

## Memorandum / Note de service

**To / Destinataire :** Provincial Home Care Program Staff  
**From / Expéditeur :** Arlene Gallant-Bernard, CAO, Family & Community Medicine and Hospitals West  
Mary Sullivan, Director, Home Care, Palliative and Geriatric Programs  
**Date :** September 6<sup>th</sup> 2019  
**Subject / Sujet :** Implementation plan for interRAI assessment tool and the supporting technology

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As part of the Pan-Canadian Health accord, Home Care was identified as a health priority. The federal government has committed funding to support enhanced access to Home Care. The new funding must be utilized to implement new approaches. The Government of PEI identified the implementation of the interRAI assessment tool as one of the three priorities to enhance access to services in Home and Community Care. The RAI-HC methodology is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector, and is widely used around the world and in every Canadian province, with the exception of PEI and the territories.

We are excited to share that we have received the go-ahead to proceed with planning for implementation of the interRAI assessment tool for the Provincial Home Care Program. The new assessment will replace the Senior's Assessment Screening Tool (SAST).

Along with the interRAI-HC assessment, this project will also:

- Implement a new case management solution where assessments and care plans will be completed and stored, this will replace ISM;
- Explore options for integration with other provincial health systems (e.g. Cerner, Client Registry);
- Result in a scheduling application to improve and automate the scheduling of home visits
- Provide a mobile solution which will require mobile devices (laptops/tablets/phones) for Home Care staff to enable a "live" chart and improve efficiency of travel to client's homes; and,
- Strengthen reporting and analytics capabilities using the Home Care data.

We know that all of you go above and beyond, ensuring that clients receive high quality, personal, and compassionate care. You are consistently supporting Islanders' wishes to remain in or return to their home. The introduction of an evidence based assessment tool, the technology to support it and a mobile solution will have many benefits for both staff and clients.

We do recognize that this will be a significant undertaking and change for all of you. For some of you, the replacement of the SAST and ISM will be welcome news, but we know not necessarily for everyone. We recognize that both are well used and understood by Home Care staff and that this change will be a challenge. We will ensure you are involved and kept updated as we proceed with the planning and eventual implementation. The timeline for this project is 2 years; commencing this September 2019.

As we continue to move forward together, to strengthen and enhance Home Care services across the province, we will be sharing more information with you and actively seeking your input. We have contracted Davis Pier, a consulting firm, to assist in initiating this project. In the coming weeks, information sessions and focus groups will be held in Kings, Queens and Prince County Home Care Offices.

Please find attached a Question and Answer Document that provides additional information to this change.

Sincerely,

Arlene Gallant-Bernard, CAO,  
Family & Community Medicine  
and Hospitals West

Mary Sullivan, Director,  
Home Care, Palliative and  
Geriatric Programs