

Call4Care Pilot Project Overview

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Core Team Members

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What is Call4Care?

In response to the need of a secure, easy to use, timely, and reliable solution to facilitate on-demand 2-way voice communication between patients and care teams, the Call4Care pilot project was initiated. Call4Care, which encompasses a simple SOS pendant device and a smartwatch, was launched in late 2022 and has since been implemented at three program areas: Short Term Enablement and Planning Suites (STEPS) in Duncan, Comox Transitional Care, and Hospital at Home.

The Call4Care device initiates a call as a result of the client pressing the device's SOS button. Once the call is answered, the client is able to speak to a member of their care team to address their concerns. In addition to the on-demand calling, the device can automatically detect some types of falls which initiates an SOS call automatically.

We are currently in the process of procuring a long-term solution and have begun a provincial request for proposals process to provide this service more broadly.

Call4Care Good News Story - Call4Care Pendant Used Successfully by Client in Distress

In May 2023, a client at the Comox Community Health Services Step Down Unit (Washington Apartments) was in distress. They were able to use the Call4Care pendant successfully to connect with their community health worker (CHW). The client was unresponsive, but the CHW was able to quickly act and ensure they were cared for and transported to the hospital. The client was able to receive the care they needed and were then discharged directly from the hospital to Long Term Care.

Darren Saare, Leader, Community Health and Access, said that *"without the Call4Care devices, the CHWs would not have known the client was in distress. The devices were a big win in this situation."*

Next Steps for Call4Care

At this time, Call4Care is not being deployed to additional clinical program areas as a provincial procurement for a long term solution is underway. For any questions, please contact Virtual Care Services (VirtualCare@islandhealth.ca).

