

العرض التقديمي لـ وضع محتوى العرض هنا

PHC HOME CARE SERVICES

Section
Department




القسم
الإدارة

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Towards a
healthier
and **happier**
community ➔




نحو
مجتمع
أكثر صحة
وسعادة



-  PHC was called, Al Maktoum Hospital and the health centers existing now were called, Peripheral Clinics namely: Abuhail, Rashidiya, Qussais, Ummsqueim, Al Lusaily, Nadd Al Shibba, Jebel Ali, and Port Rashid Medical clinics.
-  In 1991, Al Maktoum Hospital became PHC, the clinics were called health centers, Ward 1 & 2 (Male & Female Respiratory Wards remained in Al Maktoum HC).
-  The home health care catered elderly local patients only; Immunization was done in the palace for VIP patients or CHS vaccination and an Arabic nurse was selected to do the home visiting.



OBJECTIVES

-  To provide home health care services to UAE and GCC nationals who are not able to access medical care facilities like elderly, widow, bed ridden and who find difficulty due to physical, mental or psychological barriers so they can safely remain at their homes and receive the care.
-  To provide a comprehensive and appropriate health education to the client and family to improve family and patient engagement in health care such as health promotion and disease prevention.
-  To establish a well-trained multidisciplinary team to manage and deliver the home care services



OBJECTIVES



To provide essential health services and introduce innovative strategies of care.



To assist the family to maintain as normal a lifestyle as possible, while maintaining the family unit



To address the unique physiological, safety, self-esteem and self-actualization needs in each client's individualized plan of home health care



- ☒ Basic home care services
- ☒ Assessment, screening and treatment
- ☒ Multidisciplinary care approach using latest technologies
- ☒ Social services and counseling
- ☒ Nutrition services
- ☒ Basic physiotherapy and rehabilitation therapy as needed
- ☒ Referrals to secondary and tertiary care and other specialists as required



TOP 5 DIAGNOSIS



Hypertension

Diabetes mellitus

Cerebrovascular accident (CVA)

Dementia

Dyslipidemia



CLIENT SAFETY

- ☐ Consent
- ☐ Patient bill of rights and responsibilities
- ☐ Policy on patient and family rights and responsibilities
- ☐ Arab speaking staff and privilege language list to facilitate good communication
- ☐ Risk assessment using approved tool
- ☐ MDT care plan and Involving client/family member or the caregiver in care plan
- ☐ Patient and family education on appropriate risk prevention strategies





- ☐ Focused clinical condition related health education
- ☐ Caregiver training and competencies as required
- ☐ Medication reconciliation, review ,Storage and labelling of medication
- ☐ Involving patient and family in medication management process
- ☐ Mandatory cultural competency and communication training for staff





