

Home Visit Basics

Community Health Worker Summit

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Benefits of Home Visits

- Identify problems or risks
- Education and goal setting
- Referral to other professionals or community services
- Time is necessary to build a therapeutic relationship
- Studies show that home visits decreases hospitalizations, emergency room visits and nursing home placements for clients with multiple chronic conditions

Goals of a Home Visit

- To build a trusting therapeutic relationship
- Keep the visit on task but allow for some reminisce and story telling
- Update treatment goals and plans
- Facilitate communication between the client and others in the health care team and to alert the health care team any changes in the clients status
- Maintain and promote client health

Two Things to Remember

- Go to the home visit with one goal in mind, such as getting to know the person, providing education on one topic, wellness check, home safety evaluation
- **Some home visits may require more time than others**

Before You Go

- Always let someone know your home visit schedule including your arrival and departure times, name and phone number of each client your are visiting
- Drive by the home before your visit, know where you are going to park your car
- Schedule home visits during normal working hours
- Make sure your car has adequate fuel for your trip and your car in in good working order
- Familiarize yourself with the clients case; diagnosis, notes, goals, plan, ect.

Client Contact

- Call the client ahead of time by phone
- Identify yourself and the purpose of the visit
- Arrange the date and time, confirm address and directions
- Ask special considerations such as gates, dogs , geese
- Explain confidentiality of the visit
- Leave contact information with the client incase they have to cancel

Remember

- If at any time you do not feel safe **leave! If something feels unsafe, it probably is. If you feel uncomfortable, cancel the visit**

For Each Visit

- Carry a minimal amount of cash and wear only inexpensive jewelry
- Wear clothes that are appropriate for any encounter that may arise and shoes that you can run in
- Do not wear dangly jewelry, neckties or scarves that could be grabbed
- Always lock the car door with your keys in hand so as not to lock them inside by mistake

Bring with You

- Handouts, materials or brochures
- Your cell phone charged and on
- Always carry a pair of latex gloves for use in case of contact with blood or other body fluids, hand sanitizer incase you are unable to wash your hands, a chuck in case you need something to sit upon.
- If required all equipment to obtain vital signs

Transporting Clients

- If you do transport clients do so per your facility/clinic/organizational policy

Making the Visit

- Show up on time
- Introduce yourself and acknowledge other family members that may be present.
- Depending on the situation and the visitors, you may need to reschedule your visit because of confidentiality issues or because your visit is no longer a priority for your client

Home Visit Conduct

- Ask where to sit. Take your lead from your client
- Be a good listener
- Review the purpose of the visit and length of the visit as well as ask of the client has any questions
- Conduct the visit as planned. Watch for issues of privacy, comfort and fatigue. If any of these issues arise, terminate the visit and plan to come back another time
- Do not show negative emotions such as shock, disgust or other judgmental behaviors.

Questions

- If your client ask you a question that you do not know the answer to, acknowledge that your do knot know but you will get the answer and call them back or bring the information on your next visit. If you have the resources with you on the visit you may look up the answers together. **ALWAYS FOLLOW THROUGH!**

Be Cautious of Hosting and Gifting

- If while on the home visit, your client tries to “entertain” you and it is interfering with the goals for the visit, try to politely re-direct to accomplish the goals of the visit. If your client offers you refreshments and you are comfortable accepting, that is a great way to develop a trusting relationship.
- Receiving gifts from clients is generally unacceptable. Should you accept a gift notify your supervisor

Remember

- If for any reason you feel uncomfortable, or unsafe about something that is happening in the home either before you enter or after you enter, explain to the client you need to go to your car for something and to call your supervisor or if you think it is an emergency call 911

Safety Awareness

- If the environment is dark, there are visible weapons or active drug or alcohol use just **LEAVE**
- If there are animals in the home that makes you nervous ask the client to put the animal in another room or leave

Signs of Possible Escalation

- Client signals to consider when assessing risk:
 - Body movements
 - Speech
 - Facial cues
 - Agitation
 - Angry or abusive verbalizations
 - Emotional distress
 - Irrational or confusion
 - Signs of intoxication

Mandatory Reporter

- To report a possible case of child abuse or neglect, call toll-free 1 (866) 820-5437
- For Adults if the concern is not life threatening call 1 (844) 277-9300 between the hours of 8 am and 5 pm except holidays

Wrapping Up Your Home Visit

- When nearing the end of the visit, summarize what was covered during the visit
- Schedule the next visit
- Remember all patient information is confidential

Follow Up

- Immediately after your visit document your findings and any education you discussed.
- Properly store client information to maintain confidentiality
- Review client questions you were unable to answer, find the answers and call the client
- Establish goals for the next visit
- If you have any questions or concerns contact your supervisor

Home Visit Topics

- First visit should be an introduction and the completion of any paperwork your employer requires
- Subsequent Visits;
 - Reviewing medications
 - Getting a better understanding of the clients perceptions of their illness
 - Providing education
 - Motivational interviewing and SMART goal setting
 - Home safety evaluations
 - Assessing for referrals to community services or other providers

Home Safety Evaluations



Home Safety

- Make sure your clients have emergency numbers in print they can read posted next to their phones
- If they have a POLST make sure it is posted on the front of the refrigerator or in a medicine cabinet
- Make sure walk ways are clean and free of tripping hazards
- Make sure there are working smoke detectors
- Make sure space heaters are away from passageways and flammable materials such as curtains, rugs furniture, ect.

Home Visit Video



Case Scenario

- You are visiting with your client and her adult son comes into the home. He demands her purse which she meekly hands to him. He takes the money out of her wallet and asks “Is that all there is?” When she replies yes, he drops the purse and leaves the apartment. What do you do?

Case Scenario

- While going over your clients medications you notice a number of prescriptions from another pharmacy and different provider. When you ask your client about the meds he wants you swear to secrecy. He thinks that if either physician found out that he was seeing another doctor they would be mad at him.