



Introducing HBC Radio!

Home Based Care Radio is a new, pilot audio learning series designed for staff on the move. Featuring short, focused episodes, HBC Radio makes it easy to fit learning into your day—whether you’re driving between visits, out for a walk, or taking a quick break. Topics will focus on real life community care, supporting safe, compassionate, and person-centered practice. Episodes will be easy to access and saved in Moodle: [Home Based Quality Improvement](#). Your feedback will help shape what comes next.

Supporting the System Under Pressure

Home Based Care continues to play a critical role in supporting system capacity during prolonged over-capacity in acute care and long-term care. Success is not driven by a single service, but by coordinated, wrap-around supports across programs working together to keep people safely at home. Following the January activation of the Emergency Operations Centre (EOC), daily huddles and coordinated actions have strengthened a shared *Home First* focus—supporting earlier, safer returns home and enabling people to remain at home as long as that is their goal. HBC provides central coordination, strengthened by the distinct and complementary contributions across our three programs.

Home Care provides the foundation for keeping clients safely supported in the community and enabling smooth transitions across care settings. This includes:

- Coordinating and delivering services and programs to support individuals
- Supporting proactive discharge planning through daily hospital rounds
- Facilitating timely transitions from acute care back home or to Long Term Care
- Providing wrap-around supports for clients with complex needs
- Acting as a central connector across services to align care plans and supports

Palliative Care (including Home Care, Palliative Care Center & Provincial Staff) supports clients with palliative needs to remain at home whenever possible by:

- Providing symptom management, psychosocial support, care planning and end of life care in the community
- Supporting clients, families, and caregivers through disease progression
- Facilitating transitions to other care settings when required including care provided at the Palliative Care Center
- Collaborating closely with many partners to ensure continuity and dignity of care

Geriatrics enhances system capacity by providing specialized assessment and consultation for older adults with complex needs. This includes:

- Assessing patients in community settings to support timely, appropriate care decisions
- Supporting safe transitions between care settings, including hospital-to-home and hospital-to-LTC
- Advising on functional, cognitive, and medical complexity to support care planning
- Working collaboratively with Home Care and other services to stabilize clients in the community when possible

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Staff Engagement, Education & Wellness

Staff Appreciation Corner

With spring's arrival, in March, we celebrated with tulips for all staff!



We're excited to invite everyone to our **Staff Wellness Day on May 20th** at Credit Union Place. This event has been made possible with the funding from the quality and safety merit award for MASH.



This year, we are honored to welcome Lucas Arsenault as our keynote speaker. Lucas will share his remarkable story of resilience and strength after losing his leg in a shark attack—an inspiring reminder of courage, mindset, and recovery. Signup details will be shared soon!

Education:

MAP Education:

- May 12, June 9

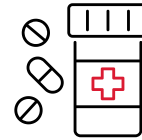
Med Rec:

- June 18 2:30-3:30

All links will be sent out from sites

Hand Hygiene

260 Home-Based Care staff received their Hand Hygiene Moodle Badge in the first quarter of 2026 (on or before March 31). Great work! To complete the requirement, access the Hand Hygiene module in MOODLE, complete the course, and upload the certificate provided by IPAC; a how-to video is available at the top of the page if needed. Once uploaded, your Moodle Badge will be issued and will expire one year from the upload date, not the completion date. Please reach out if you need any assistance dmmallard@ihis.org.



Competency in Care Standards Monthly Focus:

- May Professional Relationships
- June Capacity Building



Difficult Conversations and Advance Care Planning in the Learning Lounge was held on April 21.

Facilitated by Susan Doucette, (Provincial Palliative Home Care Clinical Development Coordinator), Mallory Peters (Palliative Care Coordinator) and Dr. Meghan Cameron from Mi'Kmaq confederacy.

Watch for more to come for the Learning Lounge!



Provincial Geriatric Program

The Provincial Geriatric Program is delighted to welcome Amanda Holland, Medical Secretary, and Maranda Wilson, Nurse Practitioner, to the team!

We're also on the move. Our Summerside office will relocate to 95 Anna Drive, Summerside on May 19, while the JBJ site in Charlottetown will be moving from the 2nd to the 3rd floor (move date to be announced).

Alongside these transitions, the Program is refreshing the Dementia Specialty Team framework after a solid year of growing capacity of staff and care partners to support clients with a range of responsive behaviours.

The Program is also strengthening its partnership with the Alzheimer Society of PEI (ASPEI) through a collaborative initiative which focuses on bestpractice sharing, earlier access to behavioural supports, standardized assessments, and improved coordination across health and community partners. Together, these efforts aim to enhance quality of life for people living with dementia and their caregivers through timely, integrated, and sustainable supports across the province.

Learn more about the program on the [Staff Resource Centre](#)

Provincial Palliative Care Programs

We celebrated

National Advance Care Planning Day!

April 16 was National Advance Care Planning (ACP) Day, encouraging conversations about what matters most to us and how we want to be cared for in the future. ACP is the process of thinking about values, wishes, and preferences for health and personal care and sharing them with the people who matter most. Wishes reflect what is important to us and what we hope for, while preferences are the specific choices we might make in different situations. By sharing these ahead of time, we help loved ones and care providers understand and respect our decisions. ACP is part of life planning and supports person-centered care. It can bring clarity and peace of mind for everyone involved.



Who is Advance Care Planning for? Everyone!

ACP is for people of all ages, abilities, and health statuses whether you are healthy or living with illness.

Advance Care Planning can be guided by five simple steps: Think, Learn, Choose, Share, and Record. National ACP Day was great reminder to start or revisit the conversation.



