

A STUDY ON HOME HEALTHCARE SERVICES



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Introduction

➤ What is Healthcare?

Healthcare is a medical term that is directly related to health improvement by preventing the further spread of the disease through early diagnosis and if found curable then provide the on-spot treatment that will lead to speed recovery of the patients.

➤ What is Home care?

Home care is generally considered as part of community care. In this, the services offered are joint support of both the residents and the medical professionals. Usually in a home healthcare setup nurses work singlehandedly with support whereas hospitals have an emphasis on physician provided direction and nurse is just for assistance and communication of important issues.



Introduction

Purpose of the study:

Home healthcare is becoming the future of healthcare services and the current pandemic situation has forced most of us to opt for home health services. This study reviews the home healthcare services in general and patient satisfaction and the positives and negatives of home health services during the Covid-19 pandemic.



Objectives

- To study home healthcare services and its advantages and disadvantages
- To study how Coronavirus disease affected home care services
- To study the factors affecting patient satisfaction with home healthcare services



Methodology

➤ **Research question:**

What factors can affect patient satisfaction in-home healthcare services?

➤ **Study design:**

This is a review study based on secondary data using various data sources.

➤ **Sources of data:**

Secondary data was collected from the internet's various data sources like Research gate, PubMed, Scribd, National Institute of Health Research's Research Design Service, Academia.edu, Consumer Assessment of Healthcare Providers & Systems.



Results and Discussion

- Home care is generally considered as part of community care. In this, the services offered are joint support of both the residents and the medical professionals. Usually in a home healthcare setup nurses work singlehandedly with support whereas hospitals have an emphasis on physician provided direction and nurse is just for assistance and communication of important issues.
- Increased patient safety and quality of life for disabled or weak individuals are among the distinguishing characteristics. Another quality endeavor was the introduction of pay for performance in 2007, which was a mechanism that tied a portion of an agency's reimbursement on the delivery of services. As a result, quality improvement organizations and providers selected and developed a specific set of metrics to implement in-home healthcare services as part of their preparation.



Results and Discussion

Home care includes:

- To treat patients that are at a stage that cannot be cured.
- Self-care patients
- Older patients who feel much relaxed at their home only.
- Persons who lost their legs or hands because of an accident or any other problems can be treated at home only. These patients are on wheelchairs or prostheses.

Results and Discussion



Elderly Care



Physiotherapy



Rehabilitation



Diabetes Management

Future service areas include:



Dialysis



Chemotherapy



Children with special needs

Source: (<https://hhbc.in/home-healthcare-market-scenario-of-india/> n.d.)



Results and Discussion

Key characteristics of Home Healthcare:

- Patient Centric
- 24x7 availability of nurses
- Sanitation
- Professionalism of the Care-givers



Results and Discussion

Advantages of Home Healthcare:

- It helps in improving patient experience with their families according to their own will.
- This health care is designed to help the patient with **3 R's i.e., REST, RECOVER, AND RECEIVE** their all treatments at their home or some other residential areas of their choice.
- Adults receive frequent aid with personal care and support while retaining their dignity and good quality of life in-home health care services. Search assistant covers bathing and grooming, as well as taking prescribed prescriptions on time.
- Another benefit of home health care service provided by nurses is when the near ones are on multiple prescriptions it is confusing for them to manage. Therefore, such professionals ensure that the prescribed medicines are taken at the right time interval to control their health conditions and prevent harmful drug side effects.



Results and Discussion

Dis-advantages of Home Healthcare:

- Every good thing comes with some flaws, this health care system also has some disadvantages like in case of emergencies, their panic condition can be changed to a critical state.
- This is also an expensive method, only the rich can easily afford it. If the medium class opt for this treatment, then they must pay a huge cost of it, even their whole income gets ended in taking this kind of treatment.
- Lack of expertise among professionals, can ultimately lead to high mortality rates.
- Home is described as a place where a person should feel free and comfortable therefore having an outside influence enter a comfortable environment can cause people to feel uncomfortable as if they are losing their Independence, therefore, can be considered as one of the disadvantages of Home Healthcare services.



Results and Discussion

Positive impact of Covid-19 home care services:

- The risk of other patients apart from the ones who have got infected with the virus can be saved.
- Apart from the patients in the hospital, other people who are the family members of the patients who are being admitted to the hospital, they can be saved as well from getting infected.
- At home, the individual attention gives more morale boost to a patient to get recovered whether it's a Covid patient or the normal patient.
- The nurse who is being provided from the health care service centers is free from any kind of infection as they are living within the patient's house itself. So, there is no need to worry that if she got coronavirus positive.



