



Patients' and Family Caregivers' and Health Care Provider Experiences with a Hospital at Home Program in British Columbia, Canada

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BACKGROUND

- In November 2020, Island Health, with the support of the British Columbia Ministry of Health, introduced Hospital at Home (HaH) at Victoria General Hospital (VGH). The program expanded to Royal Jubilee Hospital (RJH) in March 2021.
- HaH is an innovative model of acute care that provides hospital-level treatment and services to patients in their own homes.
- Patients living within a specified catchment radius receive a formal hospital admission and comprehensive hospital care from the comfort and convenience of their own home.
- The Alternatives to Traditional Hospital Care Offered in Monitored Environments (AT-HOME) research group aimed to apply a patient-oriented approach to evaluate the patients', family care givers' (FCG), and health care providers' (HCP) experiences with the program to inform program implementation and expansion in Canada.

OBJECTIVE

To use a mix of quality improvement and research methodologies to capture and report on the experiences of the patients, FCG and HCP at the centre of this care model.

METHODS

- Prospective, observational mixed methods study.
- Data collection began 10 months after the program launched (October 2021 – April 2023).
- Patient and FCG experiences were captured via survey
- For the evaluation of HCP experiences, several key informant interviews, focus groups and surveys were conducted

Patient and Family Caregiver Quotes

WHAT DID YOU LIKE MOST ABOUT THE PROGRAM?

"Being able to recover at home sooner while still feeling completely supported by a very competent care team genuinely interested in my continued recovery. Seamless support services."

"This is an excellent program with a committed staff. I very much hope it continues on after the pandemic."

CAREGIVER QUOTES

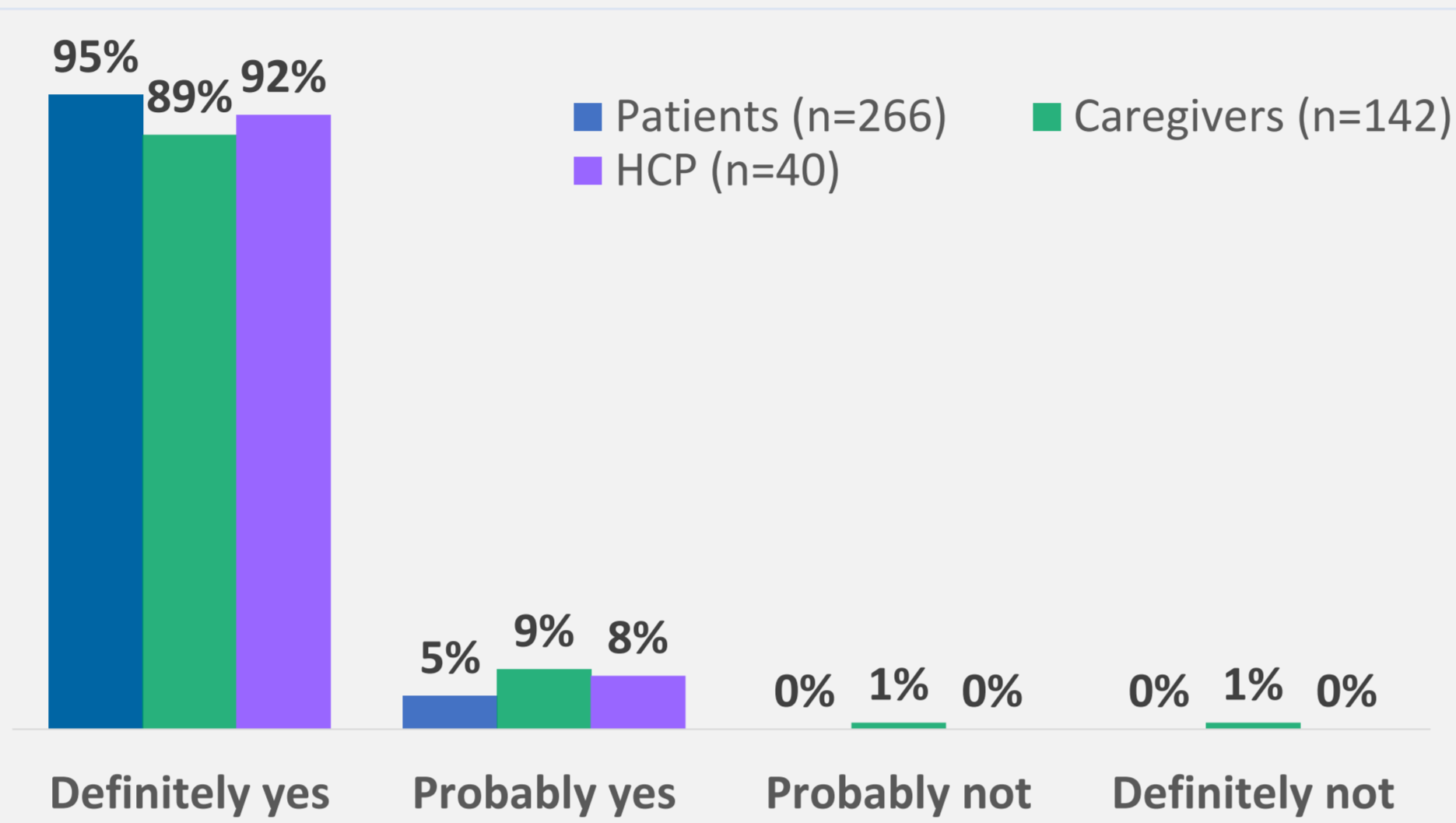
"Compassion caring and friendly staff, the confidence and the concern showed, no judgement very professional, really helped the patients healing it was faster.... The patient was involved in their care progress and that helped them heal faster by doing his own healing by understanding their condition better. Patient felt empowered."

