



香港中文大學
The Chinese University of Hong Kong



香港中文大學醫學院
Faculty of Medicine
The Chinese University of Hong Kong

Health Care Promotion Scheme Project (HCPS)

Building Capacity to Promote Winter Health in Elderly: Co-production of a **volunteer-based home care programme** for post-discharged elderlies by medical-social-academic sector

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Centre for
Health Systems &
Policy Research
醫療體系及政策研究所

Study Questions



CAN (Mar 2022)

Healthcare staff and hospital service are **stretched to a breaking point**, particularly during winter.



Pharmacy Times (Aug 2023)

Can the **volunteer's role be strengthened** to improve the elderly's well-being and reduce healthcare utilization?

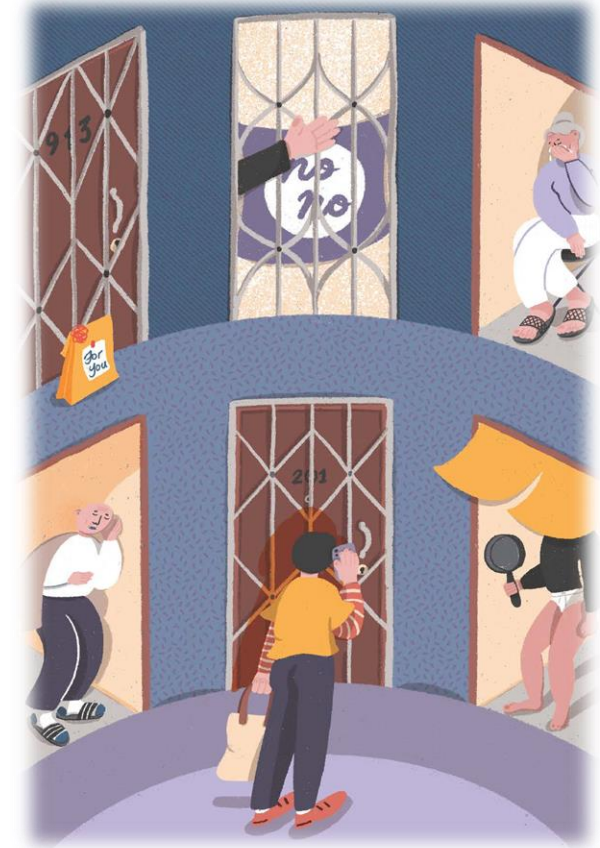
Volunteer-based Home Care Programme

Study Objectives

- To **expand the capacity of volunteer-based home care** by optimizing the existing volunteer programme
- To **evaluate the effectiveness of volunteer-based home care** for home-dwelling older adults

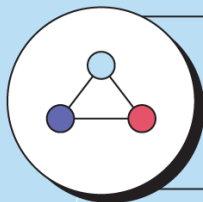
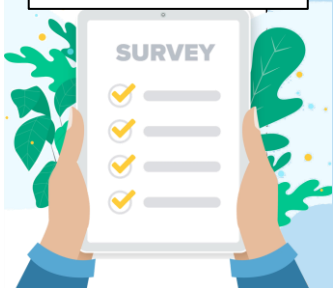
Implementation (24 months)

1. Volunteer-based Home Care **Assessment Toolkit**
2. Volunteer **Recruitment & Training** Workshop
3. Volunteer-based **Home Care Programme**



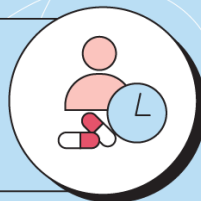
Project Evaluation

Pre- & Post-Comparative Study



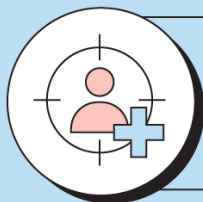
Health Ambassadors

Knowledge, Skills, Confidence,
Self-perceived Role



Older Adults with Home Care

Self-care, Preventive Behaviour,
Health Outcome



Older Adults with Home Care

A&E Attendance, Hospitalization

Propensity Score-Matched Cohort Study



Cohort A
NO Home Care



Cohort B
Home Care



Phase 1 Volunteer-based Home Care Assessment Toolkit

Volunteer-based Home Care Assessment Toolkit

The toolkit includes 4 components for capacity building:

