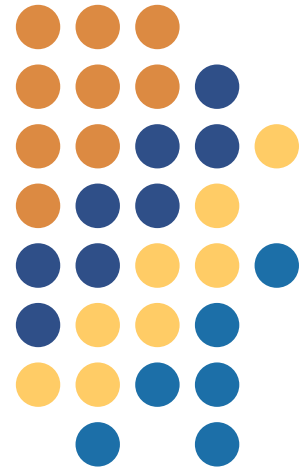

Re-Visiting Home Care: Is the work safe?

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Assisting Client Care Ensuring Staff Safety



- **ACCESS**—A WorkSafeBC sponsored project to reduce the risk of occupational injuries associated with moving and assisting home care clients
- **Challenge**—to balance the needs of clients at home with employer responsibilities to provide a safe work environment which enhances quality care & retains qualified staff

What we found



- Discipline-specific assessment and language
- Care plans reflected client care needs only
- Varying perception of “risk”
- Identified risk not communicated to CHWs
- Widespread acceptance of injury risks
- Poorly understood injury causes and controls
- Lack of necessary equipment in homes

What we needed?



- Standard assessment of client ability
- Care plans designed for safer care
- Systems unwilling to accept unnecessary risk
- Evidence-based info on causes and controls
- Communication of risk mgt. to front line
- Equipment required to achieve care goals

What did we do?



- Develop standard patient assessment tool
- Create a safe work procedures manual
- Educate re: responsibilities as “supervisor”
- Promote equipment use—purchase and loan
- Influence system to surface risks and controls
- Encourage the difficult conversations.

What are you doing?



1. Patient assessment
2. Care plan communication
3. Equipment resources in the home
4. Education of clinicians/ HS Supervisors
5. Training CHWs in safe patient handling

Is it working for you?



- Do your clinicians understand their role in assisting the organization to prevent injury?
- Do your clinicians have the difficult conversations with clients re: equipment etc?
- Do clinicians get your/mgt support to modify care plans when staff safety is an issue?
- Does risk information get out to the front line?

Is it working for you?



- Can / do your CHWs report client ability changes soon enough to avoid injury?
- Do your CHWs support team efforts to change care plans to prevent injury?
- Do your clients understand their responsibilities to their care givers?
- Is obtaining recommended equipment a feasible solution to your pt. handling risks?

Lessons Learned



- Decreased ability = Increased equipment
- Safer care starts with the care plan
- Focus on client ability to “participate” in care
- Make taking unnecessary risks unacceptable
- Community Health Workers DO assess!
- **All** of us can only do what is reasonable
- No equipment? Modify the care plan

I H Resources



- *A Practical Guide to Moving and Assisting Clients in Home Care*
- *Accessing Equipment with the Home Care Client: Sources of Funding.* Available: www.interiorhealth.ca/information/accountability/reports/reviews&backgrounders/2005
- injury.prevention@interiorhealth.ca
- Please use anything you find helpful, with appropriate credit to IH—thanks.