
Accessing a Designated Living Option from the Hospital



An Information and Decision-Making
Guide for Patients and Families

Patient Information

Name: _____

Alternate contact person or decision maker: _____

Assessed level of care: _____

Case Manager Information

Case manager name: _____

Contact number: _____

Alternate contact: _____

Moving to a New Home in Continuing Care from the Hospital: What to Expect

The Journey in Continuing Care

Alberta Health Services (AHS) understands that moving to a new home in continuing care is a significant life event that often involves complex and emotional conversations between clients and their families. It is influenced not only by health care needs, but also by what is needed mentally, socially, psychologically, culturally and spiritually. Each person's experience is unique, and AHS is committed to working with people and those who support them to make sure all needs are met. This guide will provide information on what to expect during a transition to a continuing care living option, and help support decision making.

Discussing the Need for a Move

Before discussing the possibility of a move, it is a good idea for people and those supporting them to come together and think about what their needs are. These discussions can be difficult, but having them will help to make sure the care team knows what is important in each unique situation. Resources to help with understanding continuing care, the services offered, and living options can be found on the **AHS Continuing Care Website** or in paper form from the case manager.

Resources in This Guide

- Decision Making worksheet
- Living Option Site worksheet
- Transition process information
- Concerns resolution information

Identifying Care Needs

Assessment by a Case Manager

An AHS case manager is assigned to every person who needs an assessment for continuing care. In hospital, a case manager may also be referred to as a transition coordinator or placement coordinator. This person performs the assessment and is the main contact person throughout transition. There is space in the front of this guide to write down the case manager's name and phone number.

What to expect:

- If at all possible, assessments will be done at home. This may mean working with the case manager to return home from the hospital with proper support. Life changing decisions like moving to a living option are better made in a comfortable and familiar place.
- Patients are actively involved in assessments. It is a time to discuss important needs with the case manager, and one of many opportunities to ask questions.

When the Assessment is Complete

The case manager will go over the assessment results, and what they mean. If a move is needed, the case manager will help gather information about individual sites.

What to expect:

- After an assessment, it is important that the move to the right level of care occur as soon as possible.
- The case manager will start a discussion about going home from the hospital, where it will be easier to make decisions.

Choosing A New Home

Choosing Preferred Sites

After being assessed, the next step is to research preferred living option sites. This is the time to consider what is most important and then determine which site is most preferred, as well as which sites would be acceptable on a temporary basis. The **Decision Making Worksheet** and the **Living Option Sites Worksheet** are included to help with this.

What to expect:

- The case manager needs to be notified of one or more preferred sites, chosen from sites that meet assessed care needs. A person's preferred sites can be chosen anywhere in the province.
- Researching multiple sites and choosing more than one makes it more likely an offer can be made for a preferred site. One of the choices can be identified as a most preferred site.
- The case manager must be notified of choices within **72 hours**.

Choosing a New Home: Decision Making Worksheet

This information can help to make decisions about:

- Preferred living option sites, chosen from those that meet assessed needs; and
- Accepting an alternate option temporarily if the most preferred is not yet available.

Step 1: Bring together everyone that will be helping with decisions.

- Family members: _____

- Appointed alternate decision maker (if applicable): _____
- AHS care team members: _____

Step 2: Review the assessment.

- Questions about assessment results:

- Questions about living options:

Step 3: Consider what is most important in a living option.

Take some time to think about personal needs and preferences. The care team will try to accommodate what is most important, whenever possible.

- Is it important to live in a certain community?

- Is there a spouse or partner to remain close to or live with?

- Does the site need to be easily accessible to visitors?

- Are there any special considerations, e.g. cultural, language or religious preferences?

- Do there need to be specific services offered on site? What are they?

- Are there any extra costs for services that need to be considered?

Step 4: Learn about the sites.

The case manager can help with researching sites. Please use the **Living Option Site Worksheet** to help keep track of site information, including costs.

- Inquire about site tours, virtual or in person.
- Review written information, either online or in brochures.
- Make a list of all furniture and care supplies (including medications) that must be provided by the client.
- Ask about approximate wait times.

Step 5: Consider costs.

- Make a list of extra costs associated with the site.
- Make a list of extra costs associated with moving.
- Consider steps that need to be taken for financial planning.

Step 6: Make a decision.

