

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 encourage 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 service 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 LEARNT

- 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 broad 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

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