HealthLink

Haliburton County and City of Kawartha Lakes

Let's Make Healthy Change Happen

Coordinated Care Plan
Provider Success Story

On November 6, 2015, a GAIN Client Support Worker received a phone call from a patient's PSW reporting a change in their patient's cognitions and showing signs of apathy. The patient was suffering from suicidal ideation and confusion, possibly caused by medications.

The PSW reported talk of self-harm and was "worried that the patient was scared of hurting herself", which was very out of character for this patient. The patient was in hospital two weeks prior for an infection coupled with confusion and recently changed prescribed narcotics in hospital.

The GAIN Client Support Worker placed a call to 911 to have the patient taken to the Emergency Department at Ross Memorial Hospital to be assessed. While waiting for EMS to arrive, the GAIN Client Support Worker visited the patient's home to assist with communication and use of the Coordinated Care Plan. When EMS arrived, the patient was having difficulty communicating with paramedics. Paramedics asked the patient what type of medications she was taking, and when the patient could not remember, she gave them her Coordinated Care Plan. Paramedics stated that this was valuable to have and asked if they could take the Coordinated Care Plan with them to the hospital.

The GAIN Client Support Worker met the patient and EMS at the Emergency Department for follow-up and advocacy. As the patient was waiting for admission, paramedics were triaging and asked if they could share the Coordinated Care Plan with the nurse, and the patient gave consent to share. Paramedics stated that the Coordinated Care Plan was very helpful for them and wished all patients carried a Coordinated Care Plan on them.

The patient in this story keeps her Coordinated Care Plan in a bag on the back of her wheelchair so it is with her at all times. She also keeps a copy on her fridge with other care plans (e.g. CCAC log books and PSW log books). If this patient was non-responsive and, for example, her Lifeline Medical Alert went off, paramedics can easily access the Coordinated Care Plan and are able to retrieve all information necessary to appropriately respond and assist the patient. As a best practice for this patient's safety, the Coordinated Care Plan involves and informs everyone in the patient's circle of care.