Results and Discussion

Negative impact of the Covid-19 on home health care services:

- There is a high risk for the nurse who is treating the Covid patient at home to be get infected and which can infect his/her whole family members as it is a spreadable virus that can be transmitted very easily from one person to another.
- Many nurses and staff of the home health care services are not willing to visit home for the treatment of the patients with the fear of getting infected from the coronavirus.
- The cases of deaths from the coronavirus have also increased because lots of people were unable to get any kind of treatment because of the shortage of medicines, steroids, and oxygen cylinders **(Centre for Disease Control and Prevention 2021).**



Review of Articles

S.No	Author & Year	Country	Sample Size	Source	Salient Features
1.	Sanguinetti et al; 2021	Argentina	147	Home Healthcare Now Journal	• Chemotherapy being given at home, which improved the quality of life and decreased the cost of hospital facilities. • The results showed that chemotherapy given by skilled nurses with solid oncology and haematological knowledge was described in the literature. • There were no adverse effects recorded in the following treatment which were safe as they were said by the patients.



Review of Articles

S.No	Author & Year	Country	Sample Size	Source type	Salien
2.	Fathollahi-Fard et al; 2020	Tehran, Iran	N/A	Journal article	• Most on I cos in how use hap obje und • In pro obj app mo per dep hec and pro

Review of
Articles

S.No	Author & Year	Country	Sample Size	Source type	Salient findings
3.	Ahmad et al; 2021	Nigeria	254	Journal article	• The study found that the majority of respondents (65%) were male and 35% were female. The majority of respondents (70%) were aged between 18 and 30 years, while 30% were aged 31 years and above. • The study also found that the majority of respondents (75%) were employed, while 25% were unemployed. The majority of respondents (80%) were married, while 20% were single.

Review of
Articles

S.No	Author & Year	Country	Sample Size	Source type	Salient
4.	Coutinho et al; 2021	Puducherry, India	N/A		Pat was the ant affe sati pati sati influ loya of as n imp qua vari



Results and Discussions

Patient Satisfaction:

Patient satisfaction refers to how satisfied people are with their healthcare both in and out of the doctor's office. Patient satisfaction is a measure of care quality that provides clinicians with information on many areas of medicine, such as the effectiveness of their care and their level of empathy.

Patient satisfaction plays a very vital role in the homecare sector because if they will not be satisfied and happy with the nursing care then they will prefer to take the services from the hospital rather than home care services, Which is the biggest drawback in the homecare sector.



Results and Discussion

2 Major Factors affecting patient satisfaction in-home healthcare services:

➤ Nurse work environment

The evidence from the acute care setting talks about the relationship between nurse's work environment, quality of patient care, and patient safety. When it's said that a pleasant work environment, It means one that promotes nurse autonomy and control over the workplace, as well as shared governance and decision-making. There is strong and visible nursing leadership, peer support, favorable physician collaboration, and organizational support in this environment.

➤ Medication management

If the majority of senior home health care patients take more than five prescribed medications, then there is a standard procedure to follow. Furthermore, because of the unique communication and unstructured environment issues in the home health care system, the risk of prescription errors among the home health care population is substantially higher than in other health care settings. Hence managing medication under supervision of a licensed physician is required for higher patient satisfaction.



Conclusion

- In this study, the literature related to patient satisfaction w.r.t home healthcare has been thoroughly studied. The positives and negatives of the impact of Covid-19 on home healthcare have been discussed. The importance of the nurse work environment in-home healthcare services has been studied.
- It is understood that there is a requirement of proper updation and responsibility of the physician to describe and prescribe uses of medical devices however in most cases only a little information is available to guide them. Noted databases like table data are efficient to provide appropriate use of several candidate devices for home care patients. As the delivery of healthcare in the home becomes common, more coherent strategies and policies are needed to support those workforces of individuals who provide this care.



