



# Home-Based Care Highlights

SPRING 2025

*"What I love about home care is the significant impact we can make, especially as a team, on people being able to stay in and be cared for in their homes. I also love the flexibility of the hybrid office and home working model."*

~ Judi Nantes, PT

Congratulations to **Judi Nantes**, winner of the Name Our Newsletter contest!

Judi is a physiotherapist with Queen's Home Care who chose "Highlights" because of its positive vibe (and because it starts with the same letter as Home).

Judi's original suggestion was actually Home Care Highlights, but she agreed that a tweak to Home-Based Care Highlights was ok. What's the difference?

Home-Based Care includes the Provincial Geriatric and Palliative Care Programs **as well as** Provincial Home Care.

While each does distinct work, we collaborate a great deal and work together under one umbrella.

Our director, Crystal Praught, pulls the threads together, within [Community Health and Seniors Care](#) in our organizational structure.

If you have suggestions or requests for newsletter content, please email [Ann Millar](#) or [Sherry Pickering](#)

All Home-Based Care staff should have received an email that we can now enter French Proficiency in AlayaCare. Please refer to the infographic on [Moodle](#).

IG Wealth Management **Walk for Alzheimer's** will be held Saturday May 24 in Charlottetown, Summerside & Montague.

[Register](#) today!

## Urgent Respite and End of Life Support Team (UREST)

**UREST** is a home support team developed to respond to urgent personal care and respite needs. The goal is to help clients remain in their homes by reducing caregiver strain, accommodating caregiver appointments, events, and/or illness, by providing timely, flexible and client-centered care.

UREST supports collaboration for transitions in care to individuals and their families with additional home support workers specifically designated for

- urgent respite requests
  - end of life support and care
- Clients and their caregivers now have more access to assistance with

personal care needs and respite when required on an urgent basis. Clients are supported to stay in their home environment as long as possible.

UREST is a good option when:

- a request must be met within 3 days
- a one-time only or bridging service is required until regular scheduling can be arranged

Clients can be identified by any Primary Coordinator (PC) or Home Support Team Lead (HSTL). If a client is new to Home Care, this may be done in collaboration with Intake or Liaison.

See the infographic on [Moodle](#)

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## Employee Engagement, Education & Wellness

### Education

**Violence Assessment Tool :** The VAT form went live in AlayaCare for use on April 1st. About 200 staff have been educated to date. Anyone who has not got their badge should complete that step in Moodle.

Anyone requiring education can attend a session on May 13th.

**MAP:** May 6th & June 5th

**Med Rec:** June 19th

**Dementia Care Training (DCT)**

**101:** May 12 - June 20

**102:** May 20- June 27

**Stay tuned for dates on *Infusion Pump Safety month education***

### Staff Engagement, Wellness and Appreciation Survey

After reviewing Health PEI's last Employee Engagement Pulse Survey Report, the Home-Based Care Staff Wellness and Engagement Working Group:

- reviewed and identified priorities
- offered two Staff Wellness Days
- organized a schedule of monthly appreciation initiatives
- developed a staff survey for more input

All Home-based Care team members received a survey in January via email with link to Question Pro.

[Click here](#) for an overview of the survey results and identification of next steps. Thank you for your input!!



## Monitoring Alerts Systems in Home (MASH) Medication Dispensers



A new medication support program is being piloted within Home-Based Care in Queens County. **MASH Medication Dispensers** support safe medication management for Home Care clients living at home who cannot manage their medications independently.

Proper medication management can keep clients healthy and independent for longer, allowing

them to remain at home and reduce the number of hospital admissions.

The pilot started in Charlottetown, Cornwall & Stratford in March. It will be rolled out provincially over time.

[Click here](#) for an overview of the program information, referral process and eligibility/exclusion criteria.

## Community Respiratory Resources

*The following resources may be beneficial to your clients:*

**Cardiac and Pulmonary Rehab Program-** Operates in Summerside, Montague and Charlottetown. Virtual Options are available. Referral required from NP/MD. More info and application forms available [online](#).

**CPAP/BiPAP-** LungNSPEI provides CPAP/BiPAP units to low-income Islanders who can [apply online](#)

**Smoking Cessation Program-** Eligible Islanders can access one round of quit smoking medication per year through the Drug Cost Assistance Program. Accessible through home care Respiratory Therapy service, primary care or community Pharmacies.

**Join us on June 6 2025 for COPD Education Day. [Register now!](#)**



## Provincial Geriatric Program

The **Dementia Specialty Team (DST)** is a provincial, multidisciplinary resource within the Provincial Geriatric Program. Currently consisting of a geriatrician and occupational therapist team lead, the DST supports persons living with dementia (PLWD) and their care partners by providing a consultative service to healthcare providers, healthcare and community programs, and other stakeholders. DST promotes evidence-based best practices in dementia care to ensure PLWD have the best quality of life possible. Referrals to the DST are completed by physicians and nurse practitioners, using the

**Provincial Geriatric Program [referral form](#)**. For more information on the DST including patient eligibility criteria and detailed instructions for referral see the [Dementia Specialty Infographic](#). If you have any questions please contact [Mark MacKenzie](#), Manager of the Provincial Geriatric Program.