1. Volunteer Role & Function

2. Cold Weather Health Advice

3. Self-care Management of Chronic Disease

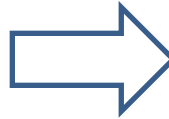
4. Community Resources





Phase 2 Volunteer Recruitment & Training

4 Components - Health Ambassador Training Workshops



8 Training Workshops

317 Volunteers

4 Components - Health Ambassador Training Workshops



1 Volunteer Role & Function

1

- Roles & Code of Ethics
- Communication & Caring Skill
- Safety Tips of Home Visit
- Tasks to be Administered
- Recording & Reporting Mechanism



2 Cold Weather Health Advice

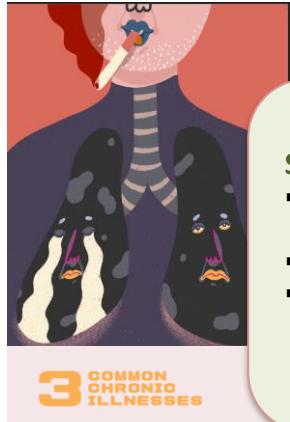
2

- Warm Clothes
- Electric Heater Safety
- Preventive Care (vaccination)
- Healthy Lifestyle

Various learning activities for different scenarios and context



4 Components - Health Ambassador Training Workshops



Self-care Management of Chronic Disease ³

- Health screening – physical, mental, nutrition, psychological
- Self-care ability
- Common emergencies related to symptoms on 5 chronic medical conditions (COPD, CHF, hypertension, diabetes, and pain)

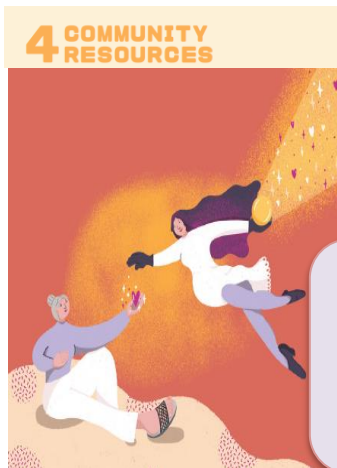
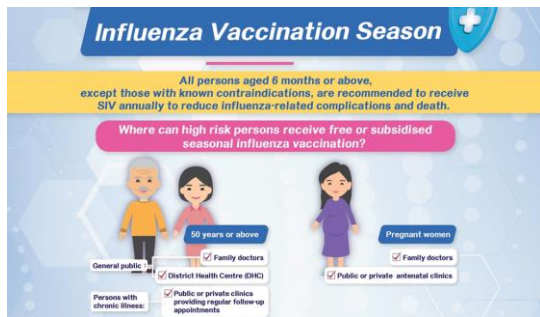
Chronic Disease Management

1. Chronic Obstructive Pulmonary Disease (COPD)
2. Congestive Heart Failure (CHF)
3. Hypertension
4. Diabetes Mellitus (DM)
5. Pain

Health Screening Instruments & Questionnaire



4 Components - Health Ambassador Training Workshops



Community Resources

4

- Welfare
- Community Centre (social engagement)
- Community Services (transportation, etc.)
- Financial Aids

