

Home Care Workload Phase 2: Implementation

Executive Sponsor: Milton Sussman

Project Sponsor: Linda Dando

Program/Dept: Home Care

Project Manager: Frank Krupka

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The Home Care Workload Improvement Project is initiated to develop and implement seven specific recommendations, which were identified in the Home Care Workload Analysis project.

1. Implement the new hospital hold procedure process map.
2. Develop an algorithm to assist Community Case Coordinators and Nursing Resource Coordinators in obtaining timely medical orders.
3. Revise the Caseload Review process for Nursing and Community Case Coordinators.
4. Develop and implement a Resource Coordinator/Nursing Resource Coordinator competency based performance system.
5. Revise Resource Coordinator and Nursing Resource Coordinator position descriptions to reflect the RC/NRC essential competency set.
6. Develop standard process by which Resource Coordinators have access to WRHA Human Resource specialist(s) to support the correct interpretation and application of the collective agreements.
7. Revise the direct service staff performance assessment form to support timely and appropriate completion.

Additional recommendations from the report will be assessed to determine the feasibility of implementation. The Home Care Workload Analysis project assessed workload processes that contribute to demands on Home Care staff involved in the delivery of clinical services.