HOW CAN THE PROGRAM IMPROVE?

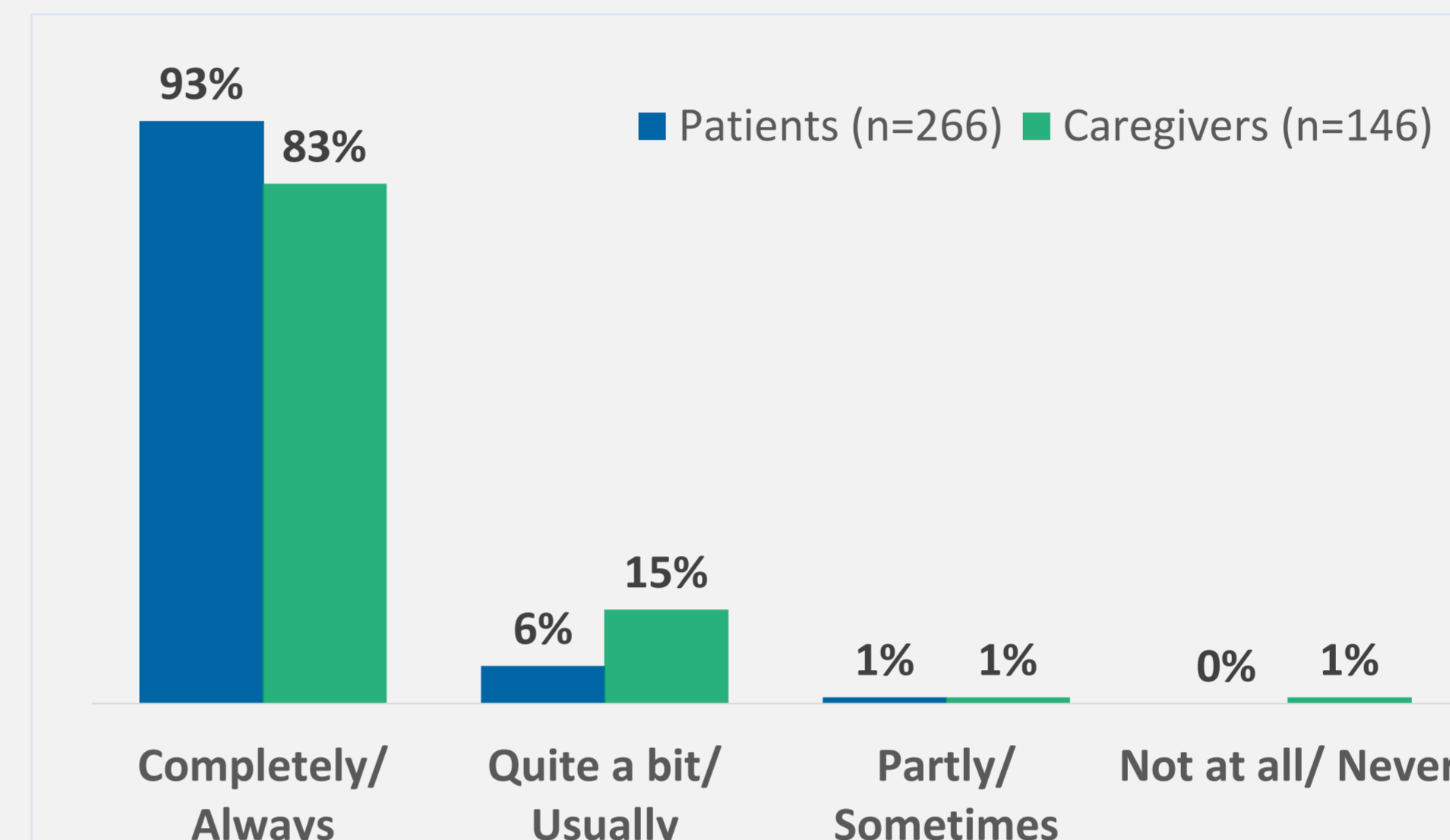
"The only thing I could add is after discharge a follow up call to check on and find out if the tests and appointments have been followed up."

