations	• Increase in staff understanding and comfort with ACP conversations • 82% of patients had an ACP conversation with their healthcare provider, compared with 50% pre-training • Increased satisfaction of clients