TEAM COMPOSITION



| | |
|-----------|----|
| Physician | 24 |
|-----------|----|

| | |
|--------|----|
| Nurses | 36 |
|--------|----|

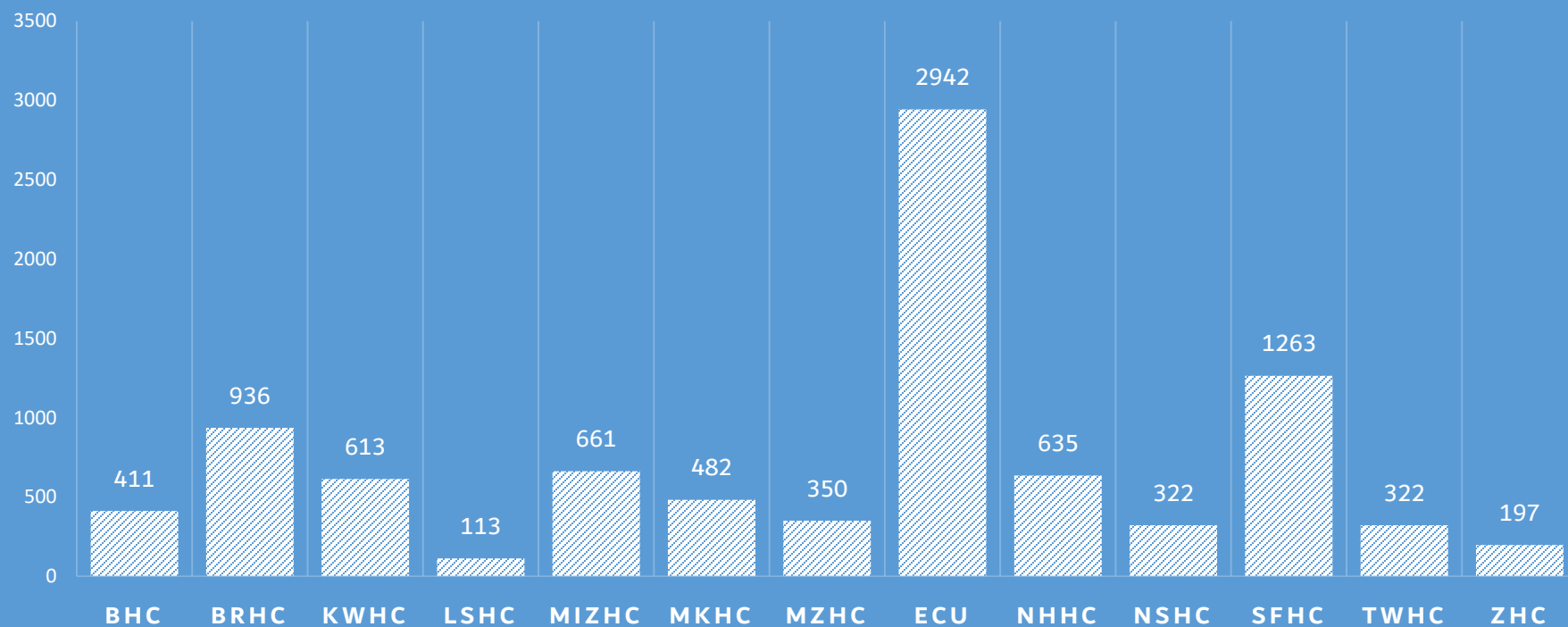
| | |
|-----------------|---|
| Physiotherapist | 2 |
|-----------------|---|