"...There is a lot of stress on the caregiver at the start, I was quite stressed at the start. By the second day I was fine. But initially more information to the caregiver to ease the stress."

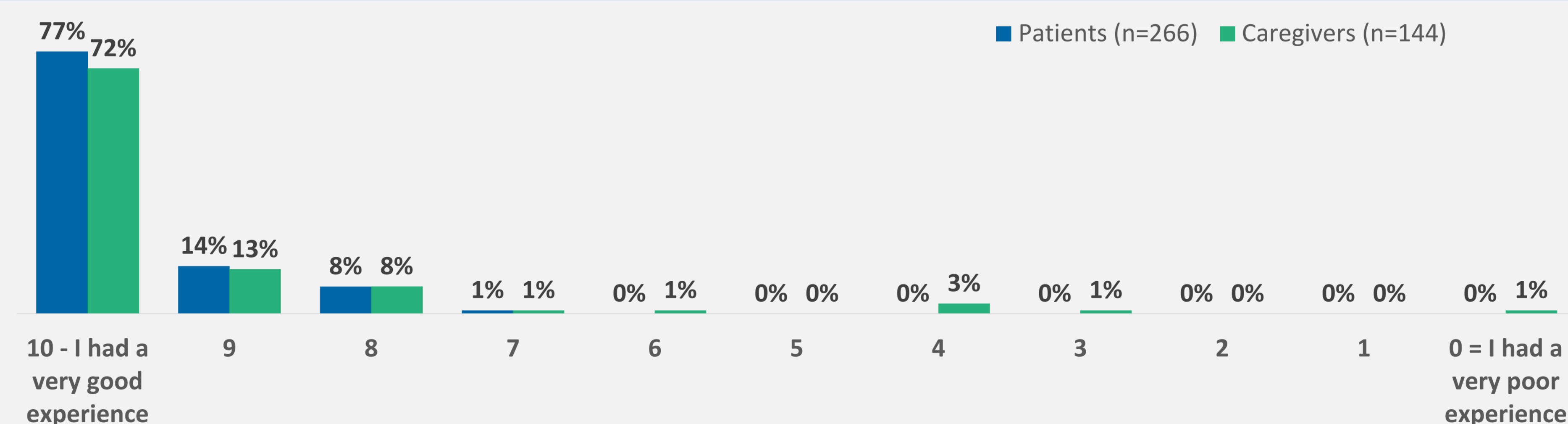
RESULTS FROM PATIENT, FAMILY CAREGIVER and HEALTH CARE PROVIDER EXPERIENCE SURVEYS



