

EHMA 2024

Shaping and managing
innovative health ecosystems

Unveiling the Complexities: Challenges in Managing Multimorbid Home Care Clients

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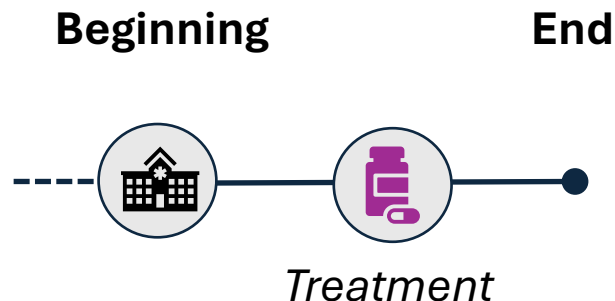
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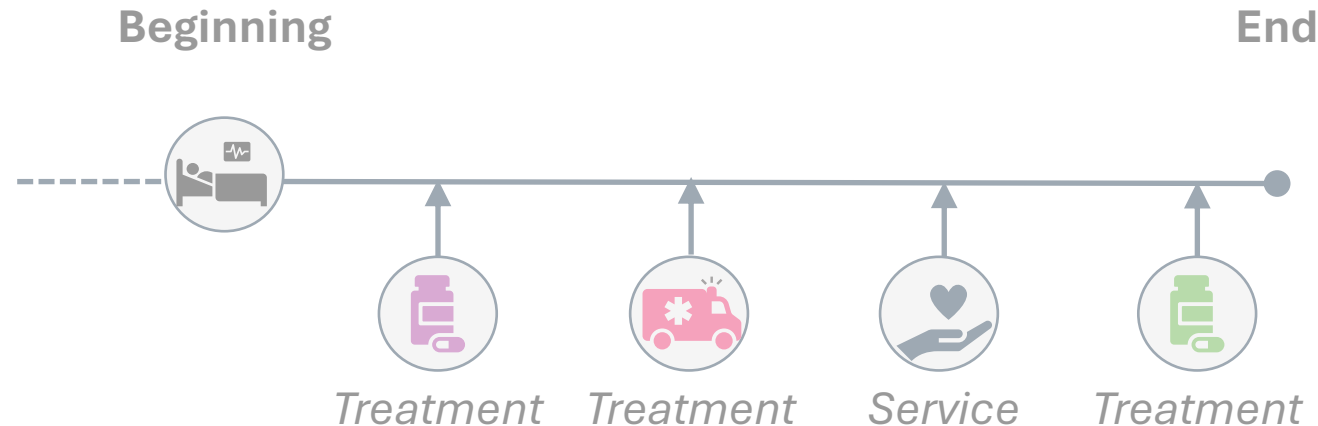
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Home care client's care is fragmented

Typical linear-like care



Multimorbid home care client's care and services



The patient gets into care and receives treatment or is referred elsewhere

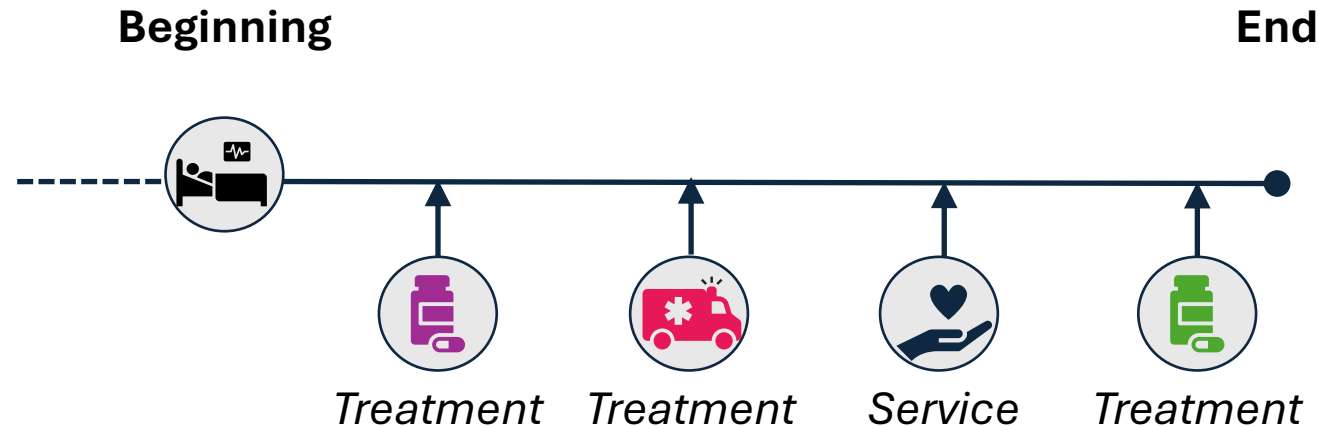
The home care client is typically older-aged and multimorbid who's care is long-term and chronic, involving various services services from multiple providers which impacts the overall patient care

