

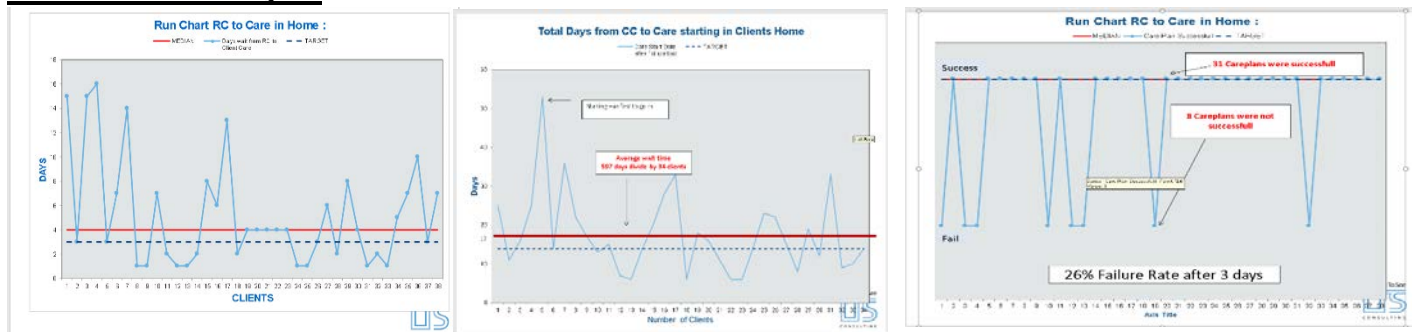
Project Details

Organization/SDO	Home Care	Site/Program	Boundary Trails Health Centre
Project Description (7 words max)	Care Plan Standardization	Project Facilitator/Belt Level	Yellow
Project Sponsor	Deb Harms/ Lorelei Hale	Project Team Members	Jodi McLean, Joanne Picton, Elva Dyck, Tanya Remple, Dalene McGuire, Doris Remple, Desiree Harder, Monica Piasta
Project Start Date	Oct, 2017	Project End Date	Aug 31, 2018

Problem Statement

Our Current care Plan templates are populated with inconsistent client information causing frustration of staff which makes them feel inadequate and overwhelmed in their role and may result in substandard quality of care.

Current State Analysis –



1. We found that more than half of our RCs/CCs/ take more than our goal of 3-4 days to get care in place in a clients home
2. It was found that on average it take 17 days from first contact until first in home visit
3. We also found that we had a 26% failure rate of successful transition of care for the clients in 3 days or less.
4. There are several interruptions in the Resource Coordinators day and cause errors in scheduling as well as the Care Plan can change +++ times before the care even starts causing wasted time for the RC and the equipment is not always in place and ready for the first visit.

Project Aim – The Project will increase our target, 80% of all clients will receive care, 3 to 4 days to implementation of care, receive completed Care Plans (WASA) all in place prior to RC starting the implementation of care.

