

Home-Based Care Highlights

Fall 2025

ISSUE #4



Showcase your Island Photos!

Have you taken some great PEI photos over the last few months? If so, please submit them to lgotell@ihis.org or aemillar@ihis.org by **Oct 30, 2025**. Please include some details about your photo, including location and what you like about it. **Please note:** Photos must be in high resolution, i.e. generally 300 pixels per inch (PPI or DPI) or more, and not include individual people.

We are creating a 2026 Home-Based Care calendar using selected photos!



WINNER

Congratulations to Emily Townshend, Physiotherapist, Kings Home Care! Emily successfully answered the Virtual Quality Board/ROP Question from the last newsletter and won a \$25 gift card!

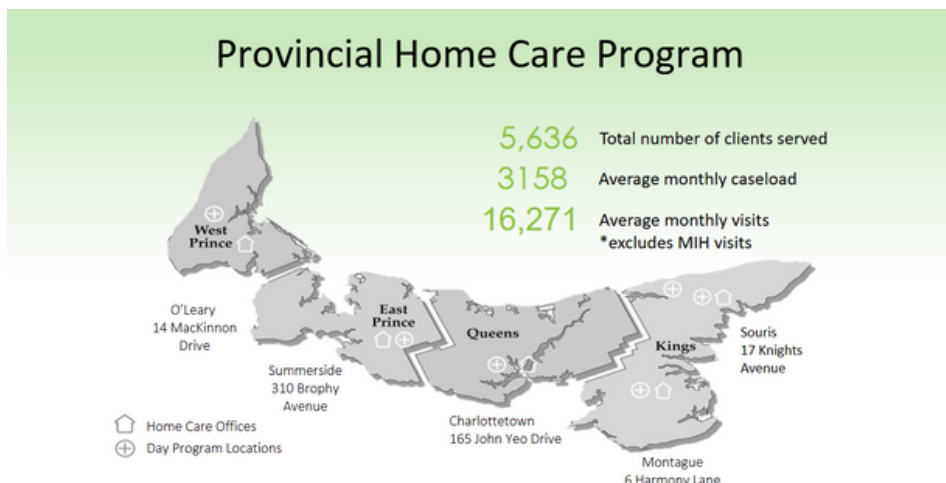


Many thanks to the **Stanhope Ladies Golf Association** for their recent donation to the Queen's Palliative Care fund! This fund is intended to ease small but significant burdens during a difficult time, providing practical help so palliative care clients facing financial challenges can focus on what matters most. It helps to cover essential needs such as:

- Transportation to medical appointments
- Groceries and basic food items
- Clothing and other necessities

Home Care Snapshot

Have you ever wondered how many Islanders we serve within the Home Care Program? Check out these Stats from 2024-2025. All of these visits are possible due to the dedication of our interdisciplinary team!



Inside this issue:

Staff Engagement, Education & Wellness.....2

Occupational Health & Safety.....2

Provincial Palliative Care Programs.....3

Medication Assistance Program (MAP).....3

French Services.....4

Provincial Geriatric Program.....4

Quality Improvement.....4

Operations & Innovations.....4

Staff Engagement, Education & Wellness

Holman's Ice Cream and BBQ **staff appreciation events** took place this Summer across the province. Thanks to each and every team member for the impact you make on clients and their families/caregivers day in and out!

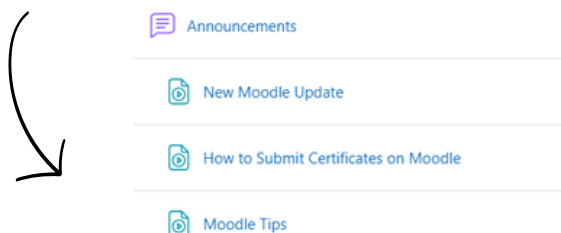


Virtual MAP Education dates:

October 30th December 2nd January 15th
Meeting links will be sent closer to the dates

Hand Hygiene Reminder: All staff must have Hand Hygiene education completed before December 31st. Audits will be done with a goal of 100% completion for Home Based Care.

Moodle: Check out moodle for lots of information and education. For Moodle updates, tips, etc. select **Reflective Practice:**



Do you know about these other learning opportunities?

If interested, talk with your manager/supervisor about participating.

[Public Service Commission Pathways to Learning](#)

[Canadian Home Care Association Project Echo](#)

[Home and Community Care Conference](#)

Occupational Health and Safety

The **Joint Occupational Health and Safety Committee** is committed to fostering a safe and healthy work environment across the five Home Care offices and the Geriatric Program. Co-chaired by Angela Johnston (Manager, Queens) and Jim Ryan (Home Support Worker, Queens), the committee brings together a diverse team of 21 members. Membership includes strong representation from each of the Home Care Sites and Geriatric Program as well as, the three unions—IUOE, UPSE, and PEINU. Participants from other Health PEI areas such as Occupational Health & Safety (OH&S), Musculoskeletal Injury Prevention (MSIP), Infection Control, and Employee Health attend on a Ad Hoc basis.

The OH&S Committee plays a vital role in:

- recommending improvements to employee health and safety.
- monitoring causes and corrective actions for reported employee events through the PSMS system.
- reviewing incident reports to identify trends and suggest preventative measures to Leadership.
- workplace inspections and recommendations for improvements.
- training and education.

