

A Partnership Program to Enhance Continuity of Community Health Care

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Introduction:

A successful partnership in community care can be defined as “a much more coherent and flexible approach in which a range of agencies work together in the interests of service users and carers.” (Means P.213) From this perspective, the coordination and information flow that involved all parties becomes the key to success in continuing Community Health Care services.

Purpose of the Project:

The use of PointClickCare.com, a web-based information technology system, is a concrete solution to bridge all parties together and to enhance the continuity of community health care.

Material & Methods:

PointClickCare.com creates a platform for progress supervision, service quality monitoring, high-risk issues alert, statistics reporting and benchmarking services quality. Family caregivers can have access to information through internet and allow rapid information exchange with clients and other health care professionals with updated evidence-based information on the users' condition. Also, communication with family caregivers would facilitate their understanding and comply interventions and treatment guidelines, and achieve better clinical outcomes.

Results:

PointClickCare.com also helps to improve the quality and efficiency of workflow of service and increased accessibility of client's information, real-time updating of progress notes and revision and updating of assessment forms and knowledge sharing of clinical protocols. It is an effective tool to enhance self-management ability and sense of control of the family caregivers also help to develop partnership between the care managers, health care professionals and caregivers, based on client's real need. This direct approach in providing sufficient information for desired service helps to minimize cost in the long-run.

Conclusions:

St. James' Settlement has successfully developed the partnership with 10 home care service providers in local. We have proven to be a success in bringing all parties together to become more coherent and flexible in building a successful partnership to enhance the continuity of Community Health Care.

Reference:

Means, Robin, Richards, Sally and Smith, Randall (2003) *Community Care – Policy and Practice (3rd Edition)* P.213 (New York : Palgrave Macmillan)