HOSPICE SERVICES OF PRINCE EDWARD ISLAND



EASTERN KINGS HOSPICE

Serving Souris and surrounding areas
• Contact: 902-940-7359 or 902-969-4057
• Facebook Page

SOUTHERN KINGS HOSPICE

Serving Montague and Southern Kings
• Contact: 902-838-2269
• Facebook Page



HOSPICE PEI

Serving Queens and Prince Counties
• Contact: Main office 902-368-4498
• West Prince 902-859-3949
• East Prince 902-438-4231
• hospicepei.ca
• Facebook Page

WHAT DOES HOSPICE OFFER

Family & Caregiver Support

Emotional support, respite care, and guidance for loved ones during difficult times.

Compassionate End-of-Life Support

Trained volunteers provide comfort, presence, and dignity to individuals nearing end of life.

Bereavement Services

Follow-up visits, grief groups, and memorial events to help families navigate loss.

Working Together: Hospice Partnerships Across PEI

Home Care and Palliative Programs continue to work closely with **Hospice PEI**, **Southern Kings Hospice**, and **Eastern Kings Hospice** to support palliative clients and their families across Prince Edward Island. These strong partnerships enhance care by combining home care services with compassionate, volunteer-led hospice support focused on comfort, dignity, and emotional well-being.

Hospice services are available in homes, hospitals, long-term care facilities, and palliative care units, offering companionship, end-of-life support, respite, and guidance during difficult times. Support extends beyond end of life through bereavement follow-up, grief support groups, and memorial events, along with community education that strengthens awareness of palliative and hospice care across PEI.

A new pamphlet outlining hospice services and supports is now available on the Staff Resource Centre [Palliative Care Page](#). We encourage staff to review and share this resource with clients and families who may benefit from hospice involvement.

Accreditation Update: Sequential Survey Model Approved!

Health PEI is moving to a sequential accreditation survey model. This means that instead of one on-site survey in June 2026, accreditation will now happen through two survey visits:

Sequence 1: November 2026 Sequence 2: June 2027

Home-Based Care will be surveyed in Cycle 1, November 2026

In a four-year accreditation cycle the sequential approach supports:

- Ongoing quality planning rather than one-time preparation
- Continuous implementation and evaluation of improvements
- Better integration of accreditation standards into everyday work

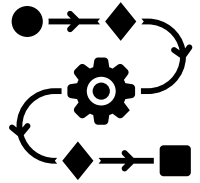
What This Means for Staff

- Accreditation work will be spread over time, reducing pressure from a single survey event
- Quality and safety practices will continue to be part of day-to-day work
- Teams will have more opportunities to demonstrate improvements and progress

More information will be shared as we prepare for each survey sequence.

Thank you for all that you do to be accreditation-ready every day!

French Language Services



Official Language Recognition Program

Surveyors from Accreditation Canada will be on site **October 28 & 29th** for the Peer Review of the Official Language Recognition Program Level 2

Updated workflows for Queens and Kings include a Francophone client flow. Check them out on [Moodle!](#)



What Is Active Offer?

The action of proactively offering **quality services** which are:



Accessing Health PEI Policies (Medworxx)

Health PEI policies are available through **Medworxx the Policy Document Management System (PDMS)**. Staff can access Medworxx via:

1. The Staff Resource Centre or
2. By typing the Medworxx web address directly into your browser or
3. Through the Health PEI Policies and Procedures Manual icon on your desktop.



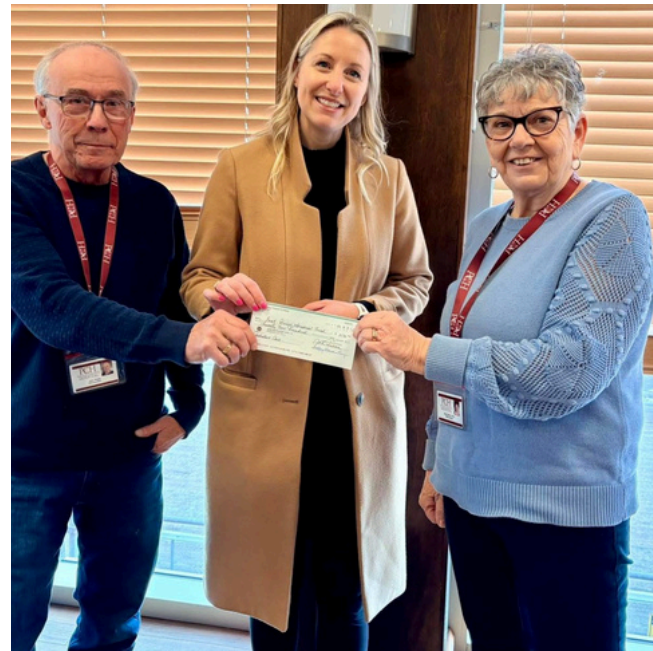
Bookmarking the Medworxx page before logging in is recommended to avoid sign in issues. Once signed in, policies can be searched in three ways:

1. Keyword Search (searches the full document) or
2. Name Search (searches titles only) or
3. Categories (browse folders to quickly locate documents)

You can create and sort your own list of frequently used policy documents. [Click here](#) to learn more (log in to Medworxx will be required)

Thank you to our donors!

Chantel Noye, Co-Manager for Prince County, recently received a \$2,500 donation from the PCH Auxiliary. This money was raised during our popular Christmas gift wrap station at the County Fair Mall. The donation will be used for Home Care's Integrated Palliative Care program that supports people with life-limiting illnesses. John Pineau, PCHA Treasurer, and Mary Frances Perry, PCHA President, presented the cheque on behalf of all members and gift wrap volunteers.



Thanks for reading!