

Modelling Home Care Services to Identify Service Shortfalls

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Project Goal

- A model was built to help understand and communicate with other players in the Health sector the reasons why Home Care Employers are having difficulty hiring and retaining workers.
- The model may also serve for future planning that could prevent a severe shortfall in services as the population ages and hospitals discharge patients whose conditions are more complex.

Problem Statement

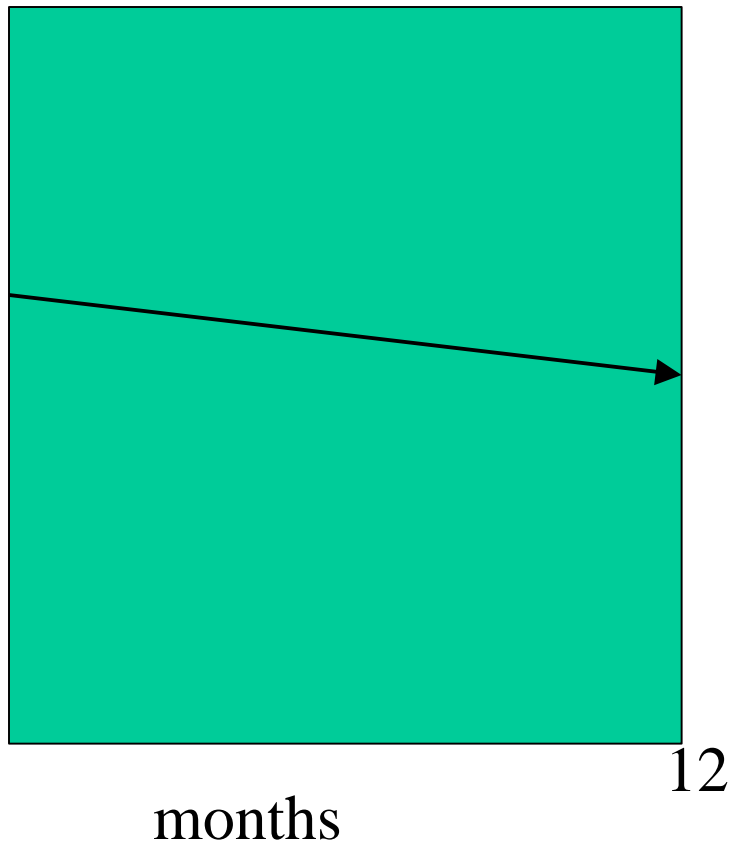
- The ageing population and shorter hospital stays require more Home Care Services.
- As more home care services are required the ability of service providers to meet service needs by hiring and retaining more workers becomes increasingly difficult.
- The more training workers receive the more able they are to seek better paying employment opportunities.

Key Variables

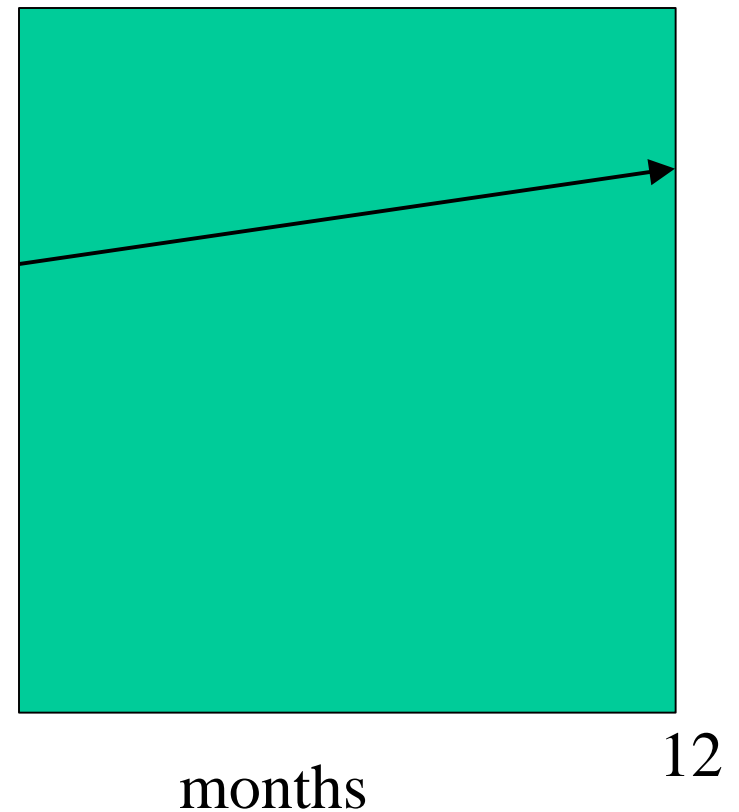
- Number of available Home Care providers for hire
- Number of Home Care clients requiring services
- Gap in Services delivered
- wage gap between home care and other jobs
- recruitment & retention rate
- job satisfaction & stress
- complexity of services required
- relative attractiveness of home care