- Determine which site is most preferred, as well as others that would be acceptable temporarily.
- Notify case manager by: _____
- Review what will happen after being waitlisted.
- Review what will happen if the most preferred option is not available.

Living Option Site Worksheet

Site Name	Visit Date	Info Reviewed (brochure/website)	Furniture/Supplies Needed	Costs	Wait Times	Important Factors (from step 3)

Living Option Site Worksheet (continued)

Site Name	Visit Date	Info Reviewed (brochure/website)	Furniture/Supplies Needed	Costs	Wait Times	Important Factors (from step 3)

While on the Waitlist

Being Added to the Waitlist

When preferred sites are identified, the case manager places a patient's name on the waitlist. The waitlist is organized by both priority and waitlist date. People stay on the waitlist until they have either moved to their most preferred site, asked to be removed, or been removed because they no longer need to move.

What to expect:

- If the most preferred site is not available, patients will be asked to move to a temporary option while waiting.
- The case manager will stay in contact while patients are waiting. Patients can also contact the case manager at any point if anything changes.
- Once placed on the waitlist, patients will begin to pay for continuing care accommodation, in accordance with AHS policy. Any barriers to paying accommodation charges should be discussed with the case manager. A hardship policy is in place to assist patients with demonstrated financial need.

When a Space Becomes Available

Being Offered Space at a Preferred Site

If a preferred site has space available, the person at the top of the waitlist will receive an offer from their case manager. Patients should be ready to make a decision, and prepared to make the move.

What to expect:

- Up to 48 hours is available to make a decision about accepting the offer.
- If the offer is accepted, the case manager will help to determine a move in date, and ensure a smooth transition.
- If the site offered is not the patient's first choice, the patient will be prioritized on the waitlist to be transferred to their most preferred option when space becomes available. Requests to transfer to a different room within the most preferred site can be requested after moving in.
- If this offer is not accepted, the need to be waitlisted will be reviewed. A temporary option will need to be decided.

Being Offered Space at an Alternate Site

If no preferred sites have space available, patients are asked to move to an alternate space while waiting. Every effort will be made to consider the things that were identified as being most important when the preferred sites were decided on.

What to expect:

- When offered an alternate site, there will be up to 48 hours to consider the option, ask any questions, and make a decision.
- When the offer has been accepted, the case manager will help to determine a move in date, and ensure a smooth transition.
- Patients accepting a temporary option are prioritized on the waitlist to be transferred to their most preferred site.
- If the offer is not accepted, the reasons should be discussed with the case manager, and another solution can be negotiated.
- One more alternate site will then be offered.
- The option to choose to return home with purchased care and family support, or to move to a private pay site is also available.
- In the situation that all options are exhausted and no acceptable solution has been reached, the hospital will work with the care team to arrange a transfer to the most appropriate alternate site temporarily.
- In this case, patients still remain on the waitlist and prioritized for transfer to the most preferred site.

Opportunity for Feedback

All patients moving into a living option from hospital will be given the opportunity to give feedback on their experience. A survey from AHS along with instructions on how to complete and submit it will be included in the admission package every patient receives at their new home. Completion of the survey is completely voluntary, and all the answers are kept confidential and anonymous. The results will be used to help determine what is working well in transitions and what AHS can improve on.

Concerns Resolution

Raising a Concern

Patients have the right to raise a concern at any time. It is important to know who the key contact person is, so if a concern does come up, there is someone to turn to for assistance. When transitioning to a continuing care living option, this contact person will most likely be the case manager, transition coordinator, or placement coordinator. Make sure that the contact person's name and phone number is written down on the contact information page of this guide.

Who to talk to:

- Concerns can always be addressed simply by raising them during ongoing discussions with the case manager.
- If the case manager is not able to adequately resolve a concern, clients can request for the transition or area manager to assist. Depending on the concern, this person may request input from the director.
- In some cases, if the concern is complex, clients can engage the AHS Patient Relations Department. A patient concerns consultant may assist during discussion with the case manager and others who are involved.

Contact the Patient Relations Department by telephone, fax, mail or online:

- **Telephone:** 1-855-550-2555
- **Fax:** 1-877-871-4340
- **Mail:**
Patient Concerns Officer and Executive Director, Patient Relations
Mail Slot #57, 11111 Jasper Avenue
Edmonton, Alberta T5K 0L4
- **Online feedback form:** <https://www.albertahealthservices.ca/273.asp>

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