



# Let's Get You Home

Please discuss any concerns or questions with a care team member.

**What is your goal?** \_\_\_\_\_

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\_\_\_\_\_

**Estimated date of discharge** \_\_\_\_\_



*Island Health has a variety of community supports to help people in our care stay well at home and return home to heal after a stay in the hospital.*



## Let's get you home

Patients often tell us that they want to get back to their regular routine at home as soon as possible. They are healthier and happier when they are supported to live in their own familiar surroundings.

When you are sick, the hospital is the right place to be. Once you are medically stable, recuperating at home, with the right supports in place, is better for your recovery.

## Home is the best place to:

- Rest and get better sleep
- Live safely, comfortably and enjoy the best quality of life
- Stay active, mobile, independent and connected to family and friends
- Make life-changing decisions about assisted living or long-term care
- Avoid risks, such as loss of strength or energy, falls, infection or confusion

## Planning discharge together

Sometimes a stay in hospital cannot be avoided. If this happens, our goal will be to support you to go home as soon as your healthcare team confirms you are ready.

If you have any concerns about going home, please talk to a member of your care team. They will work with you and your family or caregiver to create a supportive care plan. This plan can include help from family, friends, private services and Island Health services.

## Supporting caregivers

As caregivers play such a valuable role in supporting loved ones returning home, their wellbeing is key. As you decide what services you will need at home, consider caregiver support and possible respite options.

Your healthcare teams in the hospital and at home can discuss caregiver support options.



## Estimated date of discharge

Early in your hospital stay, your care team will work with you and your family to identify a date for your discharge home. Identifying this date early helps optimize your hospital stay and makes sure the right supports are in place for you when it's time to leave.

Discharge planning is important at all times during your stay and is evaluated on a daily basis. The estimated date of discharge can change if your medical condition improves or declines.

## How to prepare for discharge

Once you are medically stable and the care team feels you are ready to go home, you will be discharged. Hospital staff will try to give you as much notice as possible so that you and your family or caregiver can make arrangements for transportation and the supports you may require at home.

The hospital staff can provide you with information regarding community services and resources available in your area.

## Discharge checklist

- Organize your transport home (i.e. pick-up, taxi, HandyDART)
- Have personal belongings ready when you are discharged
- Ask someone to prepare meals or help with grocery shopping
- Pick up your prescriptions and supplies, or arrange delivery
- Make arrangements, if required, to have someone assist you during recuperation; this may include family, friends, neighbours, private and subsidized services.

**Talk to your care team as early as possible if you have concerns about your discharge.**



## At home support

Depending on your care needs and the community you live in, the following support services (subsidized and private) can help you to live as independently as possible.

### Island Health Community Health Services

**Home care nursing:** clinical care in a community clinic or at home.

**Physiotherapy or Occupational Therapy:** short-term rehabilitation services, home safety assessments and education.

**Case management:** Case Managers help clients who have chronic healthcare needs access home and community care services. They also offer assessments for respite programs and caregiver support.

**Subsidized home support services:** visits from a community health worker to provide personal care (i.e. bathing, toileting, grooming or dressing) and help you manage medications if no other options are available.

**Day programs:** referral to a day program in the community, where a variety of activities take place in a group setting.

**Community Virtual Care:** support and education to help you manage your medical condition from the comfort of your home.

**Geriatric Specialty Services:** assessment and management of complex mental health needs.

### Other Community Resources

**Technology assistance:** technical aids to assist with medication management, remote monitoring by family (can be used for dementia care), fall alerts and lifeline.

**Private housekeeping and home support services:** home support and housekeeping/cleaning services.

**Short-term equipment loan/rental:** medical equipment to support home safety and recovery.

**Meal programs:** the delivery of nutritious meals to your home to ensure you are eating healthy meals regularly.

### Your own support network

This may include assistance from family, friends or neighbours for tasks such as meals, transportation, shopping, housekeeping, medication help and personal care.

**Note:** Services and programs can vary across our region. We make every effort to meet your individual care needs with the local resources available.



## Cost of Island Health Community Services

Island Health professional services are available with a referral at no charge, i.e. nursing, rehabilitation therapists, case managers, social workers and dietitians.

There may be a charge for subsidized services such as home support, adult day program and respite. The amount you pay depends on your income. There may also be costs for medical supplies.

If these charges pose a serious financial hardship, please speak with your care team about your options.

## Waiting at home for a long-term care assessment

While in hospital, you may be asked to consider whether long-term care (assisted living or long-term care facility) is the next best step for you.

The best place to make a life-changing decision like this is at home during a period of wellness, and not in the hospital during a health crisis.

This is a decision you want to make when you have the time and comfort to think clearly. There are options to support you at home while you think about your next steps.

Your care team will discuss your eligibility, level of need and urgency with you and your family or caregiver before starting the application process.

Please don't make any changes to your living situation until an assessment has been completed and it is determined that you are eligible for subsidized assisted living or long-term care placement.

Island Health is improving access to long-term care for people living in their own homes. If a move is necessary, you will be offered a place in assisted living or long-term care, based on your needs.

## Now that you are home

- ▶ Consider reconnecting with your neighbours and friends so they can support you as much as they can, even if it is just to stay in touch.
- ▶ If you have a Case Manager with Community Health Services, now is the time to reconnect with them.
- ▶ Follow up with a primary care provider about your recent hospitalization and discuss your current needs.
- ▶ Bring all of your current medications and any directions you received from the hospital to your next primary care provider appointment.
- ▶ Inform your pharmacist of your most recent medication list.
- ▶ Dial 811 (BC Nurseline) or call your primary care provider's office if you experience any new symptoms or a recurrence of the problem(s) that sent you to the hospital.
- ▶ Be patient with yourself as you slowly regain your strength, and enjoy sleeping in your own bed.

## Notes

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# Let's Get You Home

## Resources

For general inquiries about Community Health Services, please call:

### South Island:

- 250-388-2273
- Toll-free: 1-888-533-2273

### North Island:

- 250-331-8570
- Toll-free: 1-866-928-4988

### Central Island:

- 250-739-5749
- Toll-free: 1-877-734-4101

### Interpretive services:

- 1-877-228-2557

### Indigenous Liaison Nurse:

[www.islandhealth.ca/indigenous-liaison-nurse](http://www.islandhealth.ca/indigenous-liaison-nurse)

### Resources for caregivers:

[www.islandhealth.ca/seniors](http://www.islandhealth.ca/seniors)

### Respite care:

[www.islandhealth.ca/respice](http://www.islandhealth.ca/respice)

