



# Name our Newsletter

WINTER 2025



## Introduction

2024 saw much growth within Home-Based Care, with new and expanding programs as well as many new staff. As we strive to keep informed and connected, we are excited to introduce this new communication tool.

Each issue will feature updates on our main pillars of Geriatric, Palliative & Home Care as well as featuring various programs and people. Just in the last few months alone, we have introduced the Dementia Specialty Team (DST), Urgent Respite and End of Life Support Team (UREST), InterRaAI CA, and a new provincial role, Home-Based Restorative Care Lead.

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

**The next issue will be accompanied by a recorded message from our Director!**

Learn about the roles on our [interdisciplinary team](#)



*Day Program clients can now enjoy more community outings with our new vans!*

### Name our Newsletter Contest!

With the launch of our quarterly Home-Based Care newsletter, we are looking for a name. [Click here to submit your suggestion](#). If your name is chosen, you will win a small prize (and the admiration of your colleagues)! **Deadline for entries is Feb 21st.**

## Monitoring Alerts Systems in Home (MASH)

We are excited to share the launch of a new program, in partnership with Toronto Grace Health Centre as of Jan 8th. MASH provides comprehensive monitoring, real time alerts, and follow up services to seniors in their home environment.

The program provides a pendant which is an outdoor and indoor locating & personal alert device. The device features: 2 way voice communications, Geofencing, outdoor locating (via GPS), Fall Alerting, SOS Alerts.

These services can particularly benefit seniors who have been discharged from hospital or are awaiting Long Term Care. The program aims to address health

conditions, including social determinants of health, to discharge patients with Alternate Level of Care (ALC) that can be appropriately cared for in their home.

We are also working on a **Medication Dispenser Program**; stay tuned for information – coming soon!

[Click here](#) for more MASH program information. All other MASH documents, including workflows, can be found on TEAMS under Virtual Care MASH- PEI current documents.

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## Employee Engagement, Education & Wellness

Home-Based Care Staff Wellness and Engagement Working Group has identified priorities from Health PEI's last Employee Engagement Pulse Survey Report, planned two Staff Wellness Days and a schedule of monthly appreciation initiatives.

We would like to hear whether we are providing experiences that are meaningful and valued. [Click here](#) to provide your feedback.

### OWN Health

Health PEI has **partnered with Own Health**, vascular specialists, **based out of Toronto**, to implement a model of care that is focused on improved outcomes for our patients with emphasis on a medical optimization approach to caring for our **vascular patients** in province.

**"OUR STAFF LOVE THE CLINICAL ROUNDS AND ARE LEARNING A LOT. THE DISCUSSION PROVIDES DIFFERENT IDEAS OF HOW TO APPROACH CHALLENGES IN WOUND CARE "** JENNIFER GREEN, NURSING TEAM LEAD

### Adult Day Programs

Adult Day Programs now have **vans** to support community and cultural participation. Pictured here (and on the front page) are clients from



### Violence Assessment Tool (VAT) Education

For all Home Based-Care staff who use AlayaCare

**F e b 25, M a r c h 4, M a r c h 1 8**

Prior to attending, please watch this [17 min training video](#)

VAT is a risk assessment tool to support Health PEI's High Risk Behaviour Alert Policy.

For more tools and resources, visit the [High Risk Behaviour Alert Tools and Resources Page](#) on the Staff Resource Centre

The goals are to:

- enhance local vascular care
- improve quality access and patient outcomes
- support providers in delivering quality care to Islanders
- minimize off-Island travel for vascular surgeries and procedures

### Staff Wellness Days in 2024

resulted in lots of positive feedback and praise for our guest presenters. The inspiring Michelle Hughes shared her Journey to Just Live. If you weren't able to attend, check out [these tips](#) on how to make your own bucket list.



**Home Care and Provincial Specialty Vascular Clinic** are the first areas of Health PEI to implement this initiative.

Since launching, home care nursing staff have requested service for over 70 wound care clients, towards preserving lower limbs.

Thanks to the working group, particularly the Nursing Team Leads, for supporting the rollout of this partnership.

Spaces. While details are pending, the goal is to create more accessible program spaces that would result in decreased physical barriers to participation (i.e. Bathroom accessibility, entrance accessibility), expansion of services and programs, increased program use, decreased program shutdowns/closures, clearer distinction between Day Program and Long-Term Care.

Kings enjoying an outing to MacPhee's Orchard. We look forward to planning many more adventures. Thanks to the Community Support Coordinators (Nick, Desiray & Nancy) for all their effort to plan safe, enjoyable activities!