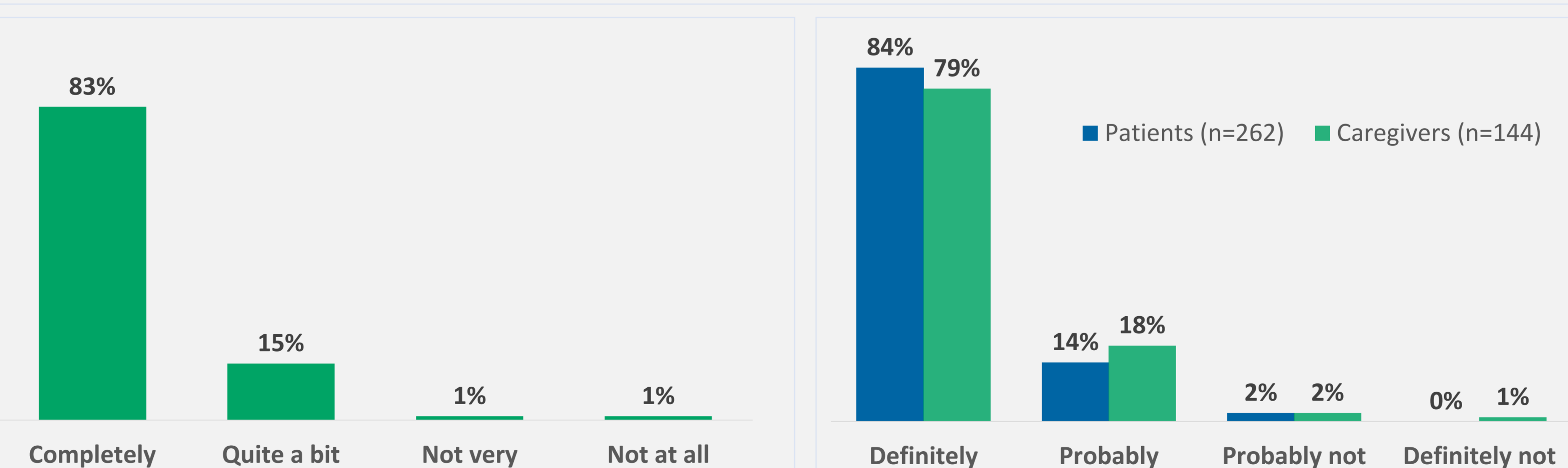
Graph 1. Would you recommend HaH to your friends and family?



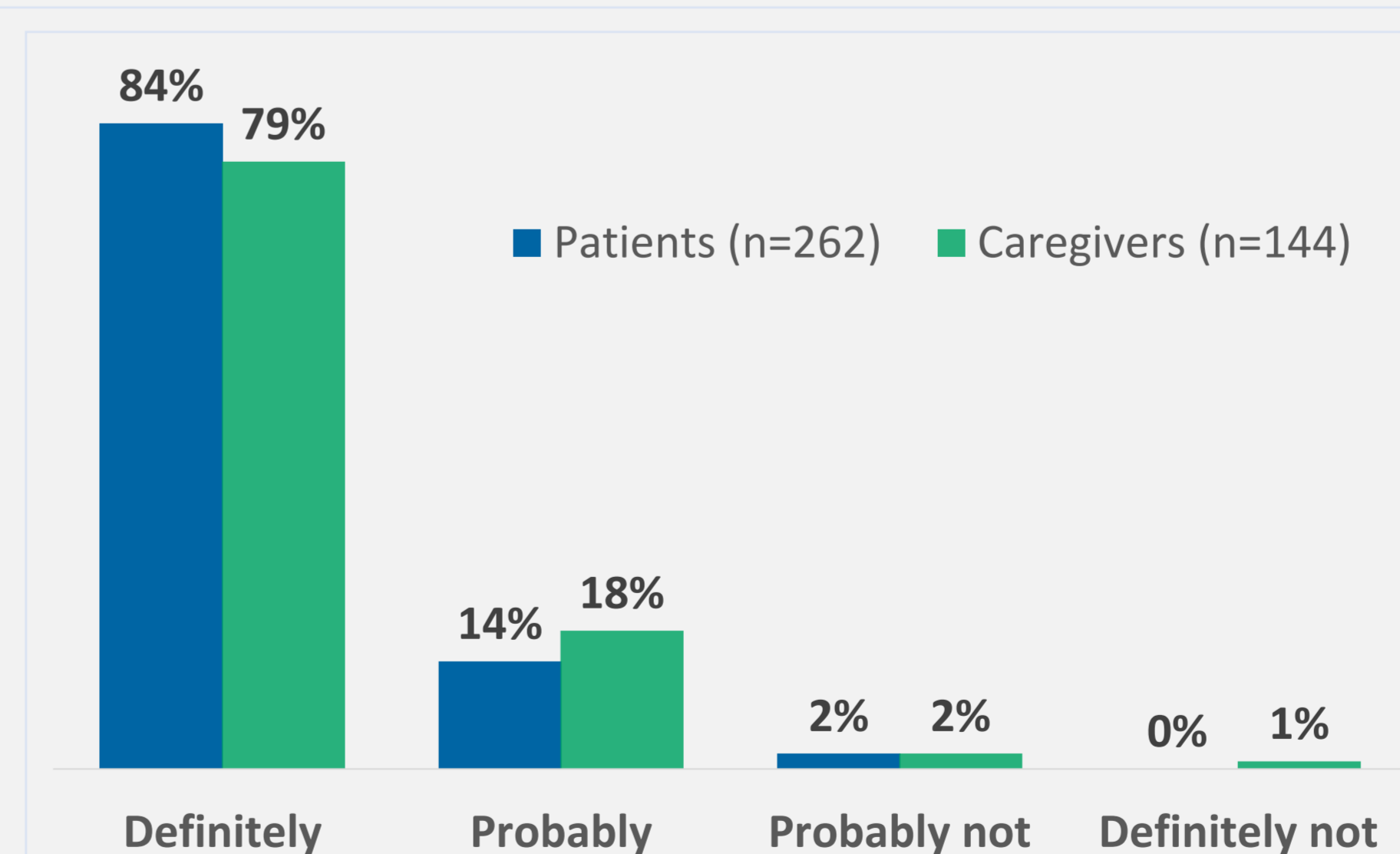
Graph 2: How safe did you feel while receiving care through the HaH Program? To what extent did you feel that your family member/friend was receiving safe care as a HaH patient?



