



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

Priority Home Services

Handbook from Hospital



Priority Home Services

The Winnipeg Regional Health Authority (WRHA) Home Care Program offers a comprehensive range of services to promote independence and well-being. The goal is to support individuals to live at home, to remain independent for as long as possible, and to prevent avoidable emergency department visits and hospital/personal care home admissions.

However, sometimes admission to hospital cannot be avoided. Research shows that once acute medical needs are addressed, the longer you stay in hospital the more likely you are to:

- Lose muscle strength;
- Acquire an infection;
- And/or fall.

Therefore, returning home as soon as possible better supports your recovery and general health. In order to promote a return home, you may receive short-term intensive services from Priority Home Services.

Find out more about
Priority Home :

[http://www.wrha.mb.ca/
extranet/priority-home/
index.php](http://www.wrha.mb.ca/extranet/priority-home/index.php)





What is the Priority Home Service?

Home Care works with eligible individuals and provides assistance to help them stay in their homes and community as long as safely possible. Most clients can return home safely from hospital with assistance from regular Home Care where needed. Sometimes clients need extra support from Home Care for a short period of time to meet their temporary increase in needs and support them in recovering to their full health potential at home.

Priority Home Services is a short-term (up to 90 days), transitional, intensive, and restorative service available to eligible individuals who may need:

- Intensive case coordination;
- Health care aide/home support worker assistance;
- Rehabilitation services (occupational therapy, physiotherapy, speech language pathology and rehabilitation assistants); and
- Other home care supports.

Experience from other provinces shows that many clients discharged to services like Priority Home Services were able to remain at home with regular, or no home care services following the brief period of intensive service.

Getting ready to go Home:

As soon as you no longer need hospital-based care, the health care team in hospital will work with you to be discharged home. The Priority Home case coordinator will assess your needs and review your Care Plan Information Form with you. This form outlines which home care services you will receive once you are back in your home. You will also be given a schedule of services which will tell you who will be coming to provide services and at what time. Depending on your assessed need, a rehabilitation therapist may visit you in hospital.

Welcome Home: What to Expect

The Priority Home case coordinator, and in some cases a therapist (i.e., occupational therapist and/or physiotherapist), will meet you in your home within 48 hours of discharge. Personal care services will be provided by an agency provider that works closely with your case coordinator and other members of your WRHA home care team.

The case coordinator and therapists will maintain regular contact with you either by telephone or in-person. As you recover, the Priority Home case coordinator and therapists will re-evaluate your current level of function and where possible enhance your daily functioning, safety, health and well-being. Based on these assessments and those from the rehabilitation staff involved, the Priority Home case coordinator will

provide you with regular updates and information on your care needs. Priority Home staff will collaborate with you and your family to determine the best care plan going forward.





Frequently Asked Questions

Is there a fee for this service?

There is no fee to clients.

Why is this service only offered for up to 90 days?

Experience from other provinces shows that clients initially require more intensive services to meet their temporary increase in needs, but, given time to recuperate, health improves and clients can transition off this service within 90 days.

While receiving Priority Home Services you and the Priority Home case coordinator will regularly discuss your progress to determine whether your needs can be met by regular home care services or if other additional options need to be explored.

What happens after 90 days?

Discharge planning begins the day you enter the program as our goal is to ensure clients can return safely to day-to-day activities and living with minimal assistance. The Priority Home discharge plan may include:

- Transition to regular community home care services that support you to remain in your home.
- Move to a personal care home.
- Move to an alternative living environment in the community.
- For a few clients, no Home Care supports may be needed after recovery.

You may be transitioned from Priority Home sooner than 90 days.

What if I was already receiving home care before receiving Priority Home Services?

The Priority Home case coordinator will work closely with your regular community case coordinator to ensure they are kept up-to-date with your progress. If you require regular home care services after being discharged from the Priority Home service your file will be transferred to your regular community case coordinator.

What will happen to my personal care services if I transition from Priority Home Services to regular home care?

Once transitioned off Priority Home Services, personal care services will be provided by home support workers and/or health care aides employed directly by the WRHA. This will mean a change in the individuals providing your care and may result in a change to your care schedule. All of your personal care needs will continue to be met and the home care team will ensure this transition of staff occurs as smoothly as possible.

What can I/my family/caregiver do before discharge to help me get home sooner?

- Identify a family or friend as part of your reliable back up plan in case of disruption to planned services.
- Fill any prescriptions you will need after discharge. If home care is providing medication assistance the medication will have to be bubble packed.
- Purchase and install a lock box if needed.
- Purchase and set up any equipment and supplies not provided through the Home Care Program as recommended by a healthcare provider (e.g., ramps, grab bars, shower chairs).
- Make room for equipment provided through the Home Care Program (e.g., commode chair, mechanical lift).
- Arrange transportation from the hospital.
- All pets/animals in the home need to be placed in a separate room/space/area prior to staff arriving to provide service. If you have any questions or concerns please speak with the case coordinator in the hospital.

How can I best partner with my Priority Home Service team?

- You may be assessed by a therapist in your home and be provided with recommendations to maximize your safety and function in your home. These recommendations will be developed collaboratively with you and your family.
- Your family members or caregivers are encouraged to follow recommendations made by the therapist(s) to achieve your potential independence and safety.
- Please contact any of your care providers 24 hours in advance if you have to cancel or reschedule this visit.
- Regular participation in therapy sessions is essential to enhance your daily functioning, safety, health and well-being. Repeatedly declining, refusing therapy sessions or failing to cancel scheduled sessions could result in discontinuation of rehabilitation services.

How do I contact my Priority Home case coordinator and/or any rehabilitation staff involved?

A Priority Home case coordinator is available seven days/week from 8:30-4:30. Your Priority Home case coordinator and therapists will fill out their contact information on the Priority Home Contact List which may be posted on your fridge during your first home visit.

What if I have questions/concerns about my health care aide/health support worker services?

The Priority Home Contact List will have the phone number you can call should you have questions/concerns. This line is open 24 hours/day.

Notes:

**Your Care...Your Home...
Our Priority!**