

September 4-5, 2017 | Edinburgh, Scotland

A SYSTEMATIC METHOD FOR IMPROVING SERVICE QUALITY IN HOME SUPPORT SERVICES FOR OLDER PEOPLE

Health services are seeking to assist older people to stay functional and at home for as long as possible. However, community care for older people with complex health needs raises issues about co-ordination, risk aversion and societal expectations of safety. Safety is less important to older people than a sense of control. New Zealand research uncovered older people were dissatisfied with home based services. They thought they were insufficiently involved in decision-making, cultural differences were insufficiently respected, and they had little control over their everyday lives a balanced scorecard was established to enable benchmarking of success factors critical to the successful support of older people living in the community. Benchmarking can assist learning by 'communities of practice' by identifying what works well. A recursive innovation, action research approach

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