

Huddle #4 – Mock Survey Notes

1. Within your program, how is important client information communicated when care is transferred between programs, or to a new program or provider?

Client information is shared through HPGs and sending task consoles between team members. Case notes are also used to document important client information in home services, and case conferences are conducted with relevant internal and external team members. During care transitions across programs, EasyCare is verified to ensure it contains the most up to date client information. Client information may be shared securely over the phone by using client ID or BRN, and refraining from saying the client's name.

2. Why is it important to use two person-specific identifiers, even when you know the client well or have visited them multiple times before?

The two-factor identifier approach ensures that the right service is provided to the right person. At times, more than one family member may be receiving service from us and as a result, they may have the same last name, same address, or phone number, so it's important to check two verifiers to ensure that the appropriate care and information is provided to the family member who is meant to receive it. The two-factor identifier approach also ensures that clients and/or caregivers feel comfortable and can rest assured that they are receiving the appropriate care.

3. How do home safety assessments support client safety and quality of care in the home environment?

Home safety assessments ensure clients are provided with the right equipment. It ensures a client's home is safe for the client to maneuver in to prevent falls. Home safety assessments provide an opportunity to better understand each client's evolving needs and identify additional supports that may enhance their health, safety, and independence, such as occupational therapy or physiotherapy services. As a client's health status, abilities, and circumstances may change over time, regular home safety assessments during client reassessments help ensure clients remain connected to appropriate resources and that their home environment continues to support their individual needs and goals.