Modernizing Home Care Services on PEI

Health PEI

Agenda

📍 Background

📍 Benefits we want to achieve

📍 Brief look at our timelines and the new system
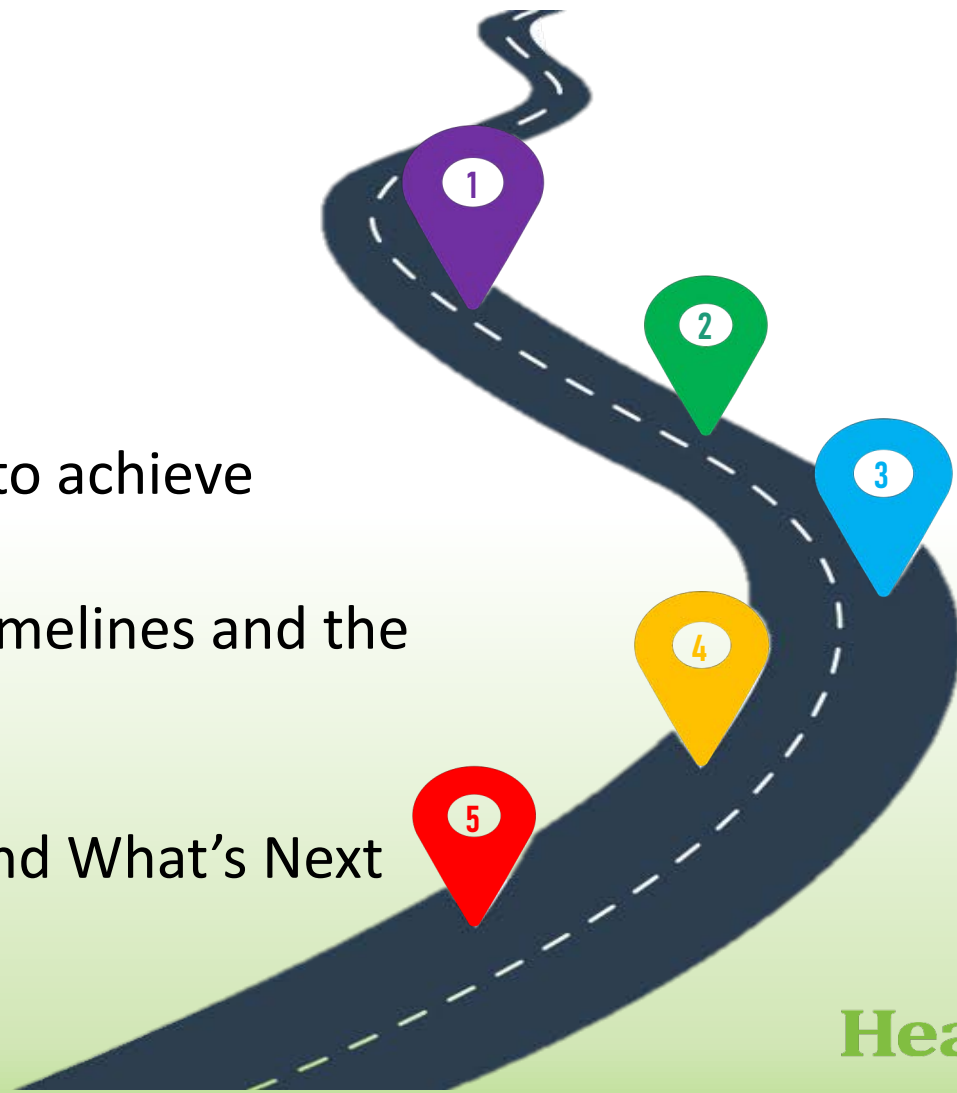
📍 Lessons learned and What's Next

📍 Demo of HCS

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Project Key Drivers

Implementing a system that will allow for more personalized quality of care, including the ability to provide care virtually where appropriate. Staff will spend more time caring for clients, and less time on administrative burdens. And most importantly, Islanders can stay at home and in their communities for longer

