

Victoria-South Island LTCI Supportive Care Visit Guideline

Background: In 2021/22, physicians who practice in Long-term Care (LTC) in Victoria and South Island held a series of meetings to define proactive visits, a GPSC Long-term Care Initiative (LTCI) Best Practice Expectation. This process resulted in the below guidelines and renaming of proactive visits to supportive care visits, a more apt description of these encounters. The definition was approved by Island Health's South Island LTC Medical Advisory Committee.

Definition: Supportive care visits are resident and family centered and produce a **benefit for the resident** congruent with goals of care.

Action	Possible Outcomes	Tangible Benefit	Intangible Benefit
Physical exam	Discover edema, rash, sedation, change in motor function etc.	Address a symptom or sign to improve resident's quality of life	Use of touch to communicate care and empathy to the resident and others observing
Review chart & care team notes	Discover weight loss, constipation, pattern in falls etc.	Discover a physical need that has not been addressed	Developing a gestalt of the resident's needs and personality. Demonstrating caring through this knowledge
Conversation with staff	Identify pain, nausea, blurry vision, insomnia, loss of function, etc.	Address a physical, social, or emotional need	Build a relationship with care staff to foster collaboration and teamwork for solving future issues with residents
Conversation with family	Give an update or ask questions	Inform family. Discover a solution to a care challenge or better understand the patient	Resident's family is less anxious, has better interactions with resident and staff, and makes better care decisions
Conversation with resident	Discover their fears, loneliness, depression, grief, pleasures, hopes and goals	Address a psychological need and support healthy psychological habits	Resident feels cared for and better understood. Resident can communicate issues that they are uncomfortable telling staff

How to do a Supportive Care Visit:

- 1) A supportive care visit includes talking with the resident, reading the team notes, reviewing collected data, and discussing the resident with at least one of the care team who have worked with the resident recently.
- 2) A supportive care visit should include one of:
 - calling family
 - adjusting medication
 - improving the problem list
 - undertaking a focused exam or full skin check
 - discussing and documenting goals of care and MOST
 - spending time with the resident
 - an action that directly benefits the resident
- 3) Document your discovery and actions. Title the note "Supportive Care". Include who you spoke to and what documents and data you reviewed.
- 4) Decide when to next do a supportive care visit is based on your history of finding issues, resident's response, speed of clinical changes and resident's frailty. LTCI suggests the resident to be seen once a month and in Island Health rules the frequency is every three months.

