

# Calgary Self-Managed Care Orientation Alberta Health Services Improvement Way (AIW) Project

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## DEFINE OPPORTUNITY

### BACKGROUND

- Self-Managed Care (SMC) enables Home Care clients to hire their own caregivers
- Mandatory IN-PERSON orientation

191

New Calgary area clients in 2016

### PROBLEM

8

Week wait time to attend orientation

- ### IMPACT
- Delays may affect client eligibility due to changing health status
  - Patient and family stress due to delayed access

**GOAL** ↓ Wait time to 4 weeks

## BUILD UNDERSTANDING



### Root Cause Analysis

SMC pamphlet not available

No training for Home Care staff

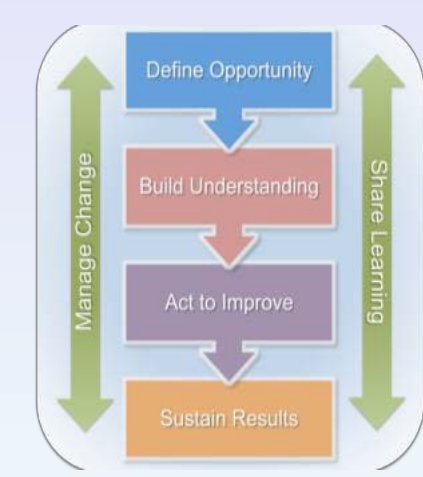
Underutilization of rooms

No waitlist management

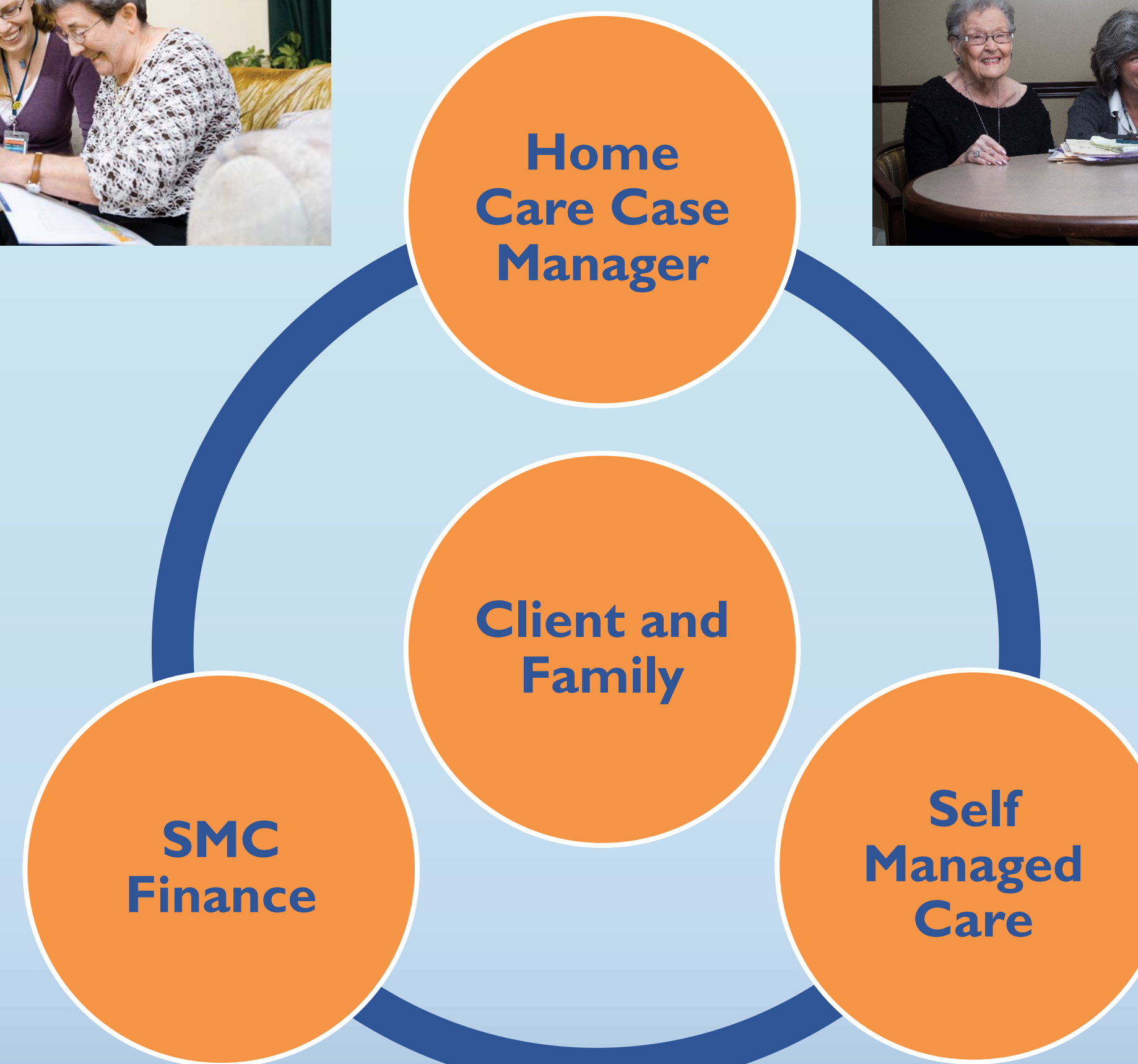
Referral process inadequate

Client eligibility not assessed

## STRUCTURE - METHOD



Process Improvement AIW  
partnered with  
Patient and Family Centered Care



## IMPROVEMENTS

### QUICK WINS

- Standardized telephone access to finance
- Improved room utilization
- Improved waitlist management

