



**NEPHROLOGY PROGRAM
DEPARTMENT POLICIES AND PROCEDURES**

**Home Dialysis - Section 12 - Human Resources - HDU 12-02
Home Visit Safety**

No.: 01393 (TOH Standardized Policy Number)

ISSUED BY:

Home Dialysis Unit Clinical Practice
Committee

Human Resources

DATE OF APPROVAL:

2017/04

APPROVED BY:

Program Clinical Director / Division Head

LAST REVIEW/REVISION DATE:

2010/09

CATEGORY:

Human Resources

IMPLEMENTATION DATE:

2010/09

POLICY STATEMENT:

- The purpose of this policy is to support the safety of the Home Dialysis Unit (HDU) staff and patients including travel to the patient's home and during the home visit
- Home visits will be completed during HDU operating hours unless special arrangements have been made and approved by the APN/manager or delegate

ALERTS:

- Home visit safety requirements will be reviewed with patients during their dialysis training/ clinic visit, prior to conducting a home visit
- All HDU patients will be assessed for risk factors prior to the initial home visit being performed and documented in the patient record
- A home visit will not be performed if:
 - staff feels at risk and/ or
 - the environment is deemed to be unsafe
 - alternate arrangements for patient assessment will be made
- If it becomes necessary to contact the Police Service for any reason related to home visit safety; the APN, clinical director and TOH Security will be notified

SUPPLIES AND EQUIPMENT:

- Hospital staff identification tag

- Taxi chit x 2
- Patient contact information:
 - Address, phone number, apartment buzzer number if applicable
 - Information re parking: availability, location and cost
 - Money for parking (if necessary)
- HDU On Call cell phone:
 - Pre-programmed for 911 and HDU; other HDU contact phone numbers in phone memory. Bring personal cell phone with same numbers programmed if HDU phone not available
 - Keep phone in same pocket/location for easy access
- Wear closed toe, low heel footwear; bring indoor footwear if change of footwear needed when entering home (e.g. in winter)

HDU car:

- The following items are kept in the car:
 - Car credit card for ESSO
 - Phone charger for HDU cell phone
 - Booster cables with instructions for use
 - Tire jack and spare tire
 - Shovel

PROCEDURE:

A) Pre-Home visit risk assessment

- Identify potential risks during training and on an ongoing basis
- (e.g. history anti-social behavior of any occupants of the home, second hand smoke, pets, neighborhood factors, parking distance from home)
- Prior to visit confirm date and time of home visit with patient. Confirm if any issues related to accessing home, buzzer code for apartment, ability to bring supplies e.g. stairs
- Discuss with patient how to manage any identified risks (e.g. keep pet in a separate room during visits, no smoking during visit).
- Arrange to have a colleague assist with visit as needed.

B) Home visit plan

- Confirm transportation plan (i.e.: taxi, HDU vehicle)
- Confirm directions and any specific special needs
- Inform HDU clerk of home visit and expected return time.
- Review Safety Recommendations listed in Appendix A
- Call client before leaving to:
 - Confirm visit
 - Confirm address
 - Remind client to keep phone line free if required for buzzer entry to home (client uses dial up internet or buzzer connected through phone).

DOCUMENTATION:

- Document in progress notes in NephroCare:
 - Any safety concerns identified during home visits (e.g. neighborhood hazards, allergens, pets, home condition)
 - Follow-up planning and decisions regarding further home visiting
- If decision has been made that Home Visits are not to be done in a specific situation, document in NephroCare progress notes
- Complete a PSLS report if abusive or threatening behavior is experienced during visit.

RELATED POLICIES / LEGISLATION: N/A

REFERENCES:

1. Workplace Safety and Insurance Board – Ontario; 2003, Health and Safety in the Home Environment, 2nd Ed, Health Care Health and Safety Association of Ontario
2. NCVI FLEX Training Program, CPI, 2016, www.crisisprevention.com/app

COMMENTS / SIGNIFICANT REVISIONS: N/A

APPENDIX A

Safety Recommendations:

Prior to arrival

- Fill gas tank and windshield washer fluid at start of trip
- Drive with doors locked.
- Park in well-lit areas.
- Make check-in calls to HDU if deemed necessary or if travel delay

During visit

- Note safety of entrance to residence (e.g. condition of stairs, icy walkways, and suspicious persons).
- Be aware of exits from home.
- Do not proceed with a home visit if anyone in the home is under the influence of alcohol or drugs, or is inappropriately dressed.
- Do not proceed with visit or if visit in progress discontinue visit if nurse feels at risk at any time
- If you suspect you are in danger, exit the home; call police for assistance.
- Use own judgment when offered food or drink (alcoholic beverages are not permitted).

Post visit

- When leaving, approach car with keys in hand. Check car interior before entering.
- Report any dangerous or threatening incidents experienced during a home visit to HDU APN.
- If hazards exist in the home environment that pose a health risk to patient/family/children or visiting health care providers, participate in follow-up planning with HDU multidisciplinary team.
- If car breakdown occurs between 07:00-19:00h, call the Technical Department office at Riverside Campus (ext. 82832). The technologist will arrange for a tow truck if needed. After 19:00h contact the Dialysis Technologist On-Call. If necessary, take a taxi to return to the hospital.