DISCOVER THE SUSTAIN SITES

HOLISTIC PATIENT CARE AT HOME
Surnadal, Norway

DESCRIPTION
- Rural, located in Mid-Norway
- 6,000 inhabitants, 20% are aged 65 years and older
- Homecare services are delivered within the Holistic Patient Care at Home Framework
- It's a general care pathway that is available for all residents and focuses on strengthening sense of mastery and independence among service users
- Checklists used to aid in needs assessment, care delivery, and follow-up
- Focus on person-centered care, with emphasis on tailoring services around the question: "what is important to you"

IMPROVEMENT PROJECT
- Provide rehabilitation in users’ homes. Serve more users; promote training tailored to home environment
- Expand capacity of the Day Center to serve more users, strengthen collaboration between the Day Center and Homecare services
- Medication review. Incorporate into the needs assessment checklist
- Shared decision-making. Incorporate into the needs assessment that encourages users’ involvement in decisions about their care
- Pre-identify users whose health and social care status portend greater need for services in the near future, and initiate preventive measures

OUTCOMES
- Users receive rehabilitation at home
- The Day Center was expanded from serving 6 users to serve 11 users; and the Day Center staff collaborate more closely with the staff in Homecare services
- Questions that assess users’ need for medication review have been incorporated into the needs assessment checklist; and Homecare nurses offer to accompany users’ to their GPs for medication review
- Questions that address users’ preferences, needs, and goals from the users’ point of view have been incorporated into the needs assessment checklist
- Occupational therapists perform pre-emptive needs assessments with users

LESSONS LEARNED
- Given limited funding, it helps to identify and focus on improvement initiatives that can be implemented within the existing care system, and by employing the expertise of the available staff
- Mobilize broader support for the initiative, especially among key decision-makers and the staff who will be charged with implementing the initiative
- Have competent, engaged and supportive leadership.
- It helps to have a stakeholder to whom the improvement team can be accountable to

GET IN TOUCH WITH US
Visit our website to access all the news, deliverables of SUSTAIN and our Roadmap for Sustainable, Tailored, Integrated Care for Older People in Europe!

www.sustain-eu.org  @SUSTAINeu

The SUSTAIN project is funded under Horizon 2020 – the Framework Programme for Research and Innovation (2014-2020) from the European Union under Grant Agreement No. 634144. The content of this roll-up banner reflects only the SUSTAIN Consortium’s views. The European Union is not liable for any use that may be made of the information contained herein.