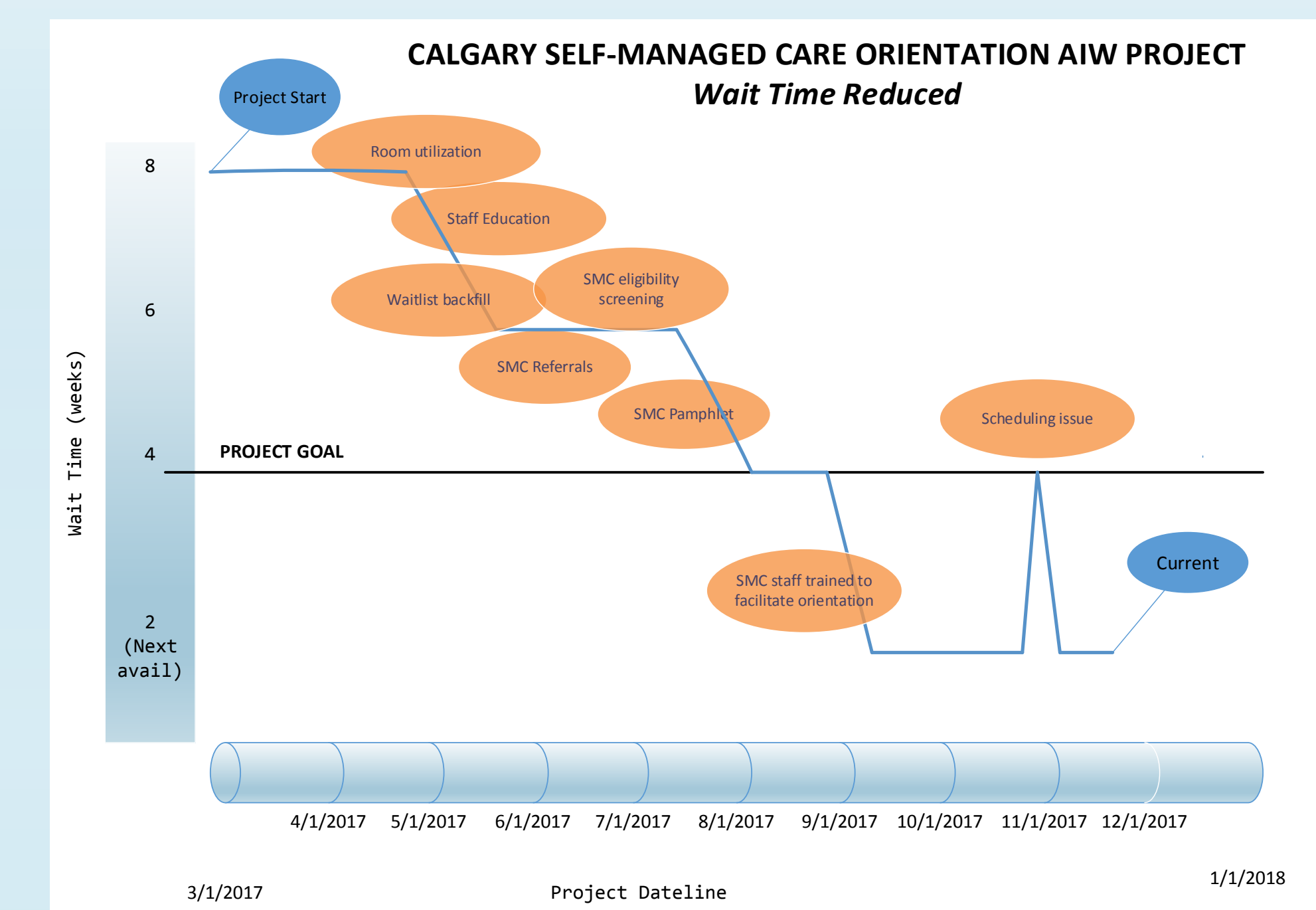
### EDUCATION

- Staff education
- SMC Pamphlet
- Pre-Orientation Handout



### REFERRAL PROCESS

- Streamlined referral process
- Client eligibility screening



## OUTCOMES

22% ↓ Ineligible Clients Attending Orientation

175% ↓ Wait Time From 8 to 2 weeks

Improved Education

Successful Onboarding ↑ 6%

## NEXT STEPS

Client E-learning modules

Patient Portal for Reconciliation Documents

Thanks to a generous patient family donation, the recommended next steps are under development.

The electronic patient resources will benefit SMC clients across Alberta.