

## RESEARCH BRIEF - e-Shift, an innovative home care model: Perceptions of Surveyed Healthcare Providers

### What is the topic of this research?

In response to needs of older adults at the end-of-life and challenges in the recruitment and retention of health care providers in home care in the South West Community Care Access Centre, a new and innovative model of home care, eShift, has been developed. The eShift model links unregulated providers (technicians) providing home care to a remotely-situated Directing Registered Nurse (DRN), through a smart phone application using real-time communication and documentation technology. The DRN monitors and directs appropriate, safe, and effective care provided in collaboration with the technician in real-time, enhancing quality of care delivery for older adults and their family caregivers.

### How was the study done?

An online survey was conducted to obtain healthcare provider perspectives on eShift. Healthcare providers (DRNs, eShift Technicians, Visiting Nurses and Care Coordinators) were invited to participate in an online questionnaire. Overall, 163 healthcare providers completed the survey for a 55% response rate; DRNs (n=22), eShift Technicians (n=55), Visiting Nurses (n=36), and Care Coordinators (n=30).

The surveys included measures of: a) conditions of work effectiveness; b) interprofessional socialization and valuing; c) occupational coping self-efficacy; d) general health; e) patient care quality; f) work engagement; g) end-of-life professional caregiving survey; h) job and career satisfaction and turnover; and i) use and acceptance of information technology

### What did the researchers find?

- Overall, eShift healthcare providers reported that they were **comfortable in their knowledge about end of life processes** and felt able to support patients and their family caregivers in their grieving process.
- eShift healthcare providers agreed that patients were cared for in a **timely manner**.

- **Patient symptoms**, specifically the experience of pain, was well managed, and patients were **able to die in their place of choice**.
- The eShift model of care enabled family caregivers to get needed **sleep and respite**.
- Technicians and DRNs agreed that **fewer errors or mistakes** in patient care are made within the eShift model of care.
- DRNs and Technicians agreed that the **DRN was an important mentor** to the Technicians and that the guidance provided by the DRN was viewed as helpful in supporting the Technician to effectively and confidently provide patient care.
- Care Coordinators reported that the eShift model **positively influenced their ability to deliver care** to their patients and eShift model of care enabled **clear and concise transfer of information** among the eShift healthcare team.
- Healthcare providers had a **good understanding of the other providers' roles**, abilities and skills and all healthcare providers perceived **Sensory Technologies to be an important member** of the eShift team.
- Technicians, DRNs, and care coordinators agreed that **eShift technology was easy to use and technical support was available** should any issues arise.
- Overall, healthcare providers working within the eShift model of care reported feeling **highly satisfied with their current job and career choice**.

### Who are the researchers?

A team of researchers are led by co-principal investigators:

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