

# Ministry of Health

## Performance Management Requirements in Home Support Services

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## Introduction

Policy 4.A, of the Home and Community Care Policy Manual defines home support services as follows:

“Home support services are direct care services provided by unregulated care providers to clients who require personal assistance with activities of daily living, such as mobilization, nutrition, lifts and transfers, bathing, cueing, grooming and toileting, and may include safety maintenance activities as a supplement to personal assistance when appropriate, as well as specific nursing and rehabilitation tasks delegated under Policy 1.C, Delegation of Tasks.”<sup>1</sup>

Policy 4.B.1, Service Needs Determination, establishes health authorities’ responsibility in determining the appropriate home support services to meet the client’s needs, and Policy 4.B.2, Access to Services, establishes the health authorities’ responsibilities in managing timely access to home support services<sup>2</sup>.

Chapter 3 of the Home and Community Care Policy Manual outlines performance management requirements that health authorities are expected to adhere to in B.C. According to the policy manual, “performance management includes the following components:

- Performance standards – establish the level of performance expected to improve the health outcomes of clients.
- Performance measures – the specific quantitative representation of a capacity, process or outcome deemed relevant to the assessment of performance.
- Reporting of progress – documentation and reporting of progress in meeting standards and sharing of information through feedback.
- Quality improvement – a program or process to manage change and achieve quality improvement in home and community care services based on performance standards, measures, and client experience”.<sup>3</sup>

To ensure that the quality of home support services is consistent throughout B.C., it is important for all home support service providers to be held accountable for the same standard of care. This consistency can be achieved through provincial compliance with both the Home and Community Care Policy Manual performance management requirements and the Accreditation Canada standards for home support services<sup>4</sup> across health authority owned and operated providers and contracted service providers.

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<sup>1</sup> HCC Policy Manual, Chapter 4, Home Health Services, Section A, General Descriptions and Definitions

<sup>2</sup> HCC Policy Manual, Chapter 4, Home Health Services, Section B, Home Support Services

<sup>3</sup> HCC Policy Manual, Chapter 3, Performance Management, Section A, General Description and Section B, Information Requirements

<sup>4</sup> Accreditation Canada, (2013). Qmentum Program. Standards. Home Support Services. For Surveys Starting After: January 01, 2013.

Health authorities must establish a process of performance management for home support services to evaluate, analyze, monitor, and take action to ensure the quality of services provided to clients. It is expected that action will be taken to address concerns about individual cases, as well as any systemic trends identified through this process. Health authorities are expected to report to their senior executive about the requirements contained in this document on a regular basis, and provide such reports to the Ministry upon request.

The purpose of this document is to outline a standardized framework of various domains that should be integrated into health authority approaches to performance management to continuously improve upon the quality of home support services provided within their respective health authorities.

## **Performance Management Requirements for Home Support Services**

### **Accreditation**

Accreditation is an ongoing process that organizations use to identify where they do well or where they can do better and make improvements based on the results. Through Accreditation Canada, peer reviewers visit the organization every four years to evaluate the extent to which it is meeting standards and assigns a rating. The accreditation process is designed to facilitate ongoing improvement in client outcomes and health system performance with a focus on safety and quality. Health authorities must ensure compliance with the home support standards issued by Accreditation Canada through the Qmentum Program.

### **Adverse Events**

Adverse event data for home support services must be reviewed on an ongoing basis to identify trends and potential areas for improvement in practice. Health authorities must establish a consistent method that allows them to demonstrate that action has been taken to address the data trends, resulting in an impact that demonstrates an improvement in adverse event incidents, and an improvement in the quality of home support services.

### **B.C. Care Aide and Community Health Worker Registry**

The B.C. Care Aide and Community Health Worker Registry (the Registry) serves and protects vulnerable patients, residents, and clients receiving care from health care assistants employed in B.C. by maintaining the registration of all care aides and community health workers working for publicly-funded health-care employers. All publicly-funded health care providers who employ care aides and/or community health workers are required to employ only individuals who are registered with the Registry, and are required to report in writing to the Registry every suspension or termination of an employee for alleged abuse. Health authorities must ensure compliance with the requirements set out by the Registry for community health workers employed to provide home support services.

### **Community Health Worker Competencies**

Health authorities have a responsibility to ensure that community health workers providing home support services are trained to ensure that they have skills in alignment with these four competencies: dementia care, falls prevention, medication administration, and palliative care, and that these competencies are reviewed regularly, and improved upon as needed. Health authorities must also establish a method to ensure that community health workers are appropriately matched with clients based on their training and acquired competencies.

### **Appropriate Delegation of Professional Tasks**

Health authorities must ensure the appropriate delegation of professional tasks to community health workers providing home support services as per Policy 1.C, Overview, Delegation of Tasks, in accordance with the *Health Professions Act* and the Ministry of Health Personal Assistance Guidelines, 2008.

### **Disaster Response Lists**

Health authorities must establish and maintain disaster response lists that rank home support clients by care requirements to ensure that in an emergency, clients requiring essential services will receive priority response. Disaster response lists should be easily accessible and should be appropriately comprehensive, and current.

### **Health Authority and Contracted Service Provider Meetings**

Health authorities are expected to meet regularly with their contracted home support service providers to review performance metrics, targets, and concerns to collaboratively identify aspects of service provision and plan improvements with appropriate monitoring.

### **Patient Care Quality Complaints**

Health authorities must comply with Policy 2.E, Client Access, Complaint Process for home support services, including having clearly defined processes for individuals who are expressing concerns or making complaints or suggestions, and ensuring accessible information for clients and individuals on how to express concerns<sup>5</sup>. Health authorities must ensure that home support service providers have an internal complaint process that informs residents or families how to contact the health authority Patient Care Quality Office if they wish to express concerns or make a complaint. The complaint review process should include identification and tracking of data trends in the client care quality complaint data.

### **Privacy and Security**

Health authorities must protect the privacy of their client information database(s) and review home support service provider access on a regular basis. Health authorities must also follow up with service providers regarding any unauthorized access to client records to address those incidents with the identified staff.<sup>6</sup>

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<sup>5</sup> HCC Policy Manual, Chapter 2, Client Access, Section E, Complaint Process

<sup>6</sup> For more information about privacy and security expectations, refer to the *Freedom of Information and Protection of Privacy Act*.

### **Reviews of Home Support Services**

Health authorities must review home support services on a regular basis to ensure the appropriate clinical allocation of services. Reviews should flag issues to be addressed, such as: enforcement of adherence to health authority guidelines; adherence to health authority specific approval process for high hours; and adherence to the requirement in Policy 2.D, Client Assessment to conduct ongoing monitoring and periodic reassessment of a client's health condition(s) and care plans as appropriate.<sup>7</sup>

### **Client Satisfaction Surveys**

Where client satisfaction surveys are used by health authorities for home support services, health authorities must review client satisfaction survey results on a regular basis, highlighting client satisfaction with health authority and contracted service providers. Health authorities must ensure action is taken to address identified concerns.

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<sup>7</sup> HCC Policy Manual, Chapter 2, Client Access, Section D, Assessment