| | |
|---------------|---|
| Social Worker | 5 |
|---------------|---|

| | |
|-----------|---|
| Dietician | 6 |
|-----------|---|



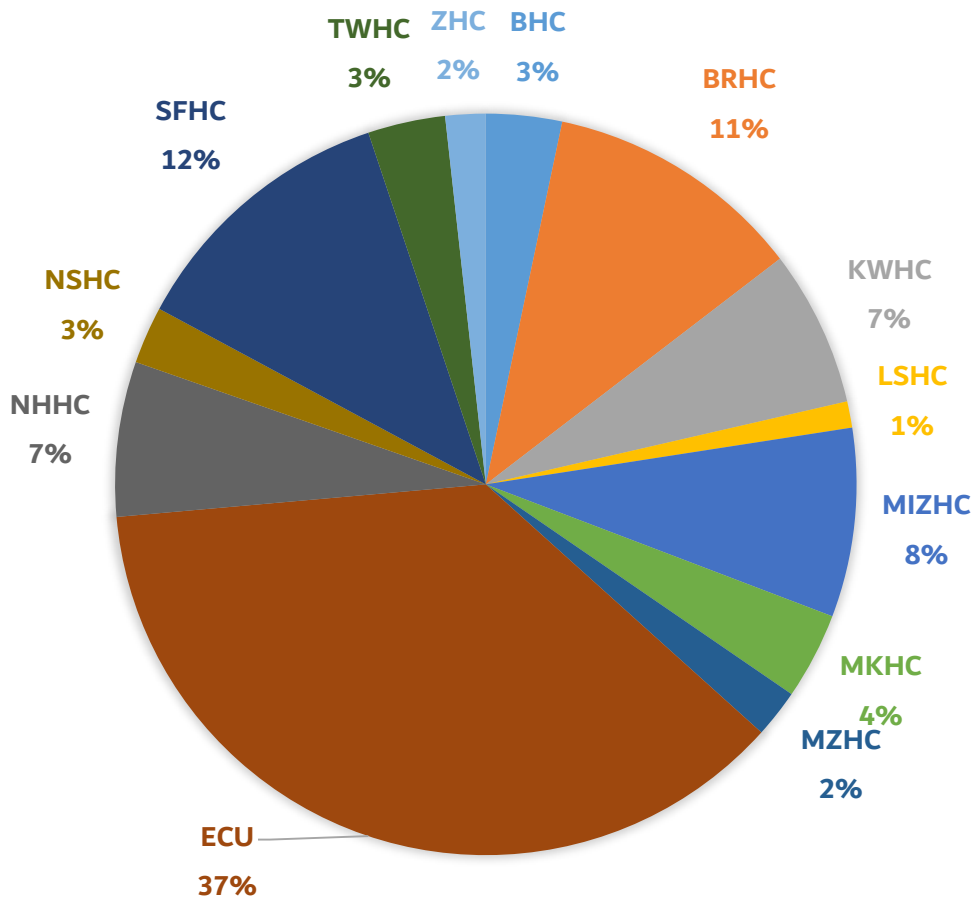
TOTAL VISIT, Q1 - Q3 2019





HOME VISIT CLIENTS, Q1 - Q3 2019

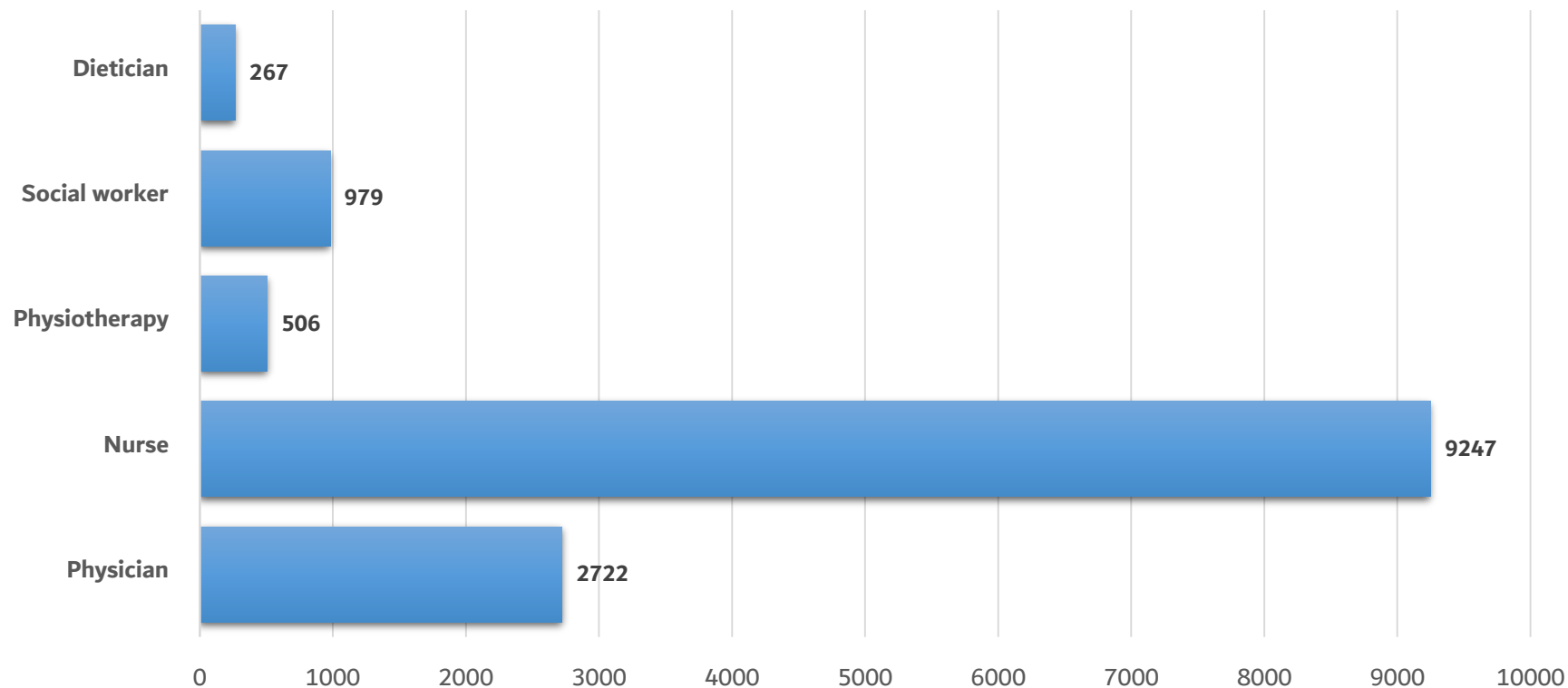
STATISTICS



| | |
|-------|-----|
| BHC | 49 |
| BRHC | 167 |
| KWHC | 101 |
| LSHC | 17 |
| MIZHC | 122 |
| MKHC | 56 |
| MZHC | 31 |
| ECU | 547 |
| NHHC | 100 |
| NSHC | 37 |
| SFHC | 178 |
| TWHC | 50 |
| ZHC | 26 |