Behavior Over Time Graphs

- Number of available Home Care providers for hire

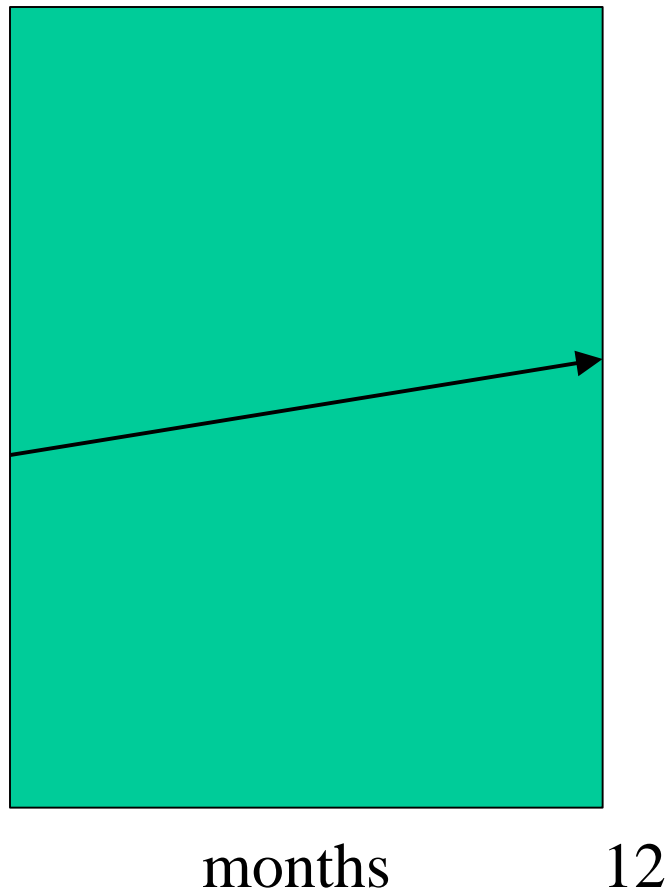


- Number of Home Care clients requiring services