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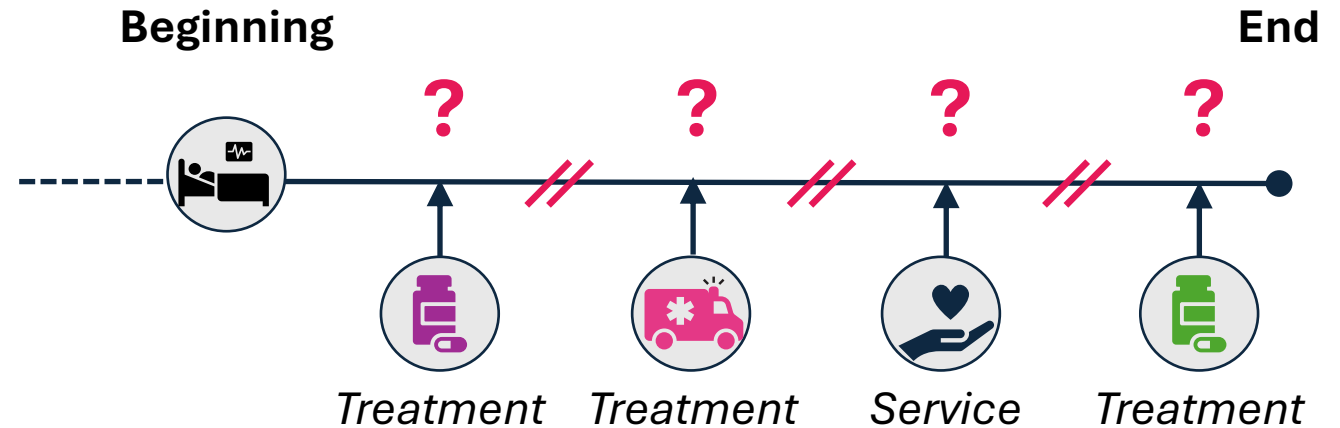
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Fragmented care causes disruptions

We identified almost 40 different disruptions related to the care

- Not having information if care has changed
- Not knowing what has changed in the care and for how long
- Not having access to the patient records to check information
- Not finding the correct information in a reasonable time or cannot contact the treatment prescriber in time

Multimorbid home care client's care and services

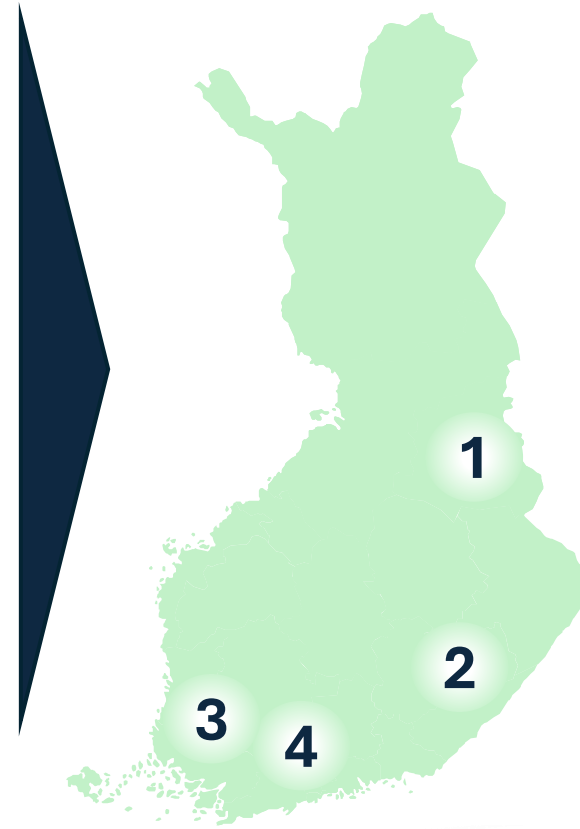


In this context, we refer to disruptions as managerial challenges which could have been avoided

We aim to explore this topic nationally

Research questions of the study

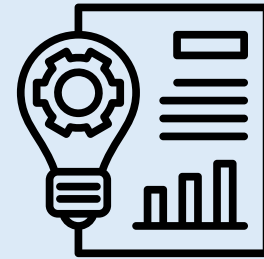
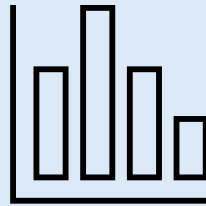
- 1 In which interfaces between home care and other social and health care services and in which parts of service chains do disruptions occur?
- 2 How frequent and severe disruptions are in different interfaces?
- 3 What are the consequences of disruptions in the care of home care clients?



A quantitative survey is sent to home care professionals in four regions, representing ~20% of home care clients in Finland

The expected results from the survey

We aim is to enhance understanding of disruptions in care and service chains



Quantified descriptive results on
i. information sharing, ii. care coordination, iii. time spent due to disruptions, iv. disruption interfaces and v. the severity of disruptions within these interfaces

Analyze potential differences among selected areas and professions to gain insights into care-related disruptions for multimorbid clients

Provide viable suggestions for improving care and service chain management for multimorbid patients across multiple interfaces

Our team and collaborators



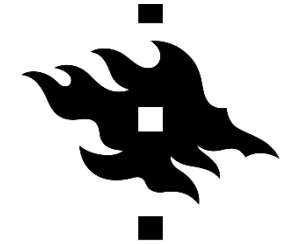
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Let's keep up the conversation!

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