Graph 3: On a scale of 0 to 10 where 0 is "I had a very poor experience" and 10 is "I had a very good experience", what was your overall experience as a HaH patient/caregiver?



Graph 4. Overall, how comfortable were you in assisting your friend/family member with their medications? (n=143)



Graph 5: If you were in the same position again... (and you met the criteria assessed by your doctors) would you choose to be admitted into HaH instead of receiving care in a hospital building? ... would you agree to be the caregiver for a family member or friend receiving care through the HaH program?

ACKNOWLEDGEMENTS

The AT-HOME research team acknowledge and thank the Island Health Hospital at Home team for their dedication to this patient-centred care model and supporting the evaluation and research alongside. Special thanks to the patient partners for their continued support and collaboration with the program and all patients, HCPs and family caregivers who participated and shared their feedback. Also, thanks to Island Health leaders, the BC Ministry of Health, the Victoria Hospitals Foundation, Island Health Research Department and Decision Support colleagues for their support.

Results

Health Care Provider Survey

Would recommend HaH to friends and family (always/probably)	100%
Their team provides top quality care (always/usually)	100%
Job satisfaction (satisfied/very satisfied)	93%
HaH as a place to work (excellent/very good)	93%

Of the 40 responses provided, **setting** (driving, getting outside during the day, working in patient homes, and freedom to travel), the **HaH Team** (working with their teams, it being a great environment, and comradery) and **patient care** were most commonly cited as being the best parts of the job.

DISCUSSION

- The results show that the Island Health HaH program, is being well received by patients, their FCG, and HCPs and has provided positive patient, FCG, and HCP experiences over 18 months of data collection.
- HCP in HaH demonstrated higher employee engagement scores than staff in comparable brick and mortar units and the organization as a whole
- The expansion of the program is supported from both patients' and FCG perspectives. This is evident by the quantitative data, but also through direct quotes from patients and FCG.
- FCG, while acknowledging the time commitments and the impact on their own quality of life, recognized the benefits, for the patients' health, recovery and comfort, and also the advantages the program provided them.
- FCG noted that by having the patients at home and not having to make trips to the hospital, their own experiences as a caregiver were improved.

CONCLUSION

- Overall, the experiences of patients, FCG, and HCP during 18 months of Island Health's Hospital at Home program show that the program has been positively received by all three groups.
- Over 98% of patients and FCG surveyed would probably or definitely participate in the program again if in the same position.
- Positive engagement scores indicate that HaH is a sustainable model for HCP retention.