

# CRT Update

Monthly news from the Community Resource Team



Issue #014 | September 2023

**Welcome to the CRT Update** – a Community Health Services (CHS) newsletter written and distributed by the Community Resource Team (CRT).

If you have questions about any items in the CRT Update:

1. Ask your Coordinator or Leader for further clarification.
2. Ask your leadership to contact CRT: [chs.crt@islandhealth.ca](mailto:chs.crt@islandhealth.ca).

## Feature Article

### WorkSafe BC Compliance Agreement

Island Health recently entered into a new Compliance Agreement with WorkSafeBC due to an increased volume of exposures to unregulated substances. A key action is to close the knowledge gap in areas related to harm reduction, clinical care guidance, and safety.

To address this, new education modules and essential curricula have been developed that are mandatory for employees and leaders. All educational materials can be found on this [webpage](#), which also hosts a range of resources including memos, project roadmaps, reports, training links, FAQs, and announcements about upcoming town hall sessions.



### [Workflow Summary for HCC Encounters](#)

Improper closing and opening of HCC encounters results in inaccurate electronic health records and data errors.

For Liaison, Access clinicians, and admin staff who enter HCC encounters in PMOffice, please review [this workflow](#) for how to avoid errors and how to address any that you find.

[View Workflow Here.](#)

Ministry of Health Alerts

Education Calendar

Update Archive

## LPN Scope Optimization Implementation and [Resource Page](#)

CHS is implementing the activities identified for enhancing LPN scope of practice across Island Health. CRT has met with site leadership to inform and support the implementation of the Health Human Resources Sustainability Initiative (HHRSI) activities created by Professional Practice that are relevant to each site. Activities may apply to both direct care LPNs and LPNs working in Home Support.

Speak to your leadership about which LPN scope optimization learning activities are planned for implementation at your site.

The new CHS LPN Scope Optimization resource page is live! This is where LPNs, leadership, and RN mentors will find all the details on the education requirements for the new activities.

[Check it out here!](#)

## CRT Rehab Meetings

During CHS OT & PT engagement sessions in June and July 2023, we heard the desire to meet in person.

CRT Rehab will host three regional,

in-person meetings to kick off our CHS OT & PT Community of Practice (CoP).



- **Courtenay: Oct 17, 10am – 2pm**
- **Nanaimo: Oct 18, 10am – 2pm**
- **Victoria: Oct 19, 10am – 2pm**

Each meeting will include a 90-minute break-out session to discuss key topics identified by CHS rehab clinicians. The goal of these meetings is to generate momentum for subsequent virtual CoP meetings and provide networking opportunities. Invitations were sent out in early September with details.

Reach out to [CHS.CRT-Rehab@islandhealth.ca](mailto:CHS.CRT-Rehab@islandhealth.ca) with any questions. Looking forward to seeing you soon!

## Under Review: “Referral Priority Met”

The “Referral Priority Met” as a visit type for service activity reporting is not always being used as intended. Its usage is currently under review. For now, if this visit type is used, coinciding documentation should occur.

Please review the [Service Activity Reporting QRG](#), which has been updated to provide clarity, and more examples.

## Update for Case Managers: Facility Respite Program

The maximum number of Facility Respite nights that clients can stay each year has been increased from 35 nights to 36 nights. This change has been made to better align with most facility minimum booking requirements.

[Learn More.](#)

## LPN Scope Optimization Town Halls

Join us for the one of the remaining LPN Scope Optimization Town Halls on Oct 3rd or 5th. Discussion topics include:

- LPN scope of practice
- Activities to enhance the role of LPNs in CHS
- Education requirements
- Where to find the [CHS LPN Scope Optimization intranet page](#)
- Supportive strategies for LPNs to gain confidence and competency in performing the new activities

These town halls are for all CHS LPNs and leadership, however, other members of the interdisciplinary team may attend as well. The invitations have been emailed out. If you have not received the e-mail invitation, please reach out to your leadership team.

## Freestanding Overhead Lift Update



On August 17, 2023, communications were sent out to CHS staff and Home Support Leaders regarding NOT moving freestanding overhead lift systems in clients' homes. Unless a trained technician installs, moves, or adjusts this equipment, there is high risk for adverse events or staff/

client injuries. So, all staff should abstain from this activity and follow the steps outlined in the communications.

**Important to note:** Clients/family can be informed to contact the vendor/technician directly if the equipment needs to be moved. If a Community Health Worker (CHW) receives this request, they will immediately contact their supervisor for further direction on how to provide safe care in the interim.

## RAI-HC Annual Competency Complete

RAI-HC annual competency began April 1st, 2023 and is now complete.

For 2023, the CRT RAI team redesigned the process and tracking for RAI-HC annual competency. This year we had 207 active RAI-HC Assessors, with 186 completing competency before the July deadline! The average grade for 2023 competency was 90.15%.

Onsite leadership and Assessors shared the responsibility of scheduling and completing competency requirements. Leadership teams planned ahead and pre-booked Case Manager shifts with their casual RAI-HC Assessors to complete RAI assessments on time. Thank you to everyone for taking part in this large scale undertaking, and for ensuring everyone is up-to-date on their competency!

### Say Hi to the RAI!

Monthly Tips for the RAI-HC

**Did You Know:** CHS staff can access and review RAI data reported to the Ministry of Health and the Canadian Institute for Health Information (CIHI). CIHI is an independent, not-for-profit organization that provides collects and shares essential information on Canada's health system and the health of Canadians. This data informs population health and can be viewed on the CIHI website [here](#).

### Caring Conversations

#### "What do you know about the history of the Indigenous lands where you live and work?"

This month's featured question from the Harm Reduction Team's Caring Conversation Cards is for you to reflect upon privately or with your colleagues. These questions were developed to encourage safe and meaningful conversations.

[Click here](#) to learn more about harm reduction principles.