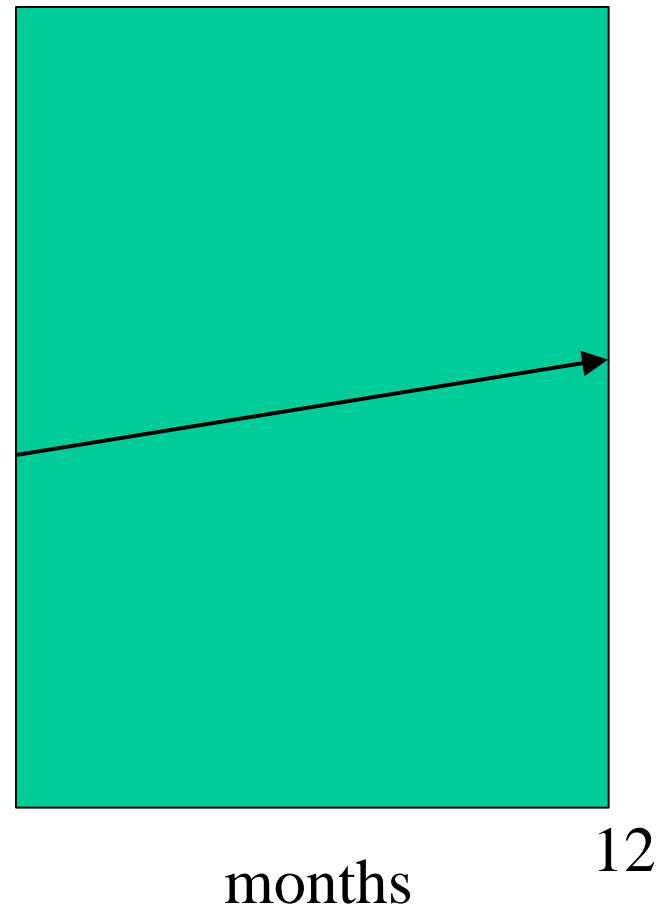


Behavior Over Time Graphs

- job stress

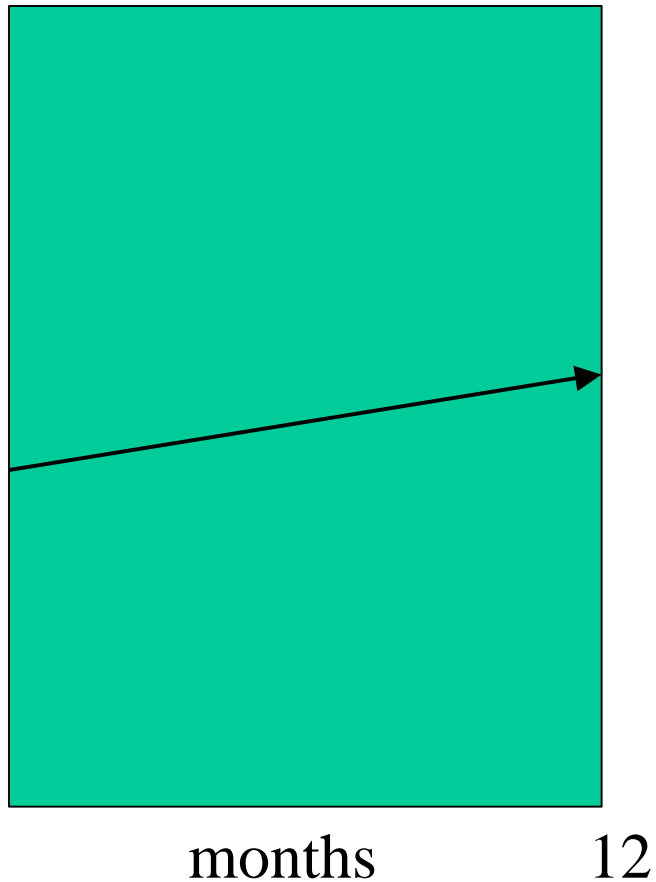


- complexity of services required