Staff are encouraged to bring forward health and safety concerns to any committee member for inclusion in the next meeting agenda, ensuring open communication and proactive problem-solving.

In addition to its core work, the OH&S committee includes several sub-committees, focusing on specialized areas such as Emergency Management and [Environmental Hazards](#). These groups focus on specific education and guidelines around potential occupational hazards. **Check out [the resources](#) on Moodle (Provincial Home Care Resources).**

Provincial Palliative Care Programs



Please join us in extending a warm welcome to **Dr. Jason Kallestad**! Dr. Kallestad joins us as our third full-time palliative care physician and has quickly become a valued part of our team. His arrival marks an important milestone for our program, enabling us to expand our presence across facilities throughout Prince Edward Island, specifically in community and outpatient settings.



Originally from Minnesota, Dr. Kallestad is a family medicine-trained palliative care physician with extensive experience across a variety of care environments. His compassionate approach and diverse background will be a tremendous asset to our team and to the patients and families we serve.

We appreciate your patience and support as we proceed with the onboarding and orientation of Dr. Kallestad and other new team members.

Dr. Kallestad recently joined the team at the Provincial Palliative Care Centre for the CIBC Run for the Cure, in support of breast cancer research and support. Great work, team!

Medication Assistance Program (MAP)

MAP supports clients in safely taking their medications as prescribed. Services are tailored to each client's needs, ranging from verbal reminders to partial or full assistance **provided by home support workers** (Levels 1-3).

MAP began as a pilot in East Prince in January 2023 and has since expanded right across the province with final site, West Prince, implementing in May 2025. The Provincial MAP Committee—a collaborative team—continues to meet monthly to identify challenges and refine the program through an iterative, responsive approach.

Each site has undergone a six-month evaluation (West Prince evaluation is pending), and incident reporting is actively encouraged, with trends reviewed regularly to support continuous improvement. The pilot has been featured at a Quality & Patient Safety Learning Exchange.

While enrollment is limited by capacity, MAP is now a provincial program. MAP is successful because of the strong collaboration between schedulers, HSWs, HSTLs, LPN supports and Pharmacy. Kudos to all who have helped this grow province-wide. We remain committed to expanding our ability to support safe medication management for clients living at home who are unable to manage their medications independently.

For more info refer to the MAP [one-pager on Moodle](#).



MAP education has been developed under the leadership of Dawn Mallard, Provincial Nursing Clinical Development Coordinator, Trent Ferrish and Ashton Muttart, Home Care Pharmacists. In a continued commitment to quality and safety, a MAP education working group recently enhanced the training to include MAP simulations and an initial LPN supervised visit. These additions complement existing self-directed learning and virtual group education.

French Services/ Official Languages Recognition Program (OLRP)

Congratulations to Melissa Long, RN, who received the “Étoile Santé” Award from the PEI French Health Network for her exceptional service to the French-speaking community.

As a bilingual care coordinator with Home Care - Prince County, Melissa ensures clients receive compassionate care in their official language of choice - making a real difference in their care experience. “When a client requests home care, we ask for their preferred language. If they indicate French, I am the first point of contact and I follow them from start to finish,” says Melissa. For some clients, having access to care in French brings comfort, clarity and confidence - especially when they are very ill and communication is difficult.

“It takes even more effort for them to express their feelings and needs, it’s really important that they understand the information being given to them in order to comply with medication adherence, understand possible side effects, their physical limitations, etc.” Melissa’s dedication is helping improve access and equity in health care across the Island. Bravo!

Operations & Innovations

Check out the AlayaCare [“Did you Know”](#) documents on Moodle for at-a-glance information on the AlayaCare Committee and the Care Plan Library.

Kudos to our team for showing [How Health PEI modernized home care delivery through AlayaCare](#) and other transformative efforts over the last few years. Shout out to **Joanne McLaughlin, Deina Perry & Kristy Andrews** for sharing their experience and enthusiasm in the video!

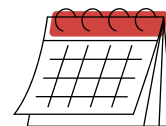
Thanks for reading!

Provincial Geriatric Program

The Provincial Geriatric Program has seen lots of staff changes over the past few months! A new Clinic Coordinator/Supervisor position has been filled by Lyndsay Corrigan and Karyn Morrell is the new MOA in Queens. Karen Nabuurs has joined Julie Dennis as OT with the Dementia Specialty Team, seeing DST clients in Prince and part of Queens. Dr. Kathleen Boswall is returning to the Program in October, based in Queens. Susan Robinson will be remaining with the team as a casual NP and her position for Prince has been posted. Finally, Mark MacKenzie has taken on a new role as Coordinator of Conduct and Quality Assurance with the College of Registered Nurses and Midwives; Karen Biggar assumes the position of Geriatric Program Manager as of October 27th.

The program’s new home in the Summerside Community Health Centre is looking amazing; we aim to be operating there starting January 2026!

Quality Improvement



[Quality and Patient Safety Learning Exchange](#)

October 30th, 2025

Credit Union Place, Summerside

To register, email cacoady@ihis.org

Remember you can keep up with Quality Improvement in Home-Based Care on our [virtual quality board on Moodle!](#)



Queens Home Care Team Members
Organized a Trivia Night in September.
Fun night by all!