



The Perfect Storm

How e-Health can Impact our Health, Home and Happiness

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The Canadian Home Care Association, as a national voice, promotes excellence in home care through **leadership, awareness** and **knowledge** to shape strategic directions.

On behalf of our membership across Canada we work to promote our vision of **accessible, responsive home care and community supports** which enable people to stay in their homes with safety, dignity and quality of life.

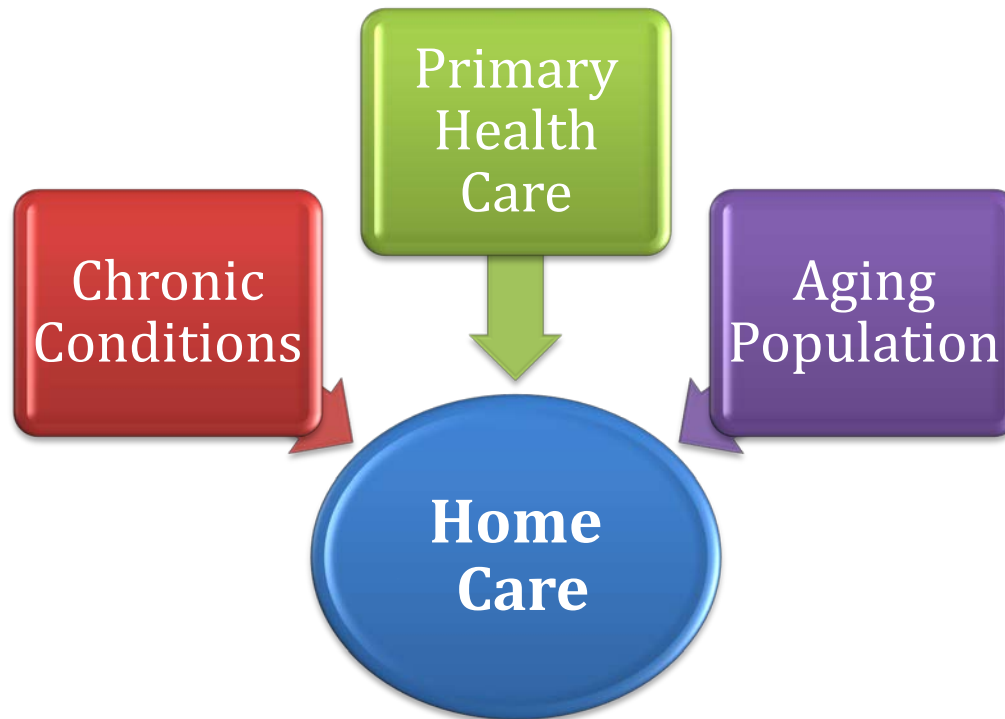


Home Care

An array of services, provided in the home and community setting, that encompass health promotion and teaching, curative intervention, end-of-life care, rehabilitation, support and maintenance, social adaptation and integration, and support for the family caregiver.



“ The Perfect Storm”