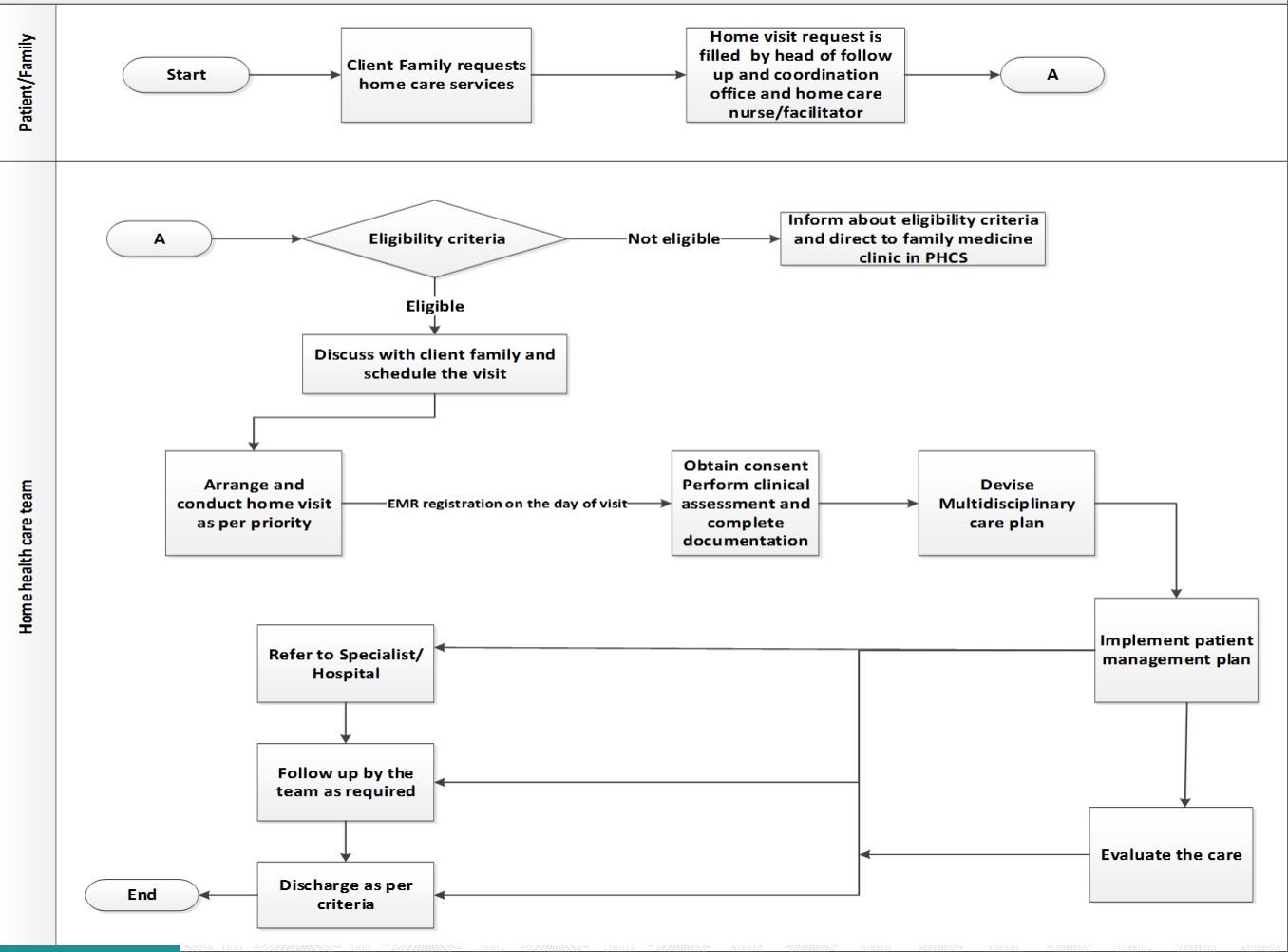


Total Visit by Category, Q1 - Q3 2019



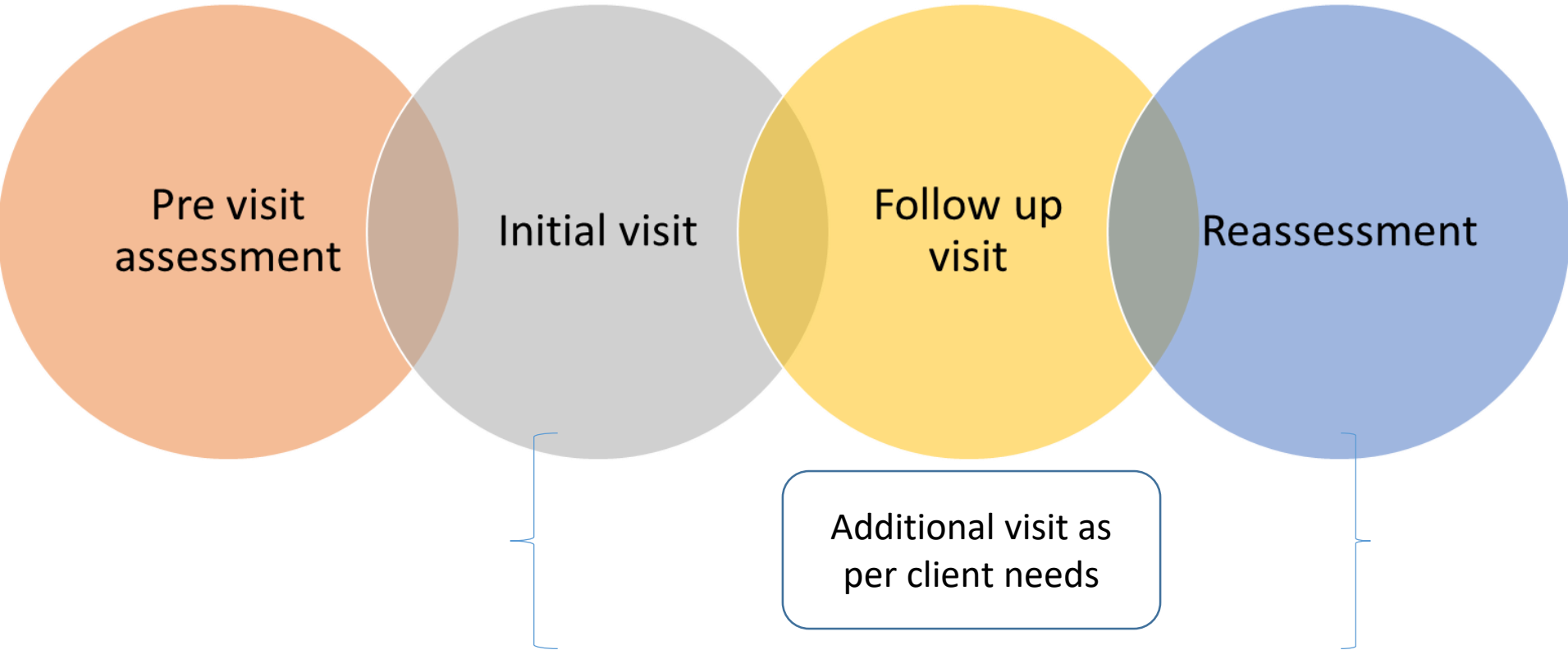
Home visit process

HOME VISIT
PROCESS





CONTINUITY AND COORDINATION OF CARE





SMART HOME CARE





- ❑ The Smart Homecare project is a first of a kind project in the MENA Region.
- ❑ Smart devices which incorporate telemedicine concepts, tele-monitoring devices, modern communication, real time data transfer and information technologies, can enable continuous and remote monitoring of home care patients – a wireless medical device
- ❑ Smart home care kit helps the home care patients to stay in their comfortable home environment for their routine health consultation or assessment instead of tiresome and tedious visit to healthcare facilities.
- ❑ Healthcare specialists can also keep track of the overall health condition and progress of the home care patients in real-time and provide live feedback and support to the home care team.