The **Capital budget** announced in November includes \$18.8 million toward building dedicated Day Program

## Provincial Geriatric Program

The Provincial Geriatric Program team currently consists of 5 Geriatricians, 5 NPs, 1 OT, 1 PT (who are part of the Dementia Specialty Team). In addition, the amazing admin staff consists of 6 Medical Secretaries.

Our program has had a very busy fall with the launch of our newest service the Dementia Specialty Team (DST). The DST

officially launched in November and we have started receiving referrals as we continue to promote this exciting new team.

Our Queens office recently moved to the JBJ Building (beside The Mount); it has been so wonderful to finally have this part of the team all under one roof and able to better support each other.



Some of our wonderful team members at the Geriatric Program's Christmas bowling adventure.

## Provincial Home-Based Palliative Care

Presently there are [3 Palliative programs](#) available within Provincial Home-Based Care when extra resources outside of primary care providers are required. All 3 programs follow the palliative approach to care above and are intended to provide person and family centred support at different stages of any palliative journey.

### Provincial Integrated Palliative Care Program (P-IPCP)

- Clients who require a specialized palliative approach to their care due to their complex needs.
- Eligibility criteria must be met.
- Coordinated by a Palliative Care Coordinator.
- Provides potential access to other programs such as EMS program or drug program.
- Requires a P-IPCP referral form.
- Not all P-IPCP clients are home care clients, a subset are managed by our specialized Provincial Palliative Team.

### Palliative Approach Program

- Clients who require home care support but do NOT meet the eligibility criteria for P-IPCP.
- Program supports a palliative approach to care while allowing people to stay in their homes.
- Requires a Home care referral form.

### Palliative Support Program

- Clients early on in their disease who require additional monitoring and who are more ambulatory.
- Clients are seen at the Provincial Palliative Care Center in a group setting and/or individually depending on the need.
- Group support can be available to caregivers as well.
- Requires a Home care referral form.

## Operations & Innovations

[AlayaCare Updates and Memos](#) are available on the Home Care Solutions Orientation on Moodle, along with many great videos, references and resources to support your work. Have you checked it lately?!

*The Home-Based Care [Business Process Manual](#) was updated in July and is available on Moodle*

### [Accessing Client Charts \(Confidentiality\)](#)

is a new module on Moodle to be completed by all staff yearly as part of your Reflective Practice. Please complete this education module by **April 1<sup>st</sup>, 2025** and contact your Team Leader or Manager with any questions.



## People Profile

Joanne McCabe and Wendy Toy have been **Patient & Family Partners** in Home-Based Care for several years. They finally met each other in October and recently have been joined by many new partners who have stepped forward with an interest in sharing their experiences to improve our health system and the way we care for clients and families. These folks may sit on committees, consult on documents and policies, participate in focus groups or on the new **HBC Patient & Family Advisory Council**. The first council meeting was held on January 27. If you wish to connect with this group or have questions about it, please contact: [Ann Millar](#) or [Lisa Gotell](#).



## Quality Improvement

Health PEI's next onsite survey with **Accreditation Canada** is scheduled for **Spring 2026**. The Home Care and Palliative Care Quality Improvement Teams (QITs) are reviewing **updated standards and Required Organizational Practices (ROPs)** that will be used to evaluate Health PEI. **You should have received a request to complete a self-assessment survey by Feb 28**; participation is anonymous and confidential.

Check out various Quality and Patient Safety Resources on the Staff Resource Centre anytime:  
[Accreditation](#)      [Patient Safety](#)      [Quality Improvement](#)      [Ethics](#)

## Official Languages Recognition Program (OLRP)

Accreditation Canada's OLRP is a quality improvement process to better serve our communities by improving official language accessibility.

Language barriers and miscommunication in health and social service settings lead to misdiagnosis, treatment delays, lack of user satisfaction, official complaints, penalties, and poor health outcomes. These issues highlight the importance of investing in the right tools, processes, and training to enable efficient communication between the people providing the services, and the people receiving them.

**Home Care Provincial Services completed the OLRP Competency Level 1 (Discovery)**, in February 2024, by performing a self-assessment using the OLRP Assessment Tool. This tool assesses our ability to meet program requirements and uses the results to identify strengths and areas for improvement.

**We will be soon starting Level 2 (Competency)** which requires further development of competencies, including leveraging our Quality Improvement Practice Plan

(QIPP) and participation in a peer review by Accreditation Canada surveyors every four years. If successful, Provincial Home Care and HPEI would receive the OLRP Foundational Award, **making it the first health organization in the country to receive such distinction**.

Moving forward with this recommendation will mitigate risks associated with language barriers, strengthening our organization's ability to provide accessible, safe, and high-quality care in both official languages, ensuring sustainability for years to come.