

## Home Care Services

As access to timely care is important to patients and caregivers, Central East HCCSS Care Coordinators assess a person's care requirements to collaboratively develop a care plan that meets an individual's needs. Patients whose care needs necessitate immediate care based on their condition will receive home care services in a timely manner. If services are not required immediately, or if service is not available due to limited resources or provider availability, then an individual may be placed on a waitlist.

Patients with the most complex and urgent care needs are prioritized for services at the Central East HCCSS. This includes but is not limited to patients being discharged from hospital, those requiring urgent nursing services for their medical condition and/or treatment, palliative and end-of-life patients.

## Definitions

**Personal Support** – Personal Support workers assist patients with the activities of daily living that patients may no longer be able to do safely for themselves (i.e. bathing, dressing, toileting, meal preparation, light housekeeping, etc.).

**Added to the Waitlist in Month** – the number of patients that have been determined eligible for service and are added to the waitlist during the month. Patients may or may not still be waiting at the end of the month.

**Removed from Waitlist in Month** – the number of patients that have been removed from the waitlist in month.

**Waiting at End of Month** – the number of patients who are on the waitlist as of the last day of the month.

**Personal Support Service Waitlist**

