

Your Voice Matters

What we heard from Saskatoon South
Home Care Clients

Relationships and Consistent Care Provider

"I would like home care nurses to [consistently be] the same person because then you get consistent care"

"Home care nursing always sends different nurses, so this makes it difficult for them to track chronic conditions. [I] had a streak of 7 different nurses in a row"

Patients asked to consistently see the same care provider so that they could develop trusting relationships

"The more continuity that it's possible to provide (which I understand could be very difficult), the better for me and, hopefully, for your staff."

"Home care comes in the morning and evening. It would be good to have the same people consistently. In the last week have had 6 new homecare workers."

"Care givers that is, home care are not consistently the same people. We are very nervous when new people come [...]"

What are we doing to help?

Bringing together care providers such as nurses, continuing care aids and client patient access services based on patient locations in Saskatoon to better meet the unique patient needs for that area.

Improving scheduling so that patients consistently see the same care providers (such as nurses and continuing care aids).

Creating care teams based on the network (geographic area) where patients want to receive care to better understand and respond to needs of clients receiving home services.



**Saskatchewan
Health Authority**