Mark MacKenzie, Julie Dennis and Tina Davis talked with many participants on March 6 at Stronger Together, an event hosted by the [Alzheimer's Society of PEI](#).

## Provincial Palliative Care Program

**The Provincial Palliative Care Centre (PPCC)** is a specialized palliative care facility in Charlottetown with 10 private rooms. Each room has a bathroom and views of the gardens, as well as spaces for family and friends. The team at the centre is composed of regulated health care professionals, support staff and volunteers. You can experience the centre yourself by watching our new [video](#).

Referrals for admission are reviewed and prioritized weekly. If appropriate, clients are added to the Palliative Care Centre admission list. The list is reviewed and prioritized when a room becomes available, to ensure the most up-to-date information is considered.

### Palliative Care Philosophies & Provincial Program Orientation

Person Centered Palliative Care requires collaboration of all team members with the patient and their families at the center. This quality initiative was created to provide a baseline orientation to complement any other palliative clinical orientations. The goal of the session is to provide a better understanding of what Palliative Care means and what resources and tools are available to support patients, families, and staff here on PEI. All Health Professionals are encouraged to attend one of the upcoming virtual sessions.

**The next Orientation dates are May 12 or June 9 from 1:00pm - 4pm.**

To register or for future dates, contact [Jennifer Dawson](#)

In addition to the above online sessions, a recording of the presentation and the supporting handbook document are available on the Palliative Care page of the [Staff Resource Center](#)

## Home-Based Restorative Care Program

*Restorative care (also referred to as re-ablement or geriatric rehabilitation) is a client and family centered approach, involving interdisciplinary assessment and collaboration which aims to maximize functional independence and quality of life (Fillit, Rockwood, & Young, 2017).*

Provincial Home-Based Care is expanding its programming by providing home based restorative care to those who have experienced a recent change in their health and mobility that puts them at risk of losing independence.

The phased approach for program roll out and staffing at all home care sites, by county, has been initiated (Prince County in May 2025). As the program launch date approaches for each site, additional, detailed information will be shared with all home care staff at site CCR and other team meetings. [Click for more information.](#)

## Quality Improvement

### Quality and Patient Safety Learning Exchange

**Registration deadline: May 15, 2025**

Presentations will include the Palliative Care Sprint Initiative & Vascular Care initiative with Own Health (highlighted in the last [HBC newsletter](#)).

**Accreditation Update:** The onsite survey visit with Accreditation Canada will be held **June 7-12, 2026**. Over 1500 Health PEI staff completed self-assessment surveys in February and March—thank you! Quality Improvement Teams will review results and address any flagged standards in our updated workplans.

**Home Care Client Experience Survey:** Feedback from clients and care partners has always been important and is embedded in most of our programs and services. Additionally, a survey is mailed every six months to a random selection of active home care clients to help improve the services we offer. The survey asks questions about accessing home care, home care staff, and the care clients receive. The survey may be completed online or hard copy via postage paid envelope. Overall, comments from the respondents reflect that home care clients receive excellent services, and there are few concerns. Survey reports can be viewed on the [Quality Patient Safety Dashboard](#).

*"I have been treated with kindness and respect. I feel like I am in good hands. God bless and thank you."*

*"We are very grateful for the support she receives from Home Care - someone comes weekly to ensure she has her shower/hair wash thereby alleviating arguments with family to do this. The COACH program is a wonderful resource, knowing the RN or NP are just a phone call away and having the monthly check ins to add mom's health issues is invaluable. Thank you :)"*

*"We really appreciate that this program is in place. It makes living at home much easier."*

*"If it wasn't for the services of Home Care, I would not be able to stay in my own home. A wonderful service."*

## Operations & Innovations

**Business Process:** There have been significant updates to the intake process for Adult Protection. Please review in the [Business Process Manual](#). Watch for upcoming dates for Adult Protection Education.

**AlayaCare Did You Knows:** To support knowledge translation, *Did you knows* are created on a variety of AlayaCare topics. Check out recent [Did You Knows on Moodle](#)!

**AlayaCare Release Notes:** Every month, AlayaCare provides a summary of system updates to Home Care Solution Office and AlayaCare Committee team members. The notes are reviewed and pertinent updates, "Release Notes", are shared with team members via email. These monthly updates ultimately enhance our work processes and contribute to our overall success. Thank you for continuing to adapt to changes!

### Here is an overview of a recent AlayaCare update—Form Calculator:

As a result of new form calculation abilities in AlayaCare, the following existing forms have been updated to have calculations in the form automatically completed:

- *Braden Scale*
- *Falls Risk Assessment*
- *Fall Risk Screen*
- *COPD Assessment Test (CAP)*
- *Day Program Priority Tool*
- *Patient Health Questionnaire (PHQ-9)*
- *Generalized Anxiety Disorder-7 (GAD-7)*