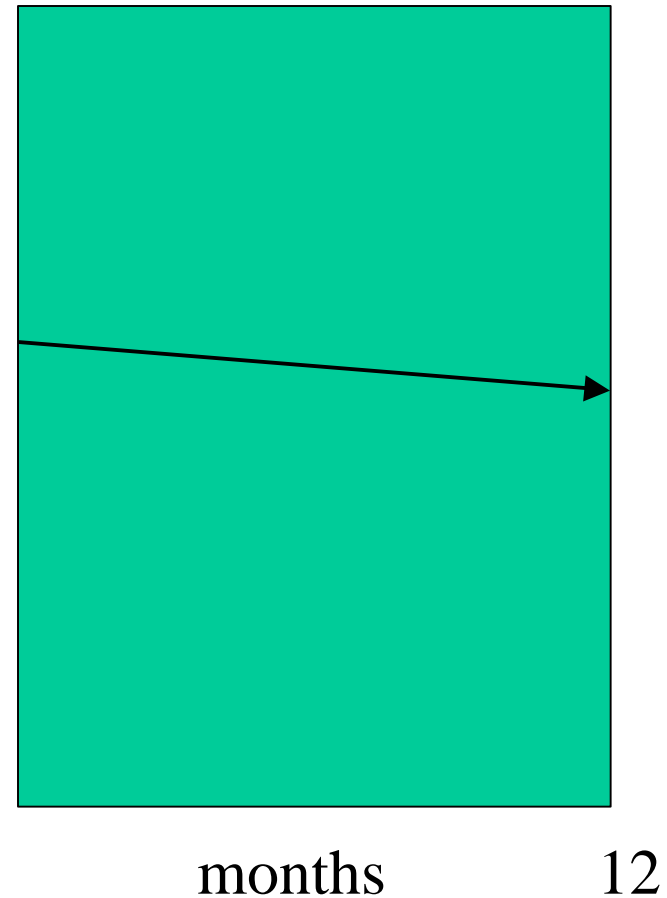


Behavior Over Time Graphs

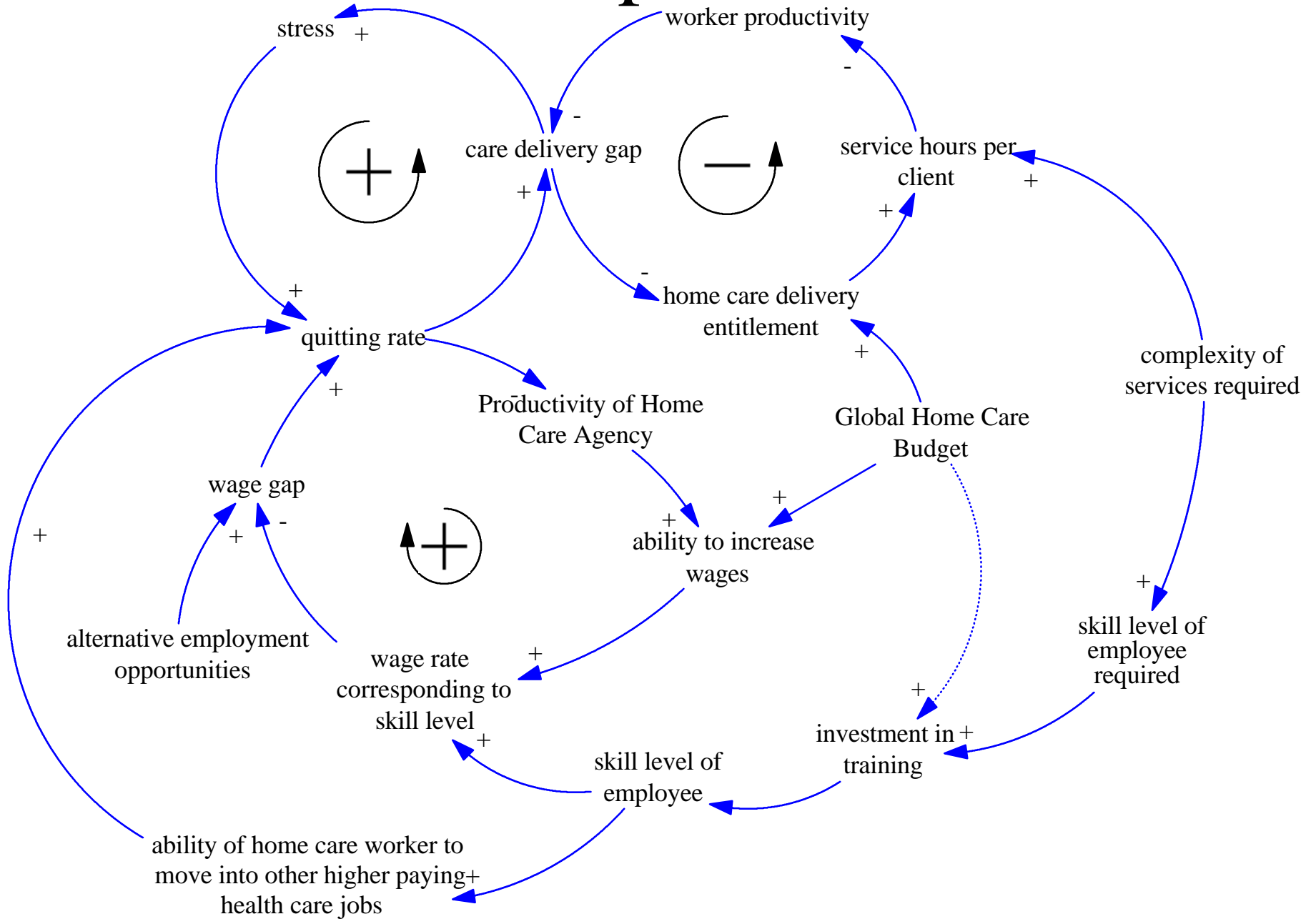
- wage gap between home care and other jobs