UNIQUENESS OF THE HOMECARE KIT:

- ❑ First of its kind smart health box in the world which is wireless.
- ❑ Integrated in Salama system. There is no home care project that is fully integrated with an enterprise wide electronic medical record.
- ❑ Telehealth platform used in the smart home care kit utilizes across the care continuum.
- ❑ It makes the most of its investments in Technology – DHA.
- ❑ The smart home care project is powered by DHA current investment in MDIS and Robodoc.



IDENTIFIED NEED FOR THE INITIATIVE



- ☐ Increase demand for the service from the community
- ☐ Improve the accessibility to the service
- ☐ Increased waiting time for unplanned physician consultations
- ☐ To Increase customer satisfaction



- ❑ Improve quality care, efficient access to treating physician and patient outcomes.
- ❑ Ensures compliance to documentation, well-coordinated care, which are especially important for patients who see multiple clinicians through the computer integrated medical devices
- ❑ Efficient utilization of specialists services
- ❑ Ensuring timely and appropriate services for home care patients
- ❑ Patient records are updated at each home visit by staff using laptops and a secure Web server. The information can then be shared between all members of the patient's care team, while also helping staff avoid scheduling conflicts



IMPACT OF THE PROJECT

- ☐ Real time specialist care consultation and treatment options
- ☐ Ensures provision of timely and appropriate services for home care patients
- ☐ Improves quality of care and health outcomes by improving the efficiency of monitoring and treating physician/staff
- ☐ Increased access to home care physician consultation
- ☐ Implementation of International standards in home care service
- ☐ Reduced waiting time for physician consultations
- ☐ Timely access and updation of clients medical record at home



