

Provincial Clinical Policy



Title: Home Care - Off Site Services

Level: Provincial

Service Area: Home Care

Applicable to: All healthcare providers, organizations, and facilities across Manitoba involved in delivering health services provided or funded by the government or a health authority.

Approved by: Shared Health Executive Team

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Notice: *This document has been transitioned from Manitoba Health, Seniors, and Long-Term Care to Shared Health. Shared Health is planning to complete an in-depth review of the material and post an updated version once available.*

1.0. Purpose

- 1.1. To outline general eligibility criteria for Off Site Services.
- 1.2. To outline the process by which Off Site Services are approved.

1.3. Background

- 1.3.1 In 1995, the Off Site Services policy was extended to include sites additional to the workplace and educational settings. Off Site Services delivery supports client's independence and well-being in the community. Manitoba Health recognized the need of increasingly large numbers of adults living in the community who were participating in settings outside their homes and need service options available to promote independence and well-being. Limited supports exist in work, educational and other settings which adequately address essential personal needs of adults.

2.0. Scope

- 2.1. Applies to all regional health authorities (RHA) in Manitoba, responsible for administering and coordinating Home Care services.
- 2.2. Applies to all Home Care staff within an RHA, involved in assessing and delivering Home Care services.

3.0. Definitions

3.1. Defined Terms

- 3.1.1 Caregiver: A person who is providing care because of a prior relationship with a client. A caregiver may be a biological family member or “family by choice” (e.g., friends, partners, neighbors).
- 3.1.2 Home Care: The coordinated delivery of a broad range of health and social services to meet the needs of the persons who require assistance or support in order to remain at home or whose functioning without Home Care is likely to deteriorate making it impossible for the person to stay at home in the community.
- 3.1.3 Reassessment: A specific activity, as well as an ongoing process involving the systematic re-evaluation of a patient’s or client’s needs and forms the basis for revising/refining a previously established treatment, care, and/or service plan.

3.2. Abbreviations

- 3.2.1 Personal Care Home (PCH): Premises in which personal care services are provided to residents in the premises but does not include a private residence in which care is provided by an individual to his or her family member.
- 3.2.2 Regional Health Authorities (RHA): refers to regional health authorities established or continued under the Government of Manitoba, Health System Governance and Accountability Act.

3.3. Professional Groupings

- 3.3.1 Home Care Case Coordinators (HCCC): A professional hired by the RHA to complete client assessments to determine eligibility, to develop the Care Plan with the client and/or family/designated other and refer exceptional case decisions to the Home Care Manager.

4.0. Policy

4.1. Off Site Service delivery enables Home Care clients who participate in workplace, educational and other community activities to have services which are identified in their care plans, delivered in alternate sites, under special agreement with the regional health authorities (RHAs).

4.2. Eligibility Criteria

4.2.1 Client eligibility is established when a Home Care Case Coordinator or other designated professional RHA staff determines all of the following criteria are met:

4.2.1(a) Eligibility for home care services in Manitoba;

4.2.1(b) Medical stability;

4.2.1(c) Client and caregiver are willing to cooperate with a safe care plan.

4.3. Inclusions

4.3.1 Off Site Services include:

4.3.1(a) Care and supervision commensurate with their assessed care and supervision needs while receiving respite care.

4.3.1(b) Case management by Home Care Case Coordinators or designated professional RHA staff.

4.4. Reassessment

4.4.1 Reassessment for continued eligibility for Off Site Services is the responsibility of the RHA in collaboration with the client and relevant others and should be integrated into ongoing operations, occurring at mutually agreeable intervals and/or when there is a significant change in the resident's condition or living situation or need for change in agreed upon services.

4.6. Discharge Criteria

4.5.1 A client may be discharged from Off Site Service delivery or the case closed for any of the following reasons:

4.5.1(a) condition improved;

4.5.1(b) condition deteriorated;

- 4.5.1(c) personal care home placement, or other living situations where Off Site Services may be included;
 - 4.5.1(d) extended hospitalization;
 - 4.5.1(e) death;
 - 4.5.1(f) moved;
 - 4.5.1(g) home care services are unavailable to meet the individual's needs; and
 - 4.5.1(h) the client is unwilling to cooperate with a safe care plan.
- 4.6. Exceptions to this policy such as requests for accompaniment to medical appointments shall be submitted to the RHA for approval.

5.0. Procedure

- 5.1. Not Applicable

6.0. Resources

- 6.1. Not Applicable

7.0. References

7.1. Related Policy Documents

- 7.1.1 Government of Manitoba (2017). *HCS 207.1 Role of Family/Informal Support Network*. Home Care Policy Manual.
- 7.1.2 Government of Manitoba (2017). *HCS 207.2 General Eligibility*. Home Care Policy Manual.
- 7.1.3 Government of Manitoba (2017). *HCS 207.3 Service Level Policy*. Home Care Policy Manual.

8.0. Contact(s)

- 8.1. Provincial Director Health Services, Primary, Home/Community and Palliative Care Program - Shared Health

For questions about the implementation and application of this controlled document, please contact your immediate manager. Management may consult with the Provincial Clinical Service Lead, Home & Community Care – Shared Health for support.

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