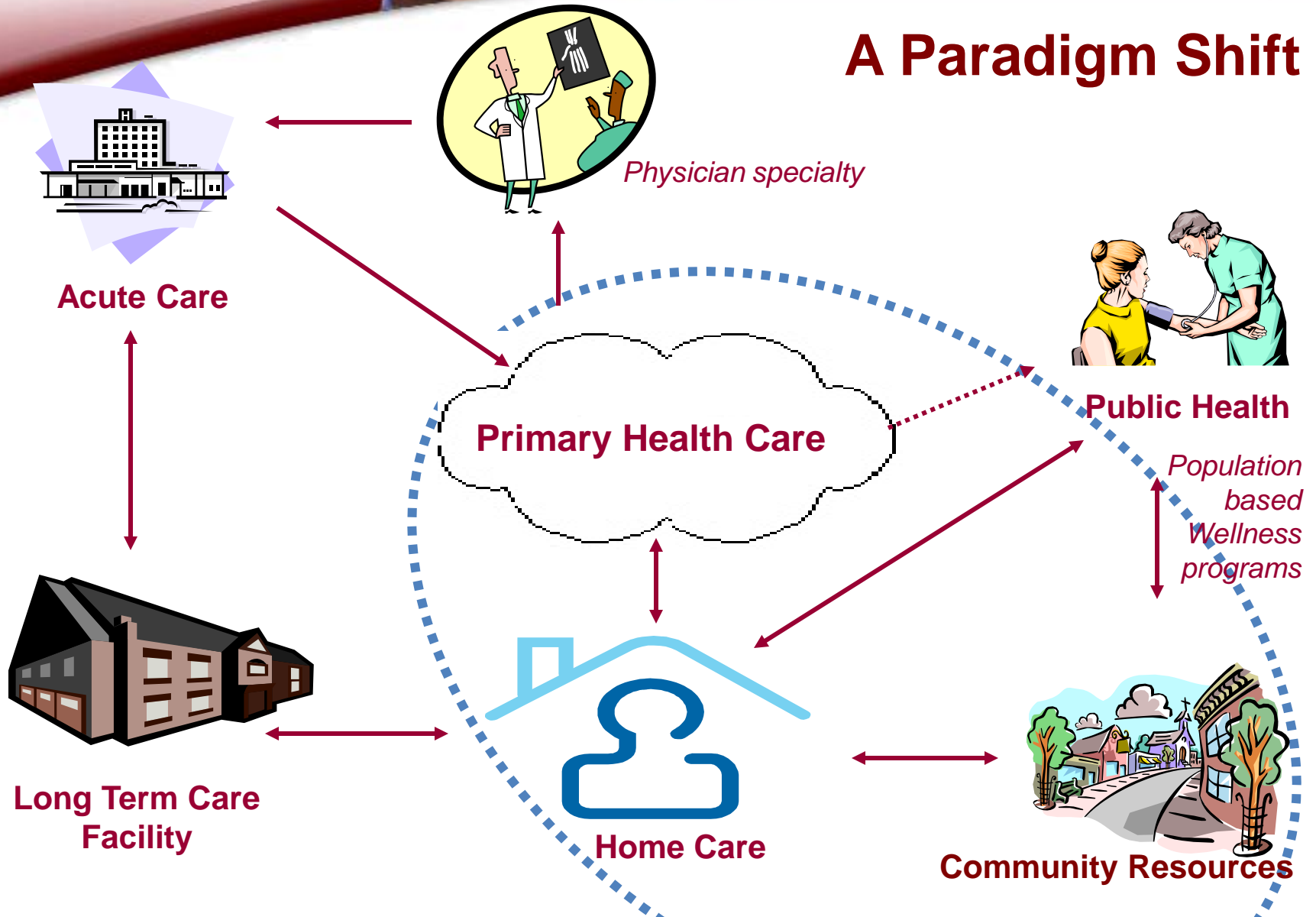


Provincial Priorities





A Paradigm Shift

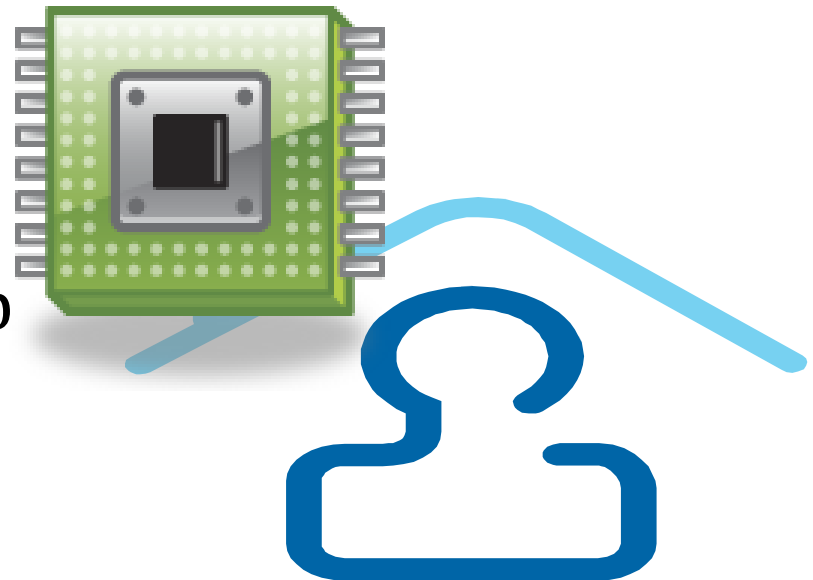




Home Care Technology Today

*All forms of technology used to create, store, exchange
and use information in its various forms*

- Pan-Canadian Scan
 - Literature Review
 - Key Informants
 - Invitational Forum
 - Site Visits & Workshop
 - Report





Value of ICT in Home Care

- Shaping Future Health System
 - Cost & Sustainability
 - HR Shortages
 - Aging at Home



Ready ... Embrace Technology





Technology Applications - System & Providers

Technology that supports data capture and standardization of information is believed to have greatest potential for increased efficiency, reduced duplication and better planning.

- **Systems Performance**
 - Information & Data
- **Administrative Applications**
 - Referrals
 - Scheduling / GPs / Payroll
 - Communications
 - Assessments





Technology Applications – Client & Consumer

Tools to support client self-management have been identified as the most promising aspect to improve client care by the home care leadership in Canada.

