



<p>Team Name: Regional Home Care Leadership Team</p> <p>Team Lead: Regional Director - Home Care</p> <p>Approved by: Executive Director - East</p>	<p>Reference Number: CLI.5411.SG.007</p> <p>Program Area: Home Care</p> <p>Policy Section: Service Delivery</p>
<p>Issue Date: September 29, 2018</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Home Care Services: Supplies</p>

STANDARD GUIDELINE SUBJECT:

Home Care Services: Supplies

PURPOSE:

To support early discharge from hospital settings and prevent readmission and to support their remaining in the community. Clients who meet the eligibility criteria for Home Care services, who reside in private homes, group homes, supportive living arrangements, or other community living environments may have access to Home Care supplies.

To identify the eligibility criteria for supplies.

DEFINITIONS:

Supplies - Include but are not limited to the following items that support the client’s care plan: wound and dressing supplies, incontinence supplies, and respiratory supplies. Supplies needed for personal care tasks, which the client independently performs are not provided by Home Care.

Unable to arrange:

- There are no alternative supplies available.
- Client is physically and/or mentally unable to arrange for the purchase of supplies.
- Client is unable to afford the supplies.

Unable to Afford - A client does not have enough money to purchase needed supplies. Home Care does not conduct a formal means test to identify a client's available financial resources. To assist in determining the client's ability to purchase supplies without a formal means assessment, the Case Coordinator will explore with the client the following in a respectful manner:

- How the purchase of supplies would impact their ability to:
 - Pay rent, hydro, telephone
 - Purchase medications
 - Cause financial burden

The Case Coordinator will accept the clients accounting of their financial status and ability to pay in good faith. Home Care will not deny services where the client has indicated an inability to pay.

IMPORTANT POINTS TO CONSIDER:

- **Clients who are independent in their own care and management and do not require ongoing assistance are not considered eligible for Home Care supplies.**
- **In order to minimize excessive supplies from accumulating in client homes, supplies are ordered as needed (maximum 30 days). Supplies should not be ordered on a reoccurring schedule.**

➤ Eligibility Requirements

- The person must be eligible for Home Care (Eligibility for Home Care CLI.5410.PL.004).
- The environment is assessed as safe for client and staff for this activity.
- The supplies are necessary to support continued client health, the plan of care provided by a family/care giver, Direct Service Nurse or Home Care Attendant and community living.
- Client/caregiver/family is willing to cooperate with a safe care plan.
- The client does not receive third party funding from programs or agencies such as Manitoba Public Insurance, Employment & Income Assistance, Disability, Veteran's Affairs, Children's Special Services, etc. for supplies.
- The client has no family or caregiver who can assume responsibility for providing and/or arranging for the provision of supplies.
- The supply item is available through;
 - Regional Supply and Logistics
 - Materials Distribution Agency
 - Manitoba Home Nutrition
 - Manitoba Ostomy
 - Approved vendors through provincial contracts.
- Special approval (Home Care Special Approval Request Form Over Service/Over Protocol CLI.5411.PL.001) may be considered where the client has been assessed to require supplies outside of those products available through the region's approved suppliers.

➤ Ineligibility for Supplies

- Clients are not eligible for Home Care supplies if:
 - Client resides in other RHA (Regional Health Authority).
 - Children is under 18 years of age in care of Child and Family Services and supplies are provided by Child & Family Services.
 - Client resides in a Personal Care Home and requests supplies for periodic visits away from Personal Care Home.
 - Individuals who are not clients of Manitoba Home Care Services.

PROCEDURE:

1. The Case Coordinator completes a comprehensive care assessment and verifies the client meets eligibility criteria for supplies.
2. The Case Coordinator determines the type and amount of supplies required. Supplies provided may include:
 - Medical and nursing supplies
 - Urinary and incontinent supplies
 - Enteral and parenteral feeding supplies
3. When a Home Care client is assessed as requiring supplies, the care plan will:
 - Be discussed/developed in collaboration with the client/family/caregiver.
 - Clearly identify the supplies Home Care will provide and that the client is responsible for (maximum amount, type and frequency of supply delivery).
 - **Supplies should be ordered monthly, on an as needed basis vs. reoccurring order to minimize excessive supplies accumulating in client homes.**
4. The Case Coordinator will order supplies in the most fiscally responsible way to meet client needs:
 - Logistics and Supply Chain Management (Regional): Should be the primary source of supplies for Southern Health-Santé Sud clients.
 - Vendor (Provincial): Should be secondary source of supplies and only the regionally approved supplies i.e. green symbol “RC” next to product in Materials Distribution Agency catalogue.
 - Some determinants in deciding to use Vendor:
 - Client location – due to client’s place of residence e.g. rural remote.
 - Ability to transport supplies home from depot or post office.
 - Complexity in obtaining the supply from Logistics and Supply Chain Management.
5. Process for ordering supplies through the various agencies:
 - Vendor
 - Product information is obtained through the Vendor catalogue.
 - Complete and **fax** order form and keep a copy on client file.
 - Regional Logistics and Supply
 - Supplies will be sourced through Logistics and Supply Chain Management as per policy. (Purchase Requisitions ORG.1710.PL.001).

6. The Case Coordinator:

- Registers client to “Supplies” in Procura.
- Reviews and signs the Home Care Client Information Sheet: Supplies (CLI.5411.SG.002.SD.01) with client/family/caregiver (leave with client/family/caregiver).
- Documents on the Care Plan Information MG-1840 form (CLI.5411.FORM.01), the information sheets reviewed and left with client/family/caregiver and the services provided.

SUPPORTING DOCUMENTS:

[CLI.5411.SG.007.SD.01](#) Home Care Client Information Sheet – Supplies

REFERENCES:

Manitoba Health, Seniors and Active Living, *Equipment and Supplies HCS 207.9*,
July 2012

Responsibility for Payment for Equipment and Supplies (*Prepared by Antoinette Zloty,*
Manitoba Health, in consultation with the Provincial Home Care Managers Network).

Eligibility for Home Care ([CLI.5410.PL.004](#))

Manitoba Health & Healthy Living - [Care Plan Information MG-1840 form](#)

Home Care Special Approval Over Service Over Protocol Request Form
([CLI.5411.PL.001.FORM.02](#))

Purchase Requisition Form (*Non Routine Purchases*) ([ORG.1710.PL.001.FORM.01](#))

Standard Medical/Equipment Order Form – MDA