

focus
on

Serious Injury Care

Ideas, trends and solutions in serious injury care | February 2007 | www.bayshore.ca

Partnerships enable Bayshore to deliver enhanced level of serious injury care to clients

In order to deliver a high standard of serious injury home care services across Canada, Bayshore Home Health has forged partnerships with a variety of community stakeholders, including hospitals, non-profit health associations and workers' compensation boards. Read on to learn how these partnerships are fostering cooperation and enhancing client care.

National Care Team

Bayshore's National Care Team, located in the company's National Service Centre in Mississauga, Ont., is often a serious injury client's first point of referral. "We take referrals from across the country, review their care needs, and then pass them to our branches for service," explains National Care Team Director Mary Plaudis.

The team also supports Bayshore's branches in the delivery of serious injury care. A critical part of this process is identifying gaps in service. "Many communities lack sufficient numbers of nurses and caregivers with specialized training to help clients with spinal cord injuries and acquired brain injuries," says Plaudis.

To meet this need, Bayshore is tapping into the expertise of non-profit organizations that want to improve quality of life for their members. In 2006, Bayshore's clinical development team and the Ontario Brain Injury Association (OBIA) collaborated on a program for brain injury training for nurses and personal support workers, now being implemented by Bayshore's branches across Canada. "The training has made a big difference in the cases we're currently staffing, as well as in our understanding of clients' needs and behaviours," says Plaudis.

Bayshore is also developing a training program with the Canadian Spinal Research Organization and collaborating with its



Bayshore's National Care Team, clockwise from bottom left: Monika Brunner, Keena Naik, Brenda Hunter, Suzanne Amodio, and Mary Plaudis.

health care partners to enhance service in other ways. "Workers' compensation boards asked us to look at easing the transition and ensuring the same quality of care from the rehab hospital to the home," says Monika Brunner, Business Development Manager with the National Care Team. As a result, Bayshore has made hospital visits a regular part of the process.

"We ease clients' minds by bringing in our clinical manager and, in some cases, the whole care team, to meet them in the hospital and develop a good fit with their personality," Brunner explains.

Vancouver

Bayshore's Vancouver branch handles cases from third-party (WorkSafeBC, the Insurance Corporation of British Columbia and insurance companies) and private clients. To ensure that its caregivers' skills are up-to-date, the branch holds monthly training sessions on subjects such as lifting techniques, transfers, skin health and documentation (as do other Bayshore branches).

"Our clinical managers make sure that our caregivers are comfortable and have the proper skill set for new clients, especially serious injury cases," says Debbie Sicker, Vancouver branch Area Director.

In January, a number of her staff completed the OBIA training program. Sicker is excited about sharing this news with the community, which she'll do at the Pacific Coast Brain Injury Conference in February. "I'm also going to visit rehab facilities and hospitals, talk to discharge planners, and let them know we will have staff trained for serious injury care," she says.

Edmonton

Bayshore's Edmonton branch has a number of serious injury clients, including four with quadriplegia who require 24-hour care. The branch teamed up with the Alberta branch of the Canadian Paraplegic Association (CPA) in 2005 to provide insight into the issues facing these clients.

"We put on a full-day spinal cord injury workshop for caregivers, service providers and case managers," says Edmonton branch Area Director Donalda Farwell. "The topics included preventing wounds, activities of daily living and bowel and bladder function." More than 60 people attended, including counsellors from Alberta's Workers' Compensation Board (WCB) and staff from CPA.

The branch also collaborates with case managers at WCB and staff at the Glenrose Rehabilitation Hospital. "Prior to a client's discharge, our caregivers go to

the hospital to work with the staff,” says Farwell. “This ensures a smoother transition to the home.”

Saint John

To enhance service to clients with serious injuries in New Brunswick, Bayshore's Saint John branch is planning to become the central hub for these cases and their referral sources. Its proximity to many key partners makes it a good choice. “The main office for the Workplace Health, Safety and Compensation Commission of New Brunswick (WHSCC), our primary contact for serious injury cases, and its rehabilitation centre are in Saint John,” says Brian Kierstead, Area Director for the Saint John branch. “With the exception of Fredericton and Moncton, where Bayshore has offices, we'll provide service across the province.”