- **“Active” Monitoring**
 - Telehomecare
 - Chronic Disease / Wounds
- **“Passive” Monitoring**
 - Video / Sensors
 - Healthy Aging
- **Web Portals**





Challenges – The Persistent ‘Pilot’

Despite its potential, the use of home health care technologies remains limited to ‘pilot’ programs Why ?

- **Policy Makers**
 - Resource Challenge
 - No Vision – Not a Priority
- **Providers**
 - Investment Challenge
 - “Right” Solution
 - Change Management
 - Reimbursement Models





Challenges – Client & Consumer

*Computers are like Old Testament gods; lots of rules and
no mercy.* Joseph Campbell

- Lack of Familiarity
- Health Literacy
- Affordability
- Loss of Human Contact





Engagement & Action Plan for ICT

*How do we get the use of technology in home health care
into the 'Water Supply'?*

- **Coordinated Effort**
 - Policy / Provider / Industry / Consumers
- **Vision**
 - Champions
 - Leverage Current Advancements
 - Integrated System of Care





Engagement & Action Plan for ICT

How do we make the vision a reality?

Considerations to examine:

- Reimbursement
- Regulations
- Integration
- Solutions & Support
- Research
- New Paradigm
- Consumer Needs





Engagement & Action Plan

- **VISION**
 - Stakeholder Advisory Group
 - Possibilities – Reality
- **VISION & OBSTACLES**
 - Key Informant Interviews
 - P / T - Homecare Leaders – Industry
- **STRATEGIES FOR ACTION**
 - Address 5 Obstacles



Portraits of Home Care
in Canada
2013

Canadian Home Care Association
Association canadienne de soins
et services à domicile

The National Voice of Home Care

HIGH IMPACT PRACTICES

www.cchomecare.ca

STAR TRAK

Using Technology to Enhance Efficient Home Care Service Delivery

High Impact Practices, as defined by the Canadian Home Association (CHCA) are evidence-informed, innovative practices within the home and community care sector that enhance the quality and effectiveness of service and result in improved quality of life for clients and their families. By identifying and sharing High Impact Practices, the CHCA facilitates sharing and transferring of knowledge, expertise and experience.

This High Impact Practice describes how a national home care provider implemented a mobile technology solution and customized application to enhance its efficiency and address its diverse challenges of its administrative burden, and improve client service.

Mobile technology solutions intuitively make sense for the mobile home care team. Applications to help staff access services, support, and supplies on a mobile device would increase efficiency and effectiveness of the home care provider.

The STAR Trak initiative (originally referred to as the Safe Time to Respond) program (inspired by the World Health Services) is an initiative that specifically addresses a paper-based, phone-driven Scheduling and Time and Attendance system for staff within a home care service provider. It consists of providing track time - personal support workers with a BlackBerry smartphone equipped with a special application designed to track time and attendance. With the BlackBerry smartphone and the new application, the staff can now be more efficient with the device.

This innovative application addresses the challenge within the home care sector to track distinct visits and duration for each client to support the current fee-for-service funding models. Confirmation of visit and duration of services are recorded and submitted to an administrative team so that the relevant information can be entered (generally manually) into billing and payroll systems for processing and reporting. Given the time and cost that home care service providers incur to manage multiple locations - this need to track and monitor can place an additional burden on home care clinicians. Clinicians can spend up to 25% of their time on administrative duties*.

With the STAR Trak Application, virtually all paperwork is eliminated from the process of assigning client visits, charting the visit and logging time into time sheets. Staff is able to quickly accept a referral and complete the documentation process for the client's service on the spot during a client visit. Communication with the office is improved and staff travel time to the office is reduced.

"In this job, you basically work alone. Now, if something happens at a client's house and I need help, I have a BlackBerry smartphone to reach out to my network. That's really important for peace of mind."

— Louise Corbin, Personal Support Worker

Additionally, by having a BlackBerry smartphone, staff are able to communicate with each other and the office more easily. More information that is relevant to care is shared as it is easier to do so. The reaction time to addressing concerns and acting on new client information is faster, improving the quality of care by the entire team.

Mobilizing personal support workers with the devices has also made an unexpected difference to staff morale. It has become a part of the job - a device that not only helps staff do their work, but benefits their lives, too.

*Source: based on a study by the Canadian Home Association (CHCA) in 2009.

Thank you to our High Impact Practices Partner...

The Canadian Home Association gratefully acknowledges the funding from BlackBerry Devices in Montreal which enabled the documentation of this High Impact Practice. The CHCA is pleased to share this information with the home care community and to encourage the use of its worlwide mobile communications platform. With its portfolio of award-winning products, services, and embedded technologies including the CHCA's mobile devices platform, the BlackBerry smartphone provides the best software development tools, native modules, and software services for streamlining agreements. www.blackberry.com

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