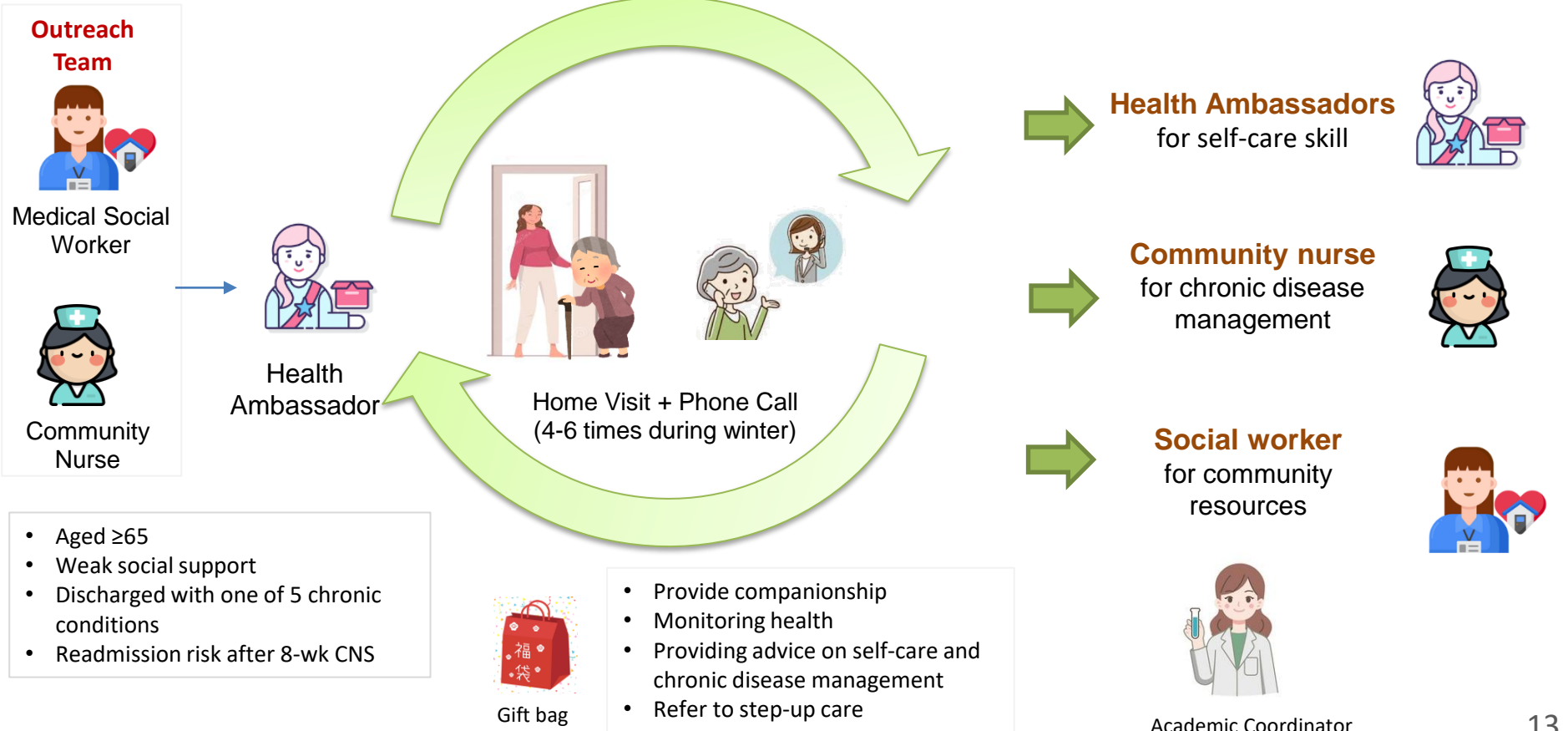


Meal Delivery Service Honeycombers




Phase 3 Volunteer-based Home Care

Volunteer-based Home Care Programme



Volunteer-based Home Care Programme – Achievement (2)



278
Care Recipients



147
Episodes Identified for Step-up Care

Health
Ambassadors



50%



Health
Ambassadors

Health Education & Reinforcement

- 70% Mild Health Problems (BP/ DM/ CHF/ COPD/Pain)
- 12% Medication Storage & Instruction
- 10% Healthy Lifestyle Advice (e.g. smoking)
- 8% Information on Community Resources



