




Home Support Visits Cancelled by Island Health island health

Year to Date Performance	1.7%	Performance Assessment	 Green
Island Health Target	Less than or equal to 5%	Performance is within the acceptable range; continue to monitor.	

What do we measure and why?

Home Support is care provided in home by Community Health Workers who are directed by a nurse. Community Health Workers help with things such as medications, bathing, and dressing for eligible clients who are:

- ill or recovering from illness or surgery;
- have physical disabilities;
- assessed as requiring personal assistance and/or respite for a caregiver; or
- needing care at the end of life.

Home Support services do not include assistance with general tasks such as grocery shopping, house cleaning or driving to appointments.

What is the target?

The 2023/24 target for Home Support Visits Cancelled by Island Health is 5% or lower.

Lower rates are better.

How are we doing?

As of November 2023, Island Health met the target.

What actions are we taking?

The Community Health Services (CHS) program is removing barriers to services through the implementation of the home support improvement project, including the introduction of hub-based scheduling.

CHS is removing non time-sensitive services from peak hours and scheduling Home Support nurses for critical services when no Community Health Worker is available. All options are explored prior to service cancellation, including offering alternative times.