



Saint Elizabeth

Well beyond health care



The Developmental Services Worker Enhancing Client Care

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Saint Elizabeth

Partners



Champlain

CCAC

Community
Care Access
Centre

CASC

Centre d'accès
aux soins
communautaires
de Champlain

ALGONQUIN
COLLEGE

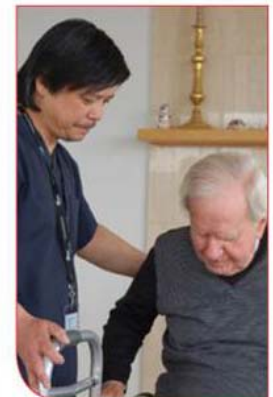
Objectives

- To share with you our success story
- To share with you a new strategy for accessing another talent pool for care of children with developmental disabilities
- To describe our pilot project and its outcomes



Saint Elizabeth

- Century of experience
- 5,000 staff; five million visits annually
- Track record of servicing the health care sector through service delivery, consulting, research and philanthropy
- Leaders in the design and implementation of integrated care solutions, including discharge and transition programs



Algonquin College

- Educator for the DSW Program
- Working to understand the needs of the community
Partnered with Champlain CCAC to develop the pilot
- Assisted in the recruitment of initial DSW to commence the program

CCAC Services

- Case Management
- Professional Health Services:
nursing, nutritional consultation, occupational therapy,
physiotherapy, and speech therapy
- Support Services:
 - personal support, respite care, medical supplies, equipment,
and drugs

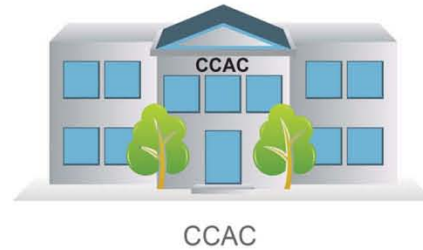
Child and Youth Services

Case managers for 5,000 children in Champlain:

- In-home services
 - As per legislation to case management, professional services and personal support
 - Medically fragile children
 - Short term, longer term needs
- CHEO – coordination, School Health Support Services communication, discharge



- DSW training
- Consultation r/t DSW capacity
- Responsive to future home health care needs



CCAC

- Creative HHR solution
- Service funding
- Accountability to meet needs of clients



Community College



Child & Family



Service Provider Organization



SUPERIOR OUTCOMES

- Staffing
- Responsiveness to innovation
- Right service/right time
- Knowledge transfer

Pilot Envisioned

10 month project

Goal:

- Evaluate the effectiveness and impact of integrating the Developmental Service Worker (DSW) into the home care setting for stable medically fragile children traditionally serviced by shift nursing

Selecting Clients

- All clients in receipt of CCAC services at home
- Appropriate children were considered by CCAC Case Managers and Saint Elizabeth based on client care needs and stability
- Predictable health care needs and responses to treatments
- Review by nursing leadership team to ensure medical stability and appropriate level of service



The DSW's Unique Contribution to the Interdisciplinary Team

Support individuals who have a wide range of physical, mental and/or developmental disabilities to enhance their ability to function within all aspects of community living.

- Supported by nursing for delegation and transfer of skills as well as ongoing clinical support
- Optimizing client/family independence
- Using multiple approaches for communicating with clients
- Developing and implementing individual client centered learning plans
- Educating interdisciplinary team related to developmental issues

Scope of Practice

- CNO standards for working with unregulated care providers
- SEHC standards currently in place for work done by Personal Support Workers
- Review of the DSW curriculum and course content taught at Algonquin College

DSW Orientation: Client Specific

Orientation for each new client

Time spent in orientation is dependent on the complexity of the child

Includes:

- Transferable skills
- Delegations as needed
- Client likes / dislikes
- Monitoring
- Emergency plans

Documentation

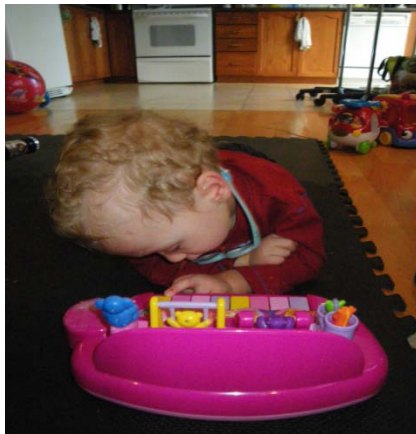
- New chart was created – “Carolina Curriculum”
- Hybrid between existing nursing and personal support charts
- Some new forms to capture the unique nature of the developmental focus
- Service Provider Report modified for DSW to communicate to CCAC Case Manager

The Client Population

Sample Size	n = 9
Age	x=6.9 years (range 1 to 16 years)
Diagnoses	<ul style="list-style-type: none"> • Autism • CP • Prematurity • Encephalopathy • Optic Neuropathy • Rhett's Syndrome
Health Care Needs	<ul style="list-style-type: none"> • Enteral feeding • Seizure Care • Monitoring Fragile Health Status • Medication Management • Catheterization • Oral Suctioning
Months with DSW	x = 6 months (range 2 to 11 months)



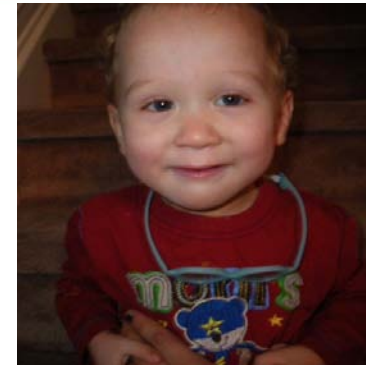
Honoring the Human Face of Health Care





Meet Adam and Justin

All service requirements are being met



- Increase in communication
- Developing sense of independence
- Increase in community integration
- Increase in fine/gross motor skills

- increase in eye contact
- increase in requests
- engaging in social play
- increased communication

- parents taking over programming



Staff Satisfaction – Saint Elizabeth Nursing

“...having (DSW) here has been amazing. I have learned so much about how I can better interact with the kids...”

“.... She (DSW) is a great addition to our health care team....”

“...I have seen the impact they (DSW’s) have had on my nurses and the clients. Over the past year they have given hope back to so many parents. They complete the circle of care in so many ways.”



Client & Family Satisfaction

“... We don’t want to have them have years of catching up. We want to minimize that as much as possible.”

“... We see we are going in the right direction with this program...”

“I would never have imagined that my daughter could do what she’s doing now. In the past she would say simply ‘T.V Mom’ now she is speaking in sentences. Knowing that she is able to communicate her needs and wants means so much.”

Evaluation Data

- Authorized and provided nursing hours steadily decreased since the summer months of 2010.
- The percentage of authorized nursing hours that were provided increased from a range of 41-78% at the start of the pilot, to 91-100% at the end of the pilot phase, indicating that SEHC was better able to provide nursing service for the authorized hours since the introduction of the DSW program.

Evaluation Data Cont'd

- The target of 100% of authorized nursing hours provided was met in four months (August – October).
- The authorized and provided DSW hours increased throughout the pilot project, as new clients were brought on service for the DSW program and DSWs were hired.



Next Steps:

- Consider piloting the program with other populations i.e. developmental disabled adults
- Collaboration with Community College re: curriculum development, placement opportunities
- Work with other CCAC's to replicate the project in their respective geographies



Questions ???