20%



Community
Nurse

Medical Support

- 72% Serious Health Problems (BP/ CHF/ COPD)
- 24% Medication Compliance
- 4% Preventive Care (e.g. vaccination)



30%



Social
Workers

Social Support

- 78% linking to Community Service
- 20% Access to Financial Subsidy
- 2% Health Care Appointment Date



752 Home Visits

(Mean: 3 visits / older adult)



1,668 Telephone calls

(mean: 6 calls / older adult)

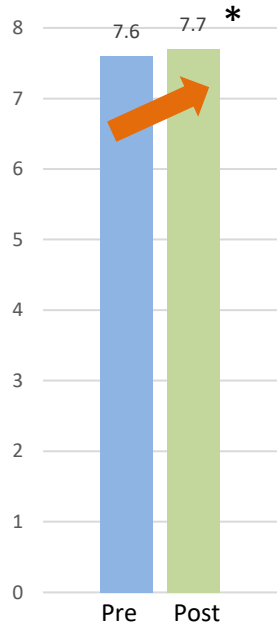


Project Evaluation

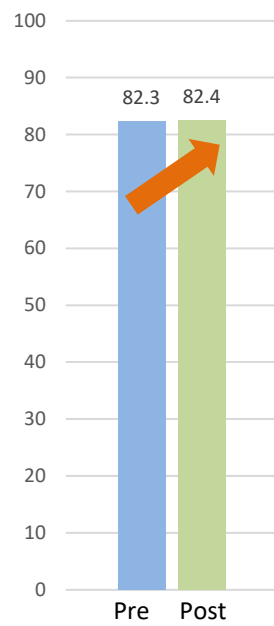
Evaluation - Health Ambassadors



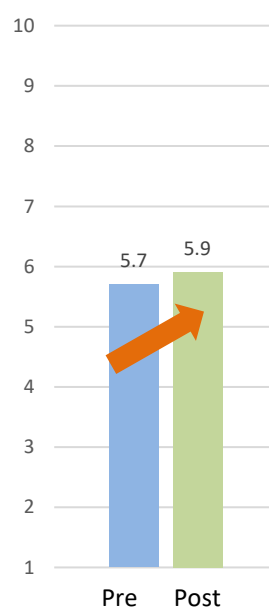
Knowledge on Roles and Responsibilities



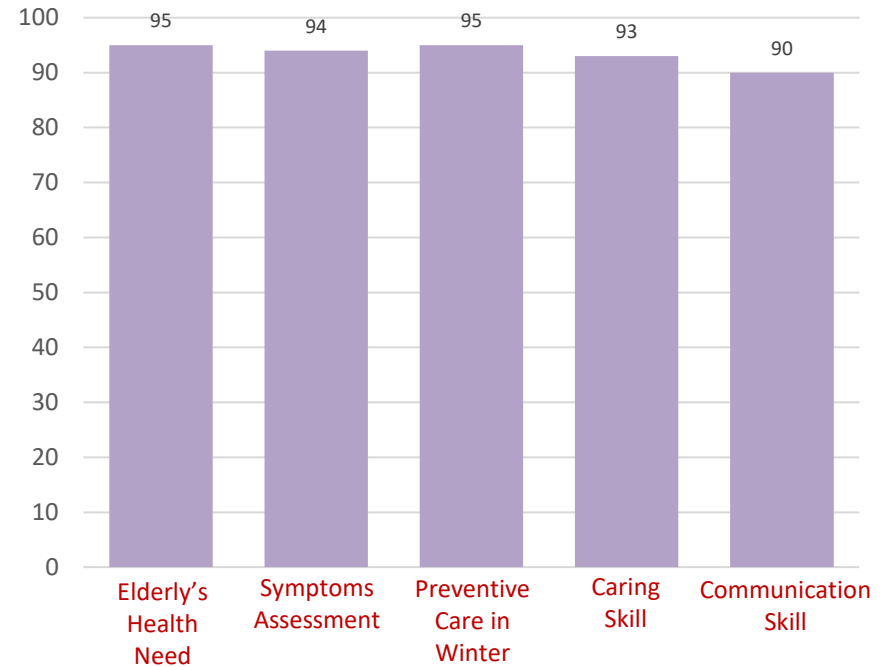
Confidence in home care



Self-perceived Social Status



Feedback on Training

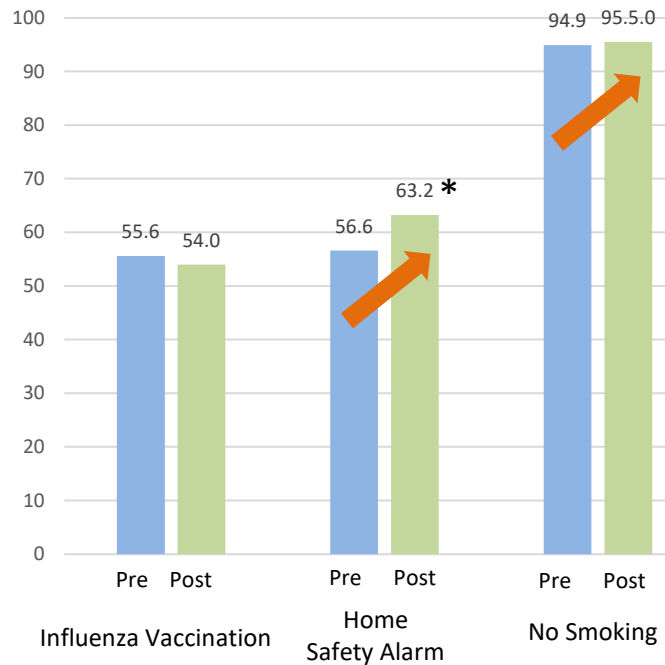


*P<0.05

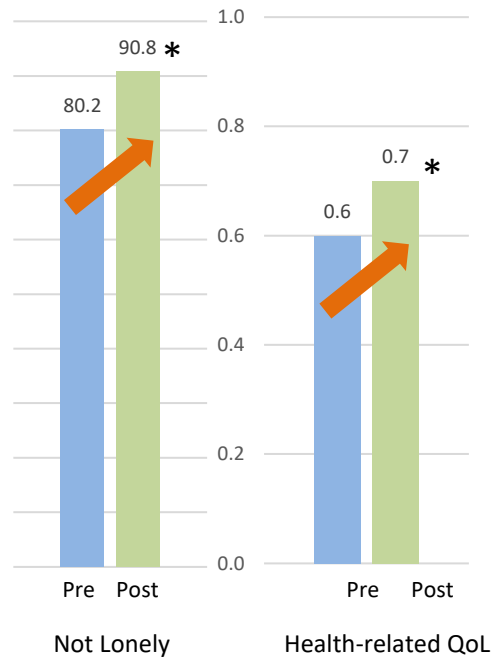
Evaluation – Care Recipients



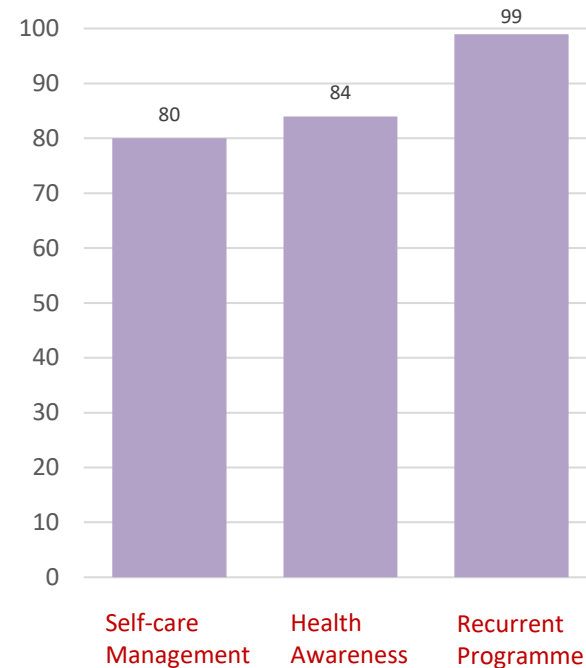
Protective Health Behaviour



Health Outcomes



Feedback on Service



*P<0.05

Evaluation on Healthcare Utilization

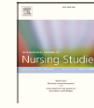