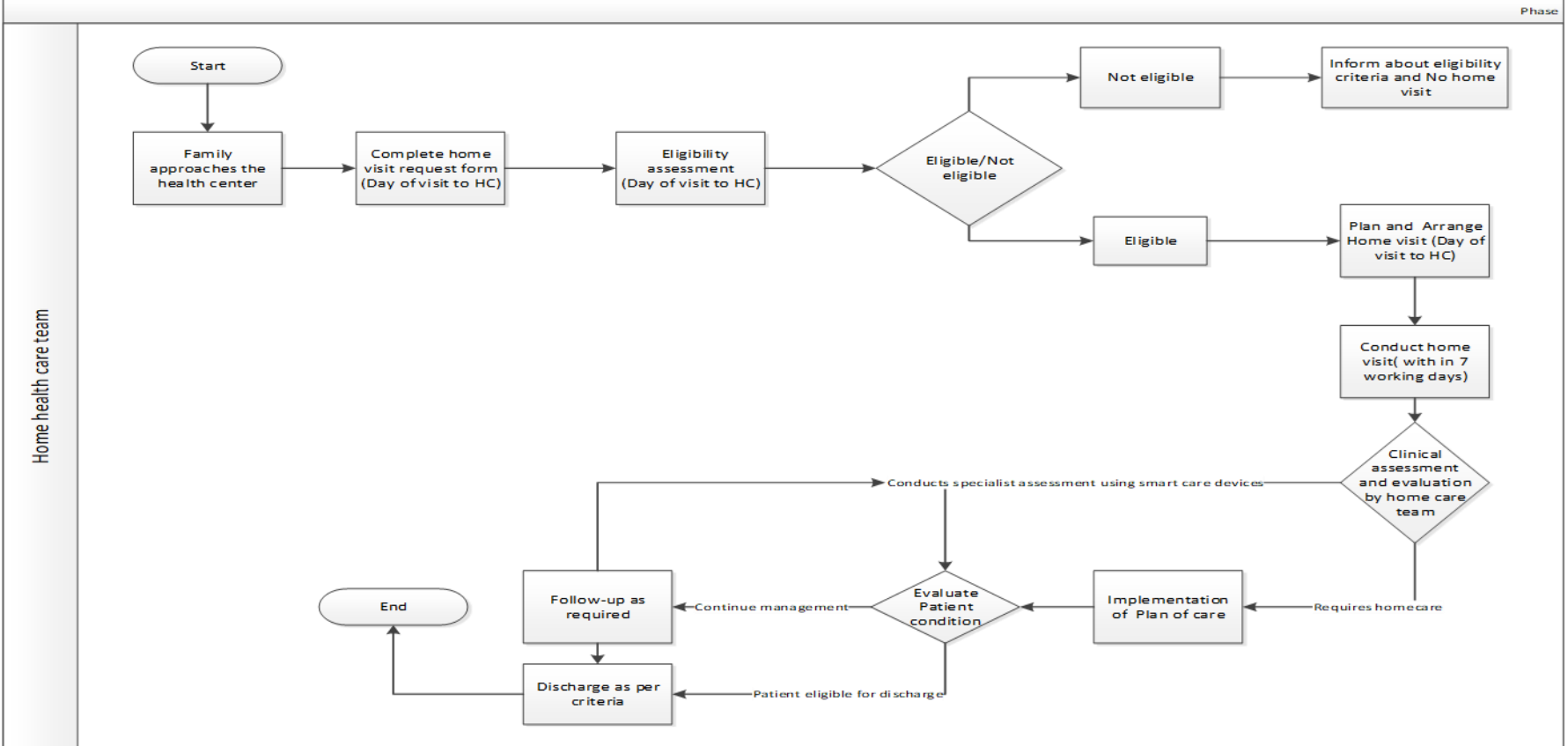
IMPACT OF THE PROJECT

- ❑ Ensures compliance to documentation, well-coordinated care, which are especially important for patients who see multiple clinicians through the computer integrated medical devices
- ❑ Efficient and optimal utilization of the specialized/specialists services
- ❑ Timely updation of patient records at each home visit
- ❑ Patient information can then be shared between all members of the patient's care team



PATIENT JOURNEY WITH SMART HOME CARE

Patient Journey in home care service





SMART HOME CARE DEVICES



My HealthBox (DD-9)



InTouch VIEWPOINT (ITH-6)

Smartphone



4G Router



Non Contact
Thermometers
(DD-1)



Auto-arm blood
pressure
monitor (DD-2)



Pulse Oximeter
(DD-3)



ECG - Connected
pocket
electrocardiogram
(DD-4)



Blood glucose
meter (DD-5)










Digital Scope System
(DD-6)



Wireless Stethoscope
(DD-7)



SMART DEVICE KIT

| *Device Kit | | | | | | |
|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |
| | MyTemp | MyTensio | MyOxy | MyGluco | MyECG | SmartPhone |



MEDICAL RECORD SYSTEM

- Electronic Medical Record System – “**Salama**” **was** introduced in 2017
 - One medical record for one patient across the whole DHA
 - ✦ World class system – Epic customized to DHA needs
 - ✦ **Standardized** documentation
 - ✦ **Integrated** care
 - ✦ **Accessible** to all healthcare professionals
 - ✦ Patient access through “**MyChart**” app and website
 - ✦ **Safe, secured** and **efficient** system
 - ✦ **Continuity** of care is preserved



- Lack of specialist services
- Expansion of service to expatriate and on demand client
- Appointment process
- Lack of online/digital support





ACHIEVEMENTS



- Integrated and streamlined the home care process through Salama
- Smart home care project with Full fledged teleconsultation program for home care clients that reduced waiting time for unplanned physician consultation
- Implemented comprehensive pressure injury prevention system
- Improved the client and family satisfaction
- Improved client and caregiver engagement in care process



1. Expansion of home care service to the expatriate population in Dubai
2. Introduction of comprehensive health insurance packages for home care clients
3. Introduction of dental services in home care
4. Tele monitoring services in home care
5. Central and Mobile home care units





ACTIVITIES





ACTIVITIES





ACTIVITIES – CARE GIVER TRAINING SESSION





ACTIVITIES – FIRE DRILL





ACTIVITIES – STAFF TRAINING





شكرًا للمتابعة

يمكنكم إبداء ملاحظاتكم الآن

Thanks for your attention
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