

Caregiver

THE NEWSLETTER OF DRAKE MEDOX COMMUNITY HEALTH WORKERS

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Client Centered Care

Client Centered Care is *“Providing care that is respectful of and responsive to individual client preferences, needs and values, ensuring that client values guide the implementation of home care services.”*

Drake Medox is presenting two workshops for Community Health Workers to learn how you can enrich your clients’ service through providing a client centered care approach. Your approach to your clients’ service and how you complete the duties on their care plan greatly impacts on the clients’ level of satisfaction with our services. Part of the funding we receive for the services you provide is based on that client’s satisfaction and it is critical that all Drake Medox Community Health Workers attend these workshops to understand how you can help us to ensure our clients are happy.



Summer has finally arrived! The recent wave of warmer temperatures brings with it the need to practice the following summer safety tips when supporting your clients and in your daily lives:

- When visiting a client determine how hot it is upon entering the home. If thermostat is turned up – turn it down.
- Ensure there are plenty of fluids in the home and they are easily accessible.
- Encourage the client to drink extra fluids and be sure to do so yourself.
- Inside the home: a fan or an air conditioner should be on to keep up the air flow, blinds or curtains should be kept closed to keep out the sun and open the windows.
- To help keep temperatures cool in the home prepare cool foods so stove or oven does not need to be turned on.
- Suggest the client dress in cool thin clothes - a tepid shower is always a good way to cool off.
- When outside wear sunglasses w/ UV protection,

~ Remember To Use Your ABC's Of Observation ~

ALWAYS look professional, keep yourself fresh, use deodorant drink lots of water and stay hydrated. Dress appropriately for the weather keeping in mind you are in going to clients’ homes. No strapless tops, short shorts, (walking shorts or Bermuda shorts are okay), no sandals, proper protective footwear is essential and in accordance with WorkSafe BC rules.

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Client Care Plans – READ them

You must **always** ensure that you carefully review the care plan each time you are in the clients' home to ensure that you know what duties you should be doing. Community Health Workers must **never** perform tasks for clients that are not authorized on the clients Service Plan.

If the client does not have a Drake Medox Service Plan in the home notify your Scheduler immediately who will ensure that a Field Supervisor visits the client to complete a Service Plan and leave it in the home.

If you are assigned to assist a client and have not been advised by your Scheduler that a requested task is part of your duties you should **not** be assisting client with this task, contact your scheduler.

In order for Drake Medox Community Health Workers to perform certain tasks such as medications, catheters, etc. our office must receive a Personal Assistance Guideline (PAG) request form from the VCH Community Health Nurse at the Health Unit. This PAG will specifically outline the expectations of the Community Health Worker in

performing this task. This PAG is delegated from the VCH Community Health Nurse to the Drake Medox RN Supervisor who reviews the PAG to ensure that it is in keeping with the VCH PAG guidelines we operate under. It then becomes the agencies responsibility to ensure that we have **TRAINED**, competent staff to accept and perform this task.

All Drake Medox Community Health Workers **must be trained** in PAG delegated tasks by an RN supervisor before they can be authorized to perform this task for clients and they must have clear instructions on the client service plan to follow.

If there is no medication assistance indicated on the service plan, you weren't advised by the Scheduler to assist with medications and no medication record is in the home, then you should **NOT** be assisting with medications.

If in doubt contact your Scheduler to find out if you are authorized to do any task.

If you find that the client is having difficulty you must be reported to the office immediately.

If you have any questions regarding these procedures please call Trudy Whitten, Clinical Nurse Specialist for clarification at 604-877-0690.