

20  
24

Canada West Health Leaders  
CONFERENCE

@CCHL\_CCLS

#CWHLC2024



# Synergies in action: The power of collaboration

## Enhancing Care with Allied Health Support Roles: Strategies and Benefits

Jaki Thornhill – Director, Allied Health  
Providence Health Care

CANADIAN COLLEGE OF  
HEALTH LEADERS



COLLÈGE CANADIEN DES  
LEADERS EN SANTÉ

# Providence Health Care

Provide care in facilities located on the unceded, ancestral and traditional territories of the xʷməθkʷəy̓əm (Musqueam), Sk̓wx̓w̓ú7mesh (Squamish), and səliłwətał (Tseil-Waututh) Nations.





Patient  
Admitted

Patient  
Declines

Unable  
to Return  
Home



# Three Models of Care



# TIM – The Independence Model

**TIM** utilizes a therapy lead and rehabilitation assistants to promote function holistically from day 1.

## Goals:

- Improve patient function
- Support recruitment/retention through improved staff satisfaction

## Positive outcomes include:

- 40% of medicine patients receiving net new functional support
- 86% of the surveyed staff expressed satisfaction
- 76% of the staff strongly agreed or agreed that TIM aided in enhancing their effectiveness and concentration at work



# PEAR – Patients Eating and Recovering

**PEAR** utilizes a clinical diet technician (CDT) as an integrated member of the care team to support nutrition care delivery.

## **Goals:**

- Help address malnutrition in hospital
- Optimize use of RD resources

## **Positive outcomes include:**

- Improved rates of nutrition screening, food intake and weight monitoring
- Increase in appropriate dietitian referrals
- Reduction in food waste





# SWA - Social Work Assistants

SWAs roles support psychosocial care through the completion of critical paper work, obtaining items to support discharge and acting as escort to appointments when appropriate.

## **Goals:**

- Improve SW retention through improved satisfaction and morale
- Optimize use of SW resources

## **Positive outcomes include:**

- Positive feedback from SW staff
- Increased funding for these roles (3 permanent and 2 temporary)



# Keys to Success

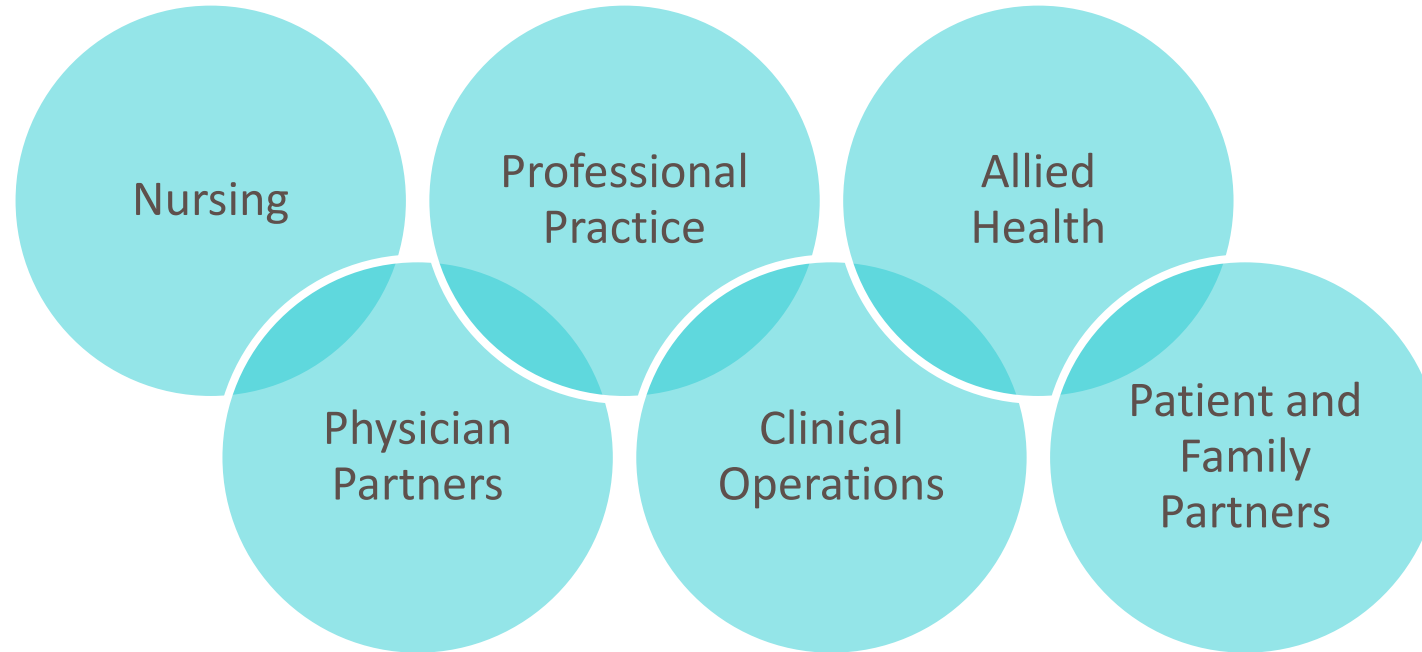




# A Model of Care Approach

<b>Initiate</b>	What is the problem / opportunity we want to solve with a Model of Care?
<b>Assess/Diagnose</b>	Gather information on current state, patient needs
<b>Design</b>	Develop future state Model of Care recommendations
<b>Prepare</b>	Align Model of Care with Service Delivery Model
<b>Implement</b>	Deliver the change needed to implement the Model of Care
<b>Evaluate</b>	Evaluate effectiveness of care
<b>Sustain</b>	Optimize the Model of Care and improve as required

# Collaboration at the Core



# Evaluate, evaluate, evaluate



Patient  
Admitted

Patient  
supported

Patient  
returns  
home



## In Closing...

A patient journey can be dramatically altered by factors beyond their medical needs.

New care models and the addition of support roles are key to meeting the complex care needs of those we serve.

Indershini Pillay – Director, Allied Health & Interprofessional Practice

Eddie Naranjo – Practice Consultant, Allied Health Scope

Teresa Robitaille – Professional Practice Leader, Social Work

And the many others who made these projects possible.



Questions?

