



**eHomecare** is an innovative model of care that has directing registered nurses (DRNs) remotely and simultaneously direct the care of multiple patients.

### eHomecare Overview

With VON's eHomecare, a directing registered nurse (DRN) uses a secure technology platform to direct the specific care needs of patients and delegate tasks to multiple specially trained (enhanced) personal support workers (PSWs), called healthcare technicians (HCTs). With this unique approach, DRNs are able to simultaneously manage the care of multiple patients.

HCTs deliver care to clients at their places of care, acting as the eyes, ears and hands of the DRN. HCTs send data and observations to the DRN, who assesses the information and provides direction for appropriate care and support in real time.

### Who does eHomecare serve?

eHomecare is an innovative and efficient model of care that supports the needs of clients of all ages. It is used within several VON programs, including palliative care, Hospice at Home, pediatric care, eHomecare school program, CC2H (for patients with chronic obstructive pulmonary disease and congestive heart failure) and virtual clinics.

### Benefits of eHomecare

eHomecare provides care and comfort efficiently and effectively. With eHomecare:

- One nurse remotely simultaneously manages the care of multiple patients, supervising several HCTs. This allows VON to care for more clients every day.
- With HCTs at the place of care, the reach of our skilled nurses is expanded so that clients can receive more complex in-home care without waiting for a visiting nurse.
- HCTs are specially trained to provide enhanced skills and delegated tasks, including administering narcotics, monitoring vital signs, oral suctioning and tube feeding.
- Clients receive care in the safety and comfort of their usual place of care, reducing their stress and the burden on caregivers.
- eHomecare is a 24-hour service with a dedicated direct patient line for issues and questions. A patient can be assessed by the DRN, resulting in reduced ER visits and prevention of hospital admission.
- Increased access to specialized home care may promote earlier discharge from hospital.

## Who refers clients to eHomecare?

eHomecare is fully funded by Home and Community Care Support Services (HCCSS). Patients must meet specific eligibility criteria for admission to the program.



## What do clients think of eHomecare?

A grateful friend of an eHomecare client with cancer told us how the care provided by the VON HCT has impacted the client and her loved ones:

**“ She is amazing - she is always on time, here until the last minute and stays if we need her. She is attentive, caring, loving and she helps us with understanding things that my friend is going through. ”**

The wife of an end-of-life patient who recently passed away wrote to express gratitude to the eHomecare team:

**“ Thank you for your tremendous help supporting my husband through the end of his journey. Without all of you I don't know how I would have held up. Your whole team showed great support and compassion towards our needs. It was a smoother journey with your team by our side. ”**

## About VON

VON is a highly trusted charity that delivers home care and community support services to more than 10,000 people in Ontario and Nova Scotia every day.

Together with our employees, our volunteers and our clients and their families, we help our clients stay healthy, live well and remain active. The innovative clinical, personal and social supports we provide keep our clients living in the safety and comfort of their own homes and communities —where they want to be.

VON is accredited with Exemplary Standing by Accreditation Canada.

## Our Values

- **Respect** – we support others honestly, openly and fairly.
- **Compassion** – we listen and serve with sensitivity, empathy and concern.
- **Excellence** – we commit to everyday improvement in all that we do.

Not all services are available at all VON sites. For more information and services available in your area, please contact your local VON office or visit [www.von.ca](http://www.von.ca)



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