

Supportive Care Visit Guideline

Victoria-South Island LTCI
Community of Practice
Working Group



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 guidelines below 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. But what makes them different from any other visit? They are not done in response to an explicit need, but instead are a collection of actions performed to achieve both tangible and intangible benefits to a resident.

Supportive

CARE VISITS

ACTION	POSSIBLE OUTCOME	TANGIBLE BENEFIT	INTANGIBLE BENEFIT
Conversation with Resident	<i>Discover their fears, loneliness, depression, grief, pleasures, hopes, and goals</i>	<i>Address a psychological need and support healthy psychological coping skills.</i>	<i>Resident feels cared for and better understood. Resident can communicate issues that are difficult to communicate.</i>
Physical Exam	<i>Discover edema, rash, sedation, change in motor function etc.</i>	<i>Address a medical issue to improve resident's quality of life.</i>	<i>Use of touch to communicate care and empathy to the resident and others observing.</i>
Review Chart & Care Team Notes	<i>Discover weight loss, constipation, falls, behaviours, pain etc.</i>	<i>Discover a medical issue that has not been addressed.</i>	<i>Develop a baseline of the resident's needs and personality. Demonstrate caring through knowledge.</i>
Conversation with Staff	<i>Identify pain, nausea, blurry vision, insomnia, loss of function, etc.</i>	<i>Address a physical, social, or emotional need.</i>	<i>Build a relationship with care staff to foster collaboration and teamwork for solving future issues with residents.</i>
Conversation with Family	<i>Give an update or invite questions.</i>	<i>Reassure family. Discover a solution to a care challenge or better understand the resident.</i>	<i>Resident's family is less anxious, has better interactions with resident and staff, and makes better care decisions.</i>

How to do a Supportive Care Visit:

1

A supportive care visit includes:

- talking with the resident
- reading the team notes
- reviewing collected data,
- discussing the resident with at least one member of the care team who have worked with the resident recently.

2

A supportive a care visit should also include one of:

- calling family
- adjusting medication
- updating the problem list
- undertaking a focused exam (eg. 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 based on your history of finding issues, resident’s response, speed of clinical changes and resident’s frailty. LTCI suggests the resident be seen once a month and Island Health expects resident reviews every three months.