

Home Care - Grace Hospital Pilot Project

Executive Sponsor: Real Cloutier

Project Sponsor: Linda Dando

Program/Dept: Home Care

Project Manager: Frank Krupka/Heidi Adamko

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Over the last year an average of 2.9 patients per month from Grace ED (highest volume in the region) have been placed in emergency respite beds. As well, Grace Hospital averages 20.9 hospital hold clients per month with an average of 7.67 bed days per client. This is above the regional average of 6.56 bed days per client. Bed closures planned at Grace Hospital related to renovations are expected to further exacerbate the problem.

The Home Care Services team reviewed a number of options to address the problem and decided that the best option was to create a dedicated home care service team with the priority to address hospital hold patients.

The goal of this project is to design and implement a new process including a dedicated home care service delivery team (Resource Coordinator, Case Coordinator, and Direct Service Staff) to manage and coordinate service plans for post acute clients at Grace Hospital. The purpose of the project is to reduce the number of bed days related to hospital holds and to reduce the number of clients waiting more than 24 hours in Grace Emergency Department for home care services.