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Association of volunteer-administered home care with reduced emergency room visits and hospitalization among older adults with chronic conditions: A propensity-score-matched cohort study

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| | Comparison group (n = 620) Mean (S.D.) | Home Care Recipients (n = 155) Mean (S.D.) | Relative Risk (95% CI) |
|---|--|--|---------------------------|
| No. of Emergency Room Visits in 4 months | | | |
| Overall Attendance | 0.94 (1.52) | 0.74 (1.43) | 0.79 (0.65, 0.97) * |
| Resulting Hospitalization | 0.65 (1.10) | 0.51 (1.15) | 0.78 (0.61, 0.99) * |
| Not Resulting hospitalization | 0.28 (0.77) | 0.23 (0.69) | 0.82 (0.57, 1.18) |
| Length of Hospitalized Days in 4 months | | | |
| Overall Days | 5.8 (12.4) | 4.5 (10.4) | 0.78 (0.72, 0.84) *** |
| Admission through Emergency Room | 3.6 (8.4) | 4.0 (10.2) | 1.10 (1.00, 1.20) * |

A&E 21%

Unplanned Admission 22%

LOS 22%

Unplanned LOS 10%¹⁸

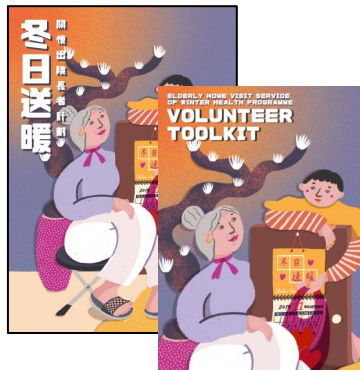
*** $P < 0.001$, ** $P < 0.01$, * $P < 0.05$



Conclusion