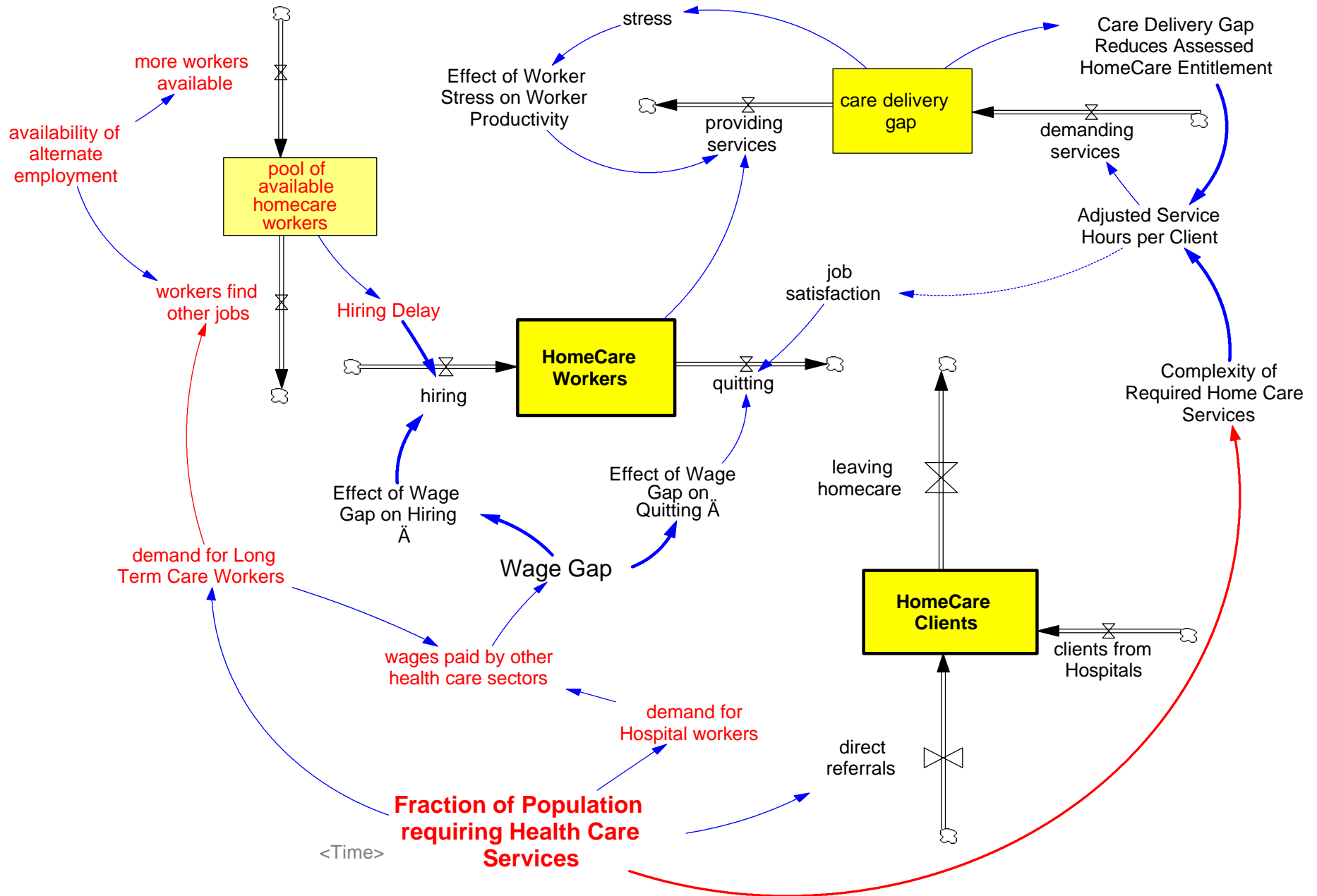
- relative attractiveness of home care



Causal Loops: Feedback



HomeCare Service Provider Policy Structure Diagram



Leverage points Identified

- The following stresses were identified as requiring attention by Home Health Care providers:
 - wage gap between Home Care workers & others
 - productivity of Home Care workers
 - skill level of Home Care workers
 - competition between Home Care Providers & Long Term Care Facilities for the same workers
 - demographic shifts will continue to increase the fraction of the population requiring Home Care services
 - global Home Care budget

Recommended Interventions

- wages need to correspond to skill level
- do not reduce the time per visit to a point where the worker spends much of her/his time travelling between clients
- coordinate hiring and training requirement with Long Term Care facilities & Hospitals
- increased efficiencies using new technologies & management methods are needed to allow fewer workers to meet the needs of more clients
- the Home Care Budget needs to reflect the demographic population shifts

Conclusion



- The use of Systems Thinking tools will improve communication between the Health Care sectors
- It is hoped this investigation of the interrelationships and feedback processes will allow local Health Care Policy makers deal with stresses on the System