


Year to Date Performance	78%	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 80%	Performance is outside acceptable range; Monitor and take action as appropriate.	

What do we measure and why?

Island Health’s home care services provide care for patients after they leave hospital and ongoing support and healthcare to clients to enable them to remain independent and in their homes for as long as possible. There are many types of home care services available.

The Home Care Professional Services measure reflects the percentage of home care clients who are seen by home care nurses, or rehabilitation or case management professionals (after they have been assessed, prioritized and referred to the service), within benchmark response times. The benchmark response times vary based on the urgency of the client’s needs.

What is the target?

Island Health's target for 2018/19 is to meet benchmark response times for at least 80% of clients requiring professional home care services. Percentages below 70% will be categorized as red, requiring action and active monitoring.

How are we doing?

In 2018/19, Island Health did not meet the target. Despite this, the percentage of home care clients who were seen within the benchmark response times did improve compared to the prior year.

What actions are we taking?

- Providing additional clinical education to Community Health Services staff to improve responsiveness and documentation.
- Target a portion of the additional resources in 2018/2019 to clients who require rapid response for hospital avoidance or early discharge.
- Improving communications, information sharing, and working relationships with the client's primary care providers (Family Doctors, Nurse Practitioners) and health team.