Kierstead stresses the importance of building relationships to improve patient care and continually looks for opportunities with potential partners. “Partnerships are critical not only for serious injury clients,” he says, “but also for partners in the community who provide funding and/or services to Bayshore's potential clients. They get the word out to potential partners that Bayshore is committed to training and working with them.”

Toronto

Bayshore's Toronto branch handles scores of serious injury cases each year. “They're often car accident or work-related – we also see a lot of construction accidents, such as falls from roofs and ladders,” says Ava Orr, Director of Clinical Management for the branch.

Orr explains that when clients with brain injuries come to Bayshore, they usually need care from registered nurses for a few months. As their needs decrease, they shift to personal support workers, who in the past were unlikely to have received specialized training. “Through our part-

Bayshore Home Health – a leader in serious injury home care

Bayshore Home Health is a Canadian-owned company and has been a trusted provider of home and community care services since 1966. It operates more than 40 offices nationally and works with many organizations that deliver specialized home care services to clients with serious injuries, including workers compensation boards, auto insurers, rehabilitation service providers and government care agencies. To learn more about any of the services listed below, please call 1-866-265-1920.

Brain and spinal cord injury care • Wound and burn care • Fracture and amputation care • Palliative care • 24-hour nursing • Personal care and home support • Serious injury care planning • Safety assessments • Teaching • Care coordination with third parties

nership with OBIA, we're able to provide teaching for both registered and non-registered staff,” she says.

The branch has also formed a partnership with Health In Motion, a rehabilitation company. “We often call on them to support clients referred to us by the Ontario Workers' Safety Insurance Board and also for training sessions about transfers and lifts,” says Orr. “An occupational therapist might observe a client cooking or using a walker, and give advice. If a client needs physiotherapy and isn't able to attend a hospital program, they can help.”

Orr is confident that partnerships between Bayshore and other organizations to increase staff education will give clients better quality of life. “With serious injuries, you're dealing with a whole lot of emotions – depression, denial – and if a person is not trained to work with that type of individual, the client can go downhill very fast,” she says.

Sudbury

“In Sudbury, we have a lot of serious injuries related to recreational activities and industrial accidents,” says Sudbury branch Area Director Jeff Sampson. “We're

also the health care hub for northeastern Ontario, so anyone transitioning back to Kirkland Lake or other communities may pass through our branch.”

To coordinate and enhance care, the branch has built several partnerships. “Depending on the funding source, or the assistance that an individual is eligible for, we'll partner with insurance companies, community care access centres and spinal cord and brain injury associations,” says Sampson. “We've also received assistance from organizations to provide brain and spinal cord injury training to our personal support and nursing staff.”

Working together to raise the bar

Across the country, Bayshore recognizes that its clients have much to gain through the partnerships it builds. “Partnerships give us the ability to reach larger numbers of people,” says Brenda Hunter, Bayshore's Serious Injury Clinical Manager. “We believe lots of people require help, but sometimes don't know where to turn. We want people to know we specialize in serious injury care. Through our partnerships, we can give them more options and enhance the care they receive.”

Focus on Serious Injury Care is published by Bayshore Home Health for its serious injury clients and health care professionals. The views and opinions contained in *Focus on Serious Injury Care* are not necessarily those of Bayshore Home Health. For more information about this newsletter or to submit story ideas, please contact Bayshore Home Health's Marketing Department at 905.822.8075/1.800.668.9490 or email mkrunic@bayshore.ca.



Bayshore
Home Health

WESTERN CANADA Calgary • Edmonton • Vancouver • Winnipeg ONTARIO Barrie • Brockville • Chatham Cornwall • Fergus • Guelph • Hamilton • London • Mississauga • Newmarket • Oakville • Ottawa • Sarnia Sault Ste. Marie • St. Catharines • Smiths Falls • Sudbury • Thunder Bay • Timmins • Toronto • Windsor • Vaughn QUEBEC Montreal • Quebec City EASTERN CANADA Charlottetown • Fredericton • Halifax • Moncton • Saint John