Current: SAST

Future: Standardized Assessment

Solution: Service Delivery Transformation

PEI was using the SAST (Senior Assessment Screening Tool)

SAST does not provide the validity & reliability required for:

- Assessment
- Care planning
- Or as a tool to support decisions around LTC admission

Adoption of a **standardized and well-researched assessment approach** (interRAI-HC) is critical to understanding what supports a person requires to stay at home

Service Delivery will be transformed to:

- Offer a **digital assessment experience**, which leads to more effective care planning
- Increase **ability to stay at home** by providing remote patient monitoring
- Access **real time information** about clients through mobile technology

Expected Benefits

Plan & implement an interRAI HC compliant Home Care case management system and a client scheduling solution to automate a labour-intensive process to:

- **Improve quality of care and consistency for clients**

- **Enhance ability for staff to perform their work**

- **Increase system planning & policy analysis capabilities**

Project Overview

Phase 1
Spring 2020 - Spring 2021

Initiation, Requirements, Gathering & Procurement

- Develop detailed project plan
- Develop RFI and RFP
- Evaluate potential vendors
- Negotiate contract with selected vendor

Phase 2
Spring 2021 - Winter 2021

Implementation Preparation

- Develop change management & communications plan
- Create support model
- Develop test strategy, benefits evaluation & data migration

Phase 3
Winter 2021 - Spring 2022

Implementation

- Configure & implement solution
- Privacy Impact And Treat Risk Assessment completed
- Data migrated from ISM and set up of new system
- Lead change management, training & communication activities to support staff
- Go live – May 17 2022

AlayaCare's

Canadian-based company that provides cloud-based home health care software

PEI Home Care new case management solution:

- Web scheduling with real-time dashboards on assignments, visits and tasks
- Integrated interRAI assessments
- Care planning tools
- Mobile app for staff, with access to real-time information/care plans and the ability to log completed activities, clinical notes, pictures and documents
- Virtual care and video conference
- Client & Family portal to help with documentation, communication

The ability to modernize home care services to provide a better experience to employees, caregivers and clients and achieve better health outcomes

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One Island Health System

Hardware & ITSS

Hardware Deployment
- Was completed in phases, and significantly ahead of go live of the new system, which allowed time to learn how to use the equipment before they would be using new software.

Tablets
- Sim enabled tablets were purchased and deployed to all Home Care sites, for use by staff who required that equipment.

Smartphones
- Smartphones were purchased and deployed to all Home Care staff who make home visits.

Training Material
- Training material for the new devices and hardware was sourced or created for staff
- We used the Staff Resource Centre website for ease of staff access

Service support
- The Service Desk is the front line of support.
- 2nd Tier Support comes from the HCS office and a dedicate Business Application Specialist

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One Island Health System

Lessons Learned

- Project management, and sufficient support is critical to success, ensure you develop your people here in PEI

- There were challenges to planning and implementing a project of this size during a new government, a pandemic and our worst hurricane yet.

- Islanders, including senior, are supportive of digital changes, and accept the need for computerization.

- Mobility is critical to our work, we have increased that significantly, but still need improvements to the cellular coverage.

- Virtual supports, teams chat and virtual meeting have been critical to our ability to support staff.

- It requires significant effort to ensure standardization of data collection

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Benefits

Component	Results
1. Clients	• Holistic, standardized assessment • Individualized care plan • Staff have live chart with them, to answer questions
2. Staff	• Modern equipment that supports them • Mobile solution • Live schedule on their phones/tablets • Live notification if client is in hospital
3. System	• Initial data being accessed • First reporting of Home Care data to CIHI • Cloud based system that is striving to support integrations

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What's Next

→ Stabilize the system, ensure end users are entering data consistently

→ Develop audit, clinical and system reports

→ Consider enhancement to the system, ie Virtual Care and Family Portal

→ Consider adoption of the interRAI PC and interRAI CA

→ Implement electronic training using Moodle

→ Refine current integrations, and explore future integrations

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One Island Health System

Demo of Home Care Solution (HCS)

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Questions?

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