

Navigating the BC Healthcare System & Advance Care Planning - A Quick Overview

Thank you for attending a recent Patient Pathways workshop. There is more information to share than we can cover in this quick overview. **You can find detailed information at [PatientPathways.ca](https://patientpathways.ca) => Learn**

Link to purchase the E-Publication (i.e., Kindle) version of [*Navigating the BC Healthcare System*](#).

To sign up for ongoing, information-rich newsletters, please go to <https://patientpathways.ca/subscribe>.

Patient Pathways education blogs:

Chapter: Navigating the BC Healthcare System

- [Care in the Community: Doctors & Specialists](#)
- [Care in the Emergency Department](#)
- [Care in Hospital and Discharge Planning](#)
- [Who is Who in the Hospital Zoo?](#)
- [Understanding Home Care: Public & Private](#)
- [Understanding Long-Term Care: Public & Private](#)
- [Understanding Palliative Care & Hospice: In the Community and In-Facility](#)
- [Understanding the BC Cancer Agency & Programs](#)

Chapter: Understanding Advance Care Planning:

- [Health Care Planning is for Now](#)
- [Who Will Speak for You: Substitute Decision Makers](#)
- [Who Will Speak for You: Representation Agreements](#)
- [Enduring Power of Attorney \(EPoA\) in Healthcare](#)
- [Understand Advance Directives, Living Wills & Letters of Wishes](#)

Chapter: Understanding Resuscitation & Levels of Care

- [Understand Resuscitation and No CPR](#)
- [Understand Medical Orders for Scope of Treatment](#)

Our healthcare system is fragmented, complex, and under unprecedented strain. *Understand that you will have to do the heavy-lifting in your own healthcare.*

Be prepared by:

- Naming and talking to the people who might need to speak for you.
- Write down your preferences for future care.
- Make decisions about your future housing and care early.

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Advance Care Planning Includes:

- Representation agreement (health and personal planning)
- Enduring Power of Attorney (financial and legal planning)
- Medical Orders for Scope of Treatment - MOST (when you are choosing not to have CPR and other 'heroic' treatments)
- Advance Directive: a legally binding document outlining your values, beliefs and preferences for future healthcare.

***Put COPIES of these documents on your fridge, or a clear note there, where they can be found.*

Use Patient Portals

- [My Care Compass](#)
- [BC Health Gateway](#)
- [Access My Health](#) (VCH, Providence, BC Cancer)

Hospital Discharge Planning:

- Will you need home care support and equipment?
- What if home isn't the right option?
- Ask to speak to the CML, or Community Management Liaison. Often, a multidisciplinary team is involved, including a physiotherapist and an occupational therapist.
 - Suggested reading: [Who is Who in the Hospital Zoo](#).

Public-Subsidized Home Care

- **In the community**, anyone, including family, neighbours and friends, can request a home care assessment for someone they are concerned about.
- Have the adult's full name (if possible), address, date of birth, and Personal Health Number ready, along with your concerns. You will likely have to leave a message.
Suggested reading: [When you are a Neighbour or a Friend](#).
 - **Vancouver Coastal Health Community Home Health Intake**
 - North Shore (North Vancouver, West Vancouver): (604) 983-6700, fax: (604) 983-6839
 - Richmond: (604) 675-3644, fax: (604) 278-4713
 - Vancouver: (604) 263-7377, fax: (604) 267-3419
 - **Fraser Health Community Home Health Intake**
 - Call [1-855-412-2121](tel:1-855-412-2121) or book a phone appointment through the [online form](#).
- **If the adult is in hospital** and you feel home care is needed, or a home care assessment is warranted, ask to speak to the 'person in charge of discharge planning.' This nurse is often called the CML, or Community Management Liaison. That nurse is responsible for home care requests and assessments.
- Cost is based on the income of the 'household', and not assets. May be free for 30 days after hospitalization.
- Care is limited to Activities of Daily Living and does not include household tasks or errands.
- Generally limited to 2 to 4 times per day, and usually less than 30 minutes per visit.
 - Vancouver: (604) 263-7377, fax: (604) 267-3419

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Private Home Care

- It's expensive! Generally, rates are \$45 to \$60 per hour, with minimum shifts of 2 to 4 hours and a weekly minimum of 15 hours.
- Earlier and lower care thresholds.
- Consistency.
- Caregivers can provide whatever is needed: physical care, meal preparation, housekeeping, shopping, errand-running, and companionship.

The Continuum of Care:

1. **Independent Living:** You must be able to manage your own care. Most of the time, these are private-pay facilities.
2. **Assisted Living:** You require assistance with Activities of Daily Living, but you must be able to direct your own care. These can be private-pay, non-profits, or public..
3. **Long-Term Care:** You require 24/7 nursing supervision and assistance with all ADLS. Adults may have advanced physical disabilities, but most often, advanced dementia. These can be private-pay, non-profits, or public.

Public-Subsidized Long-Term Care: The adult must have an assigned community case manager, and then be assessed and approved for long-term care. Cost is 80% of income, not assets. Current waits are 2 to 4 years. Interim Beds are 'emergency placement', with expected waits of 3 to 4 months.

Private Assisted Living and Long-Term Care: Waits are only as long as the facility's. Costs vary widely depending on the facility's age and location, but generally range from \$8,000 to \$25,000 per month, depending on the level of care required.