Conclusion

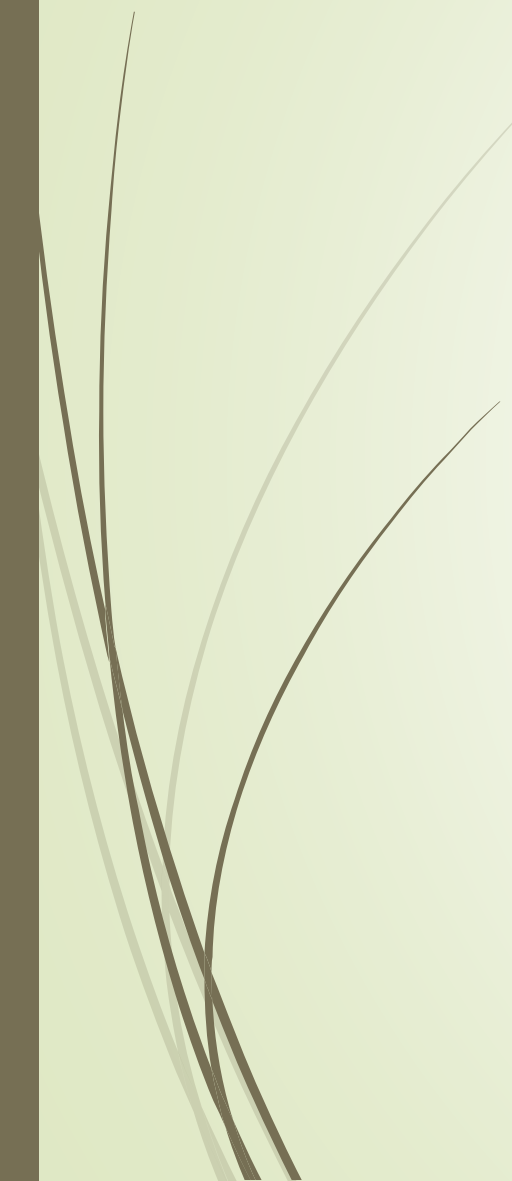
- Therefore, some basic National data should be available to both formal and informal caregivers to ensure that they have proper knowledge of delivering healthcare at home. Patient satisfaction is an essential assessment process and does not define the basis of a theoretical framework or a survey. In all the home Health Care related studies the current situation of satisfaction measurement only is limited to the psychometric information provided (which is a multidimensional expect that requires reliability followed by validation). As per some research, prior done at both practice in individual provider level patient experience has become a positively inclined process of home healthcare for both prevention and management of the disease.
- Despite the fact that home care is a relatively new idea, it lacks a comprehensive definition of the process and consistent language. Work on the methodological aspects of the home care process, resource organisation, care network design, home care integration into the health care network, and presentation of models and methodologies that may account for uncertainties are all possible areas for future research.

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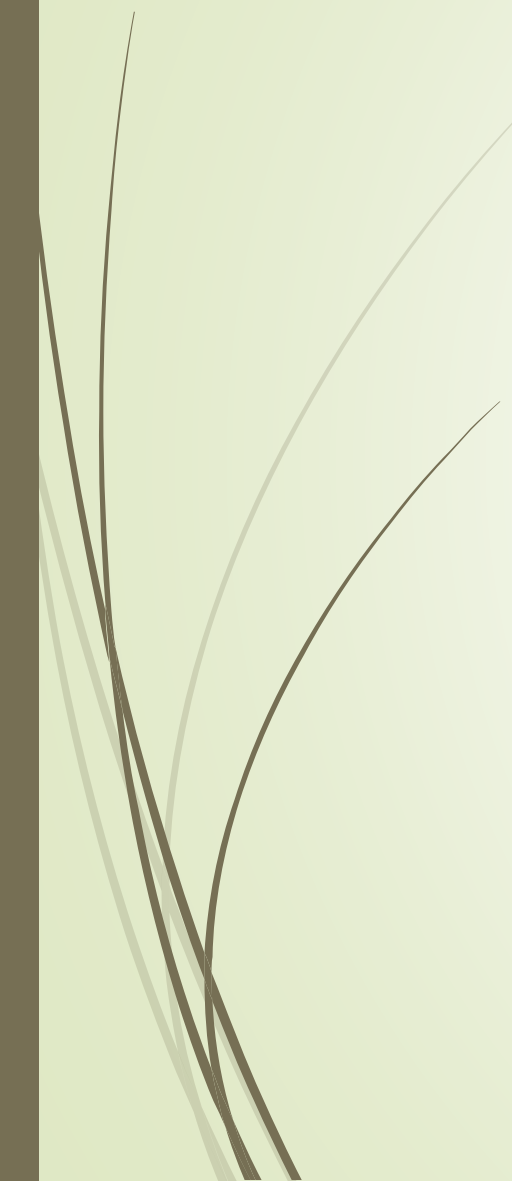
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Thank You