



COVID Care @ Home is a new model of care delivered by St. Joseph's Home Care (SJHC), in partnership with St. Joseph's Health System (SJHS), Niagara Health and community partners.

This program connects patients who do not require hospitalization with 24/7 access to high-quality care from one integrated team – in the comfort and safety of their own homes.

This new program serves patients diagnosed with COVID-19, as follows:

- Those who can be safely discharged from hospital sooner with ongoing supports at home, which includes community settings like retirement homes, shelters and hospices.
- Those in a home setting who are considered at risk of admission to hospital and require additional supports and services.

Benefits of COVID Care @ Home for Patients and Families

- Access to expanded home and community supports and services.
- Reduction of unnecessary Emergency Department visits and readmissions.
- Access to one coordinated team, with a primary point of contact, to help stay connected to acute care expertise, home and community care.
- Access to one contact point for questions and support.

How the Program Works

- Eligible patients will be referred to this program by their clinical team.
- The hospital team will work in partnership with home care and community partners to ensure all needed supports are in place to support a safe recovery at home. Each care plan will be individualized to the specific patients' needs.
- Our dedicated COVID Care @ Home teams are specially trained to care for patients who are COVID-19 positive. Patients will be cared for by one integrated team and supported by virtual care (phone, video) and remote monitoring, 24/7 on-call services and direct access to specialists, among other services.



Added Benefits

Hospital Capacity

This new program will help our hospitals to maintain capacity and services during the second wave of the pandemic by expanding supports and services in the community for those patients who can safely recover at home.

Infection Prevention and Control in Congregate Care Settings in the Community

Our teams will also provide coaching support and advice in infection control and COVID-care standards to congregate care settings. Similar to our partnerships with long-term care homes, the goal of this proactive approach is to work together so fewer of these settings experience outbreaks and require a crisis response. This work could extend to group homes, hospices, homeless shelters and other congregate settings in our community.