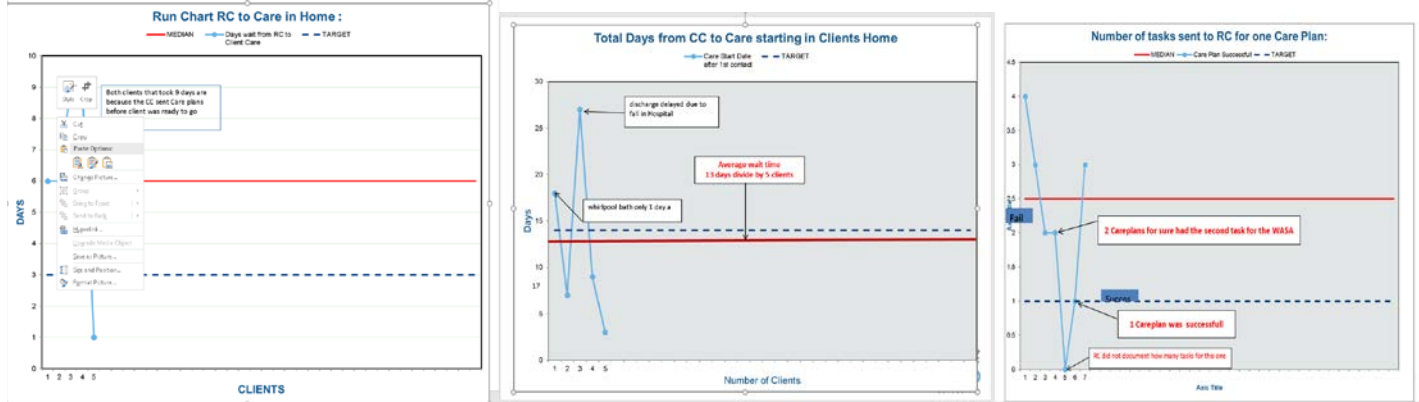
Implementation Plan

1. Prepare a standardized Care Plan template for all Case Coordinators to follow.
2. Prepare a process that all Case Coordinators do not send multiple tasks to the Resource Coordinators prior to the Care Plan being complete and ready for care to begin.
3. Have Regional Manager Case Coordination review and educate the Case Coordinators of the new process .
4. Have the Regional Manager Resource Coordination notify and educate the Resource Coordinators of the new process for them as well as the HCAs.
5. Resource Coordinators educate the HCAS.

	PDSA – Brief Description	Implementation Date
1	Case Coordinators do not send a task to the Resource Coordinators until the Care Plan is complete (WASA) and ready for home care to begin	July 23, 2018
2	Case Coordinators all use the approved standardized Care Plan format.	July 23, 2018

Project Outcomes –

Post-change Data:



Improvements/Changes Noted:

It was found that using these new formats that the:

- Case Coordinators saved approximately 8 minutes of time when creating a new Care Plan for a client.
- Resource Coordinators were able to save on average about 3 hours when implementing new care in to Procura on an average size care plan of approximately 4 visits per day as well as leaving messages for HCAs regarding any new changes.
- HCA's reported that they were saving up to 5 minutes of time on each client visit in just reading of the care plan when they are all the same.

This time that we have saved will be reinvested in the client care.

Savings Summary		
Time Savings	HCA	-will save 5min in each client's home having less to read on the care plans: <ul style="list-style-type: none"> • 5min X 1057146visits per year= 5285730 ÷ 60 = 88095x \$14.513 = \$1,278,522 HCA untrained • 5min X1057164visits per year= 5285730 ÷ 60 = 88095 x \$21.075 = \$1,856,602 HCA trained
	CC	-will save about 8min on each care plan when implementing the changes: <ul style="list-style-type: none"> • 8min x 1100 care plans = 8800 ÷ 60 = 146 x \$ 40 = \$5866.00
	RC	Will save 3 hr per new care plan and notleaving messages for HCA on MM <ul style="list-style-type: none"> • 3hrs x 1100 care plans per yr. =3300 x \$31.418 = \$103,679.40
	Total Savings	Total dollars annually to be reinvested inpatient care. . = \$1,567,562 + \$103,679 + \$5866 = \$ 1,677,107

Controls Utilized –

1. Audits – Survey monkey created, as well as Care Plan audit in spring of 2019, Task audit in 3 months
2. Standard Work – Standard format to be used when creating all Care Plans
3. Training – All staff CC's, RC's and HCA will have training on how the Care Plan should look

Spread Plan –

A meeting with Don, Elva and Tanya will take place to review the new template and provide any training needed. This will be with both RC's and CC's. It will be implemented first in BTHC and then spread to other offices. Target date will be Dec.31, 2018.

A memo to HCAs will be created and sent out letting them know that as of Jan.1, 2019 there will no longer be messages regarding updates to care plans as they are expected to read all care plans before providing care. Resource Coordinators will all have a meeting with the HCA's to provide training and answer any questions that they may have.