Translate Research to Action

Health Ambassador Toolkit



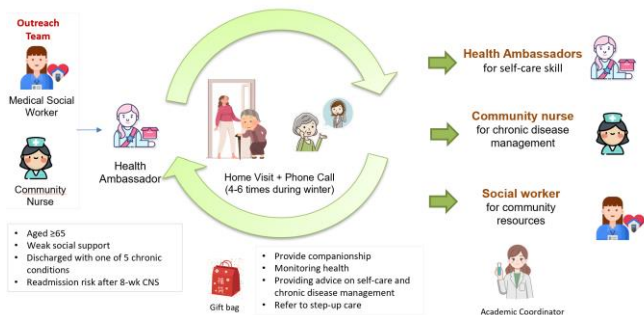
Health Ambassador Training Workshop



- Roles and responsibilities
- Communication skill
- Home visit skill
- Trust-building skill
- Health and safety in home setting; and
- Coping strategies for handling unexpected events

- Warm (Physical health)
- Immunization (influenza vaccination)
- Nutrition (healthy diet)
- Tender (emotional support)
- Exercise (prevention from fall)
- Risk of hospital admission (chronic disease management)

Volunteer-based Home Care Programme



Adopted by the Hospital Authority (NTE Cluster) to expand the healthcare capacity to tackle challenges during the winter season.



Summary

Health Ambassador



Challenges from aging population and shortage of caregivers

Volunteer can be empowered as a coordinator to act as



Volunteer is benefit from the programme



Project Members

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Empower Health
Stay Healthy and Warm with
Health Ambassadors

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