

**Client Categories:
Client Hospital, Client Community, and Client Home Care
Implementation Guidelines
Issued 2011-07-13**

Approved by the Provincial MIS Data Quality and Reporting Committee
2011-06-29

Background

Prior to 2009, the MIS Standards used the following categories of service recipients to support detailed caseload, service activity and workload statistics:

- Inpatient
- Client
- Referred-In
- Resident
- Facility/Organization
- Service Recipient, Not Uniquely Identified.

In the 2009 MIS Standards, the Canadian Institute for Health Information (CIHI) enhanced the traditional categories of service recipients for additional detail. Newfoundland and Labrador (NL) adopted the expanded categories in 2009 as noted below:

- Inpatient
- Client Hospital
- Client Community
- Client Home Care
- Referred-In
- Resident
- Facility/Organization/Citizen Partnership
- Service Recipient, Not Uniquely Identified.

The Client categories are defined in the 2011 MIS Standards as described in Appendix A. Unfortunately these definitions have caused confusion for implementers at the regional level. To provide clarity, NL has customized the definitions for provincial use and developed the following implementation guidelines. In addition to the 2011 MIS Standards, the national definition of Home Care and the national Home Care Reporting System (HCRS) Client Groups were used to provide context for this guideline (see Appendices B and C).

Provincial Definitions of Client Categories

The national definitions have been paraphrased to create the following provincial definitions:

Client Hospital (20)

An individual who has been officially accepted by a hospital and receives one or more health services without being admitted as an inpatient; whose person-identifiable data is recorded in the registration or information system of the regional health authority and to whom a unique identifier is assigned to record and track services. Examples include individuals who receive hospital-based emergency, day surgery, specialty day/night care, specialty clinic, outreach, mental health, rehabilitation, and "independent" diagnostic and therapeutic services (provincially defined).

Client Community (80)

An individual who has been officially accepted by a regional health authority to receive one or more health services (other than home care), without being admitted as a resident or inpatient; and, whose person identifiable data is recorded in the registration or information system of the regional health authority and to whom a unique identifier is assigned to record and track services. Examples include individuals receiving community-based mental health and/or addictions counselling, public health nursing, health promotion and wellness services, etc. (provincially defined)

Client Home Care (90)

An individual who has been officially accepted by a regional health authority to receive one or more home health or home support services in his/her place of residence (e.g. private residence, assisted living residence), at an alternative health delivery location (e.g. community health office), or at a location that meets the client's needs (e.g. school, public place); and, whose person identifiable data is recorded in the registration or information system of the regional health authority and to whom a unique identifier is assigned to record and track services. Examples include individuals receiving home health services such as the treatment of acute conditions, maintenance of chronic health conditions, rehabilitation to improve functional abilities, etc. and/or home support services such as homemaking, home maintenance, personal care and respite services (provincially defined).

Reporting Guidelines

The following Client categories are expected to be used to report caseload, service activity and workload statistics by the functional centres noted below:

Client Hospital

7 12 ** Nursing Inpatient/Resident Services

7 13 ** Ambulatory Care Services

7 14 ** Diagnostic and Therapeutic Services

Client Home Care

7 15 91 05 Mental Health/Addictions Case Management

7 15 91 06 Assertive Community Treatment Team (ACTT)

7 15 91 07 Early Psychosis Program

7 15 92 10 Placement Coordination Program

7 15 92 20** Home/Community Professional Services Program

7 15 92 30 Home Support Program

NOTE: The above functional centres relate to the provision of home health and home support services to people regardless of the reason for those needs.

Client Community

7 15 ** Community and Social Services functional centres not listed above.

There will be occasions when a clinician may report statistics for more than one Client type. This would occur when a clinician is employed by more than one functional centre or is providing temporary coverage for another functional centre.

Reporting Examples

Example #1

A nurse in the 7 15 92 21** Home/Community Nursing Program usually provides services to home care clients but due to being in a small rural office, occasionally provides some public health nursing services such as immunizations. The amount of work related to public health nursing is not large enough to warrant separating the position into two partial FTEs across two functional centres. In this situation, the nurse would appropriately report statistics using both the Client Home Care and Client Community client types, depending on the people receiving care.

Example #2

A Social Worker is assigned as a 0.5 FTE to the 7 15 92 22** Home/Community Social Work Program and the 7 15 91 05 Mental Health/Addictions Case Management Program. The worker would report statistics for both of these functional centres using the Client Home Care client type.

Example #3

A nurse is assigned as a 0.5 FTE to the 7 15 92 21** Home/Community Nursing Program and the 7 15 95 10 ** Public Health Nursing Program. The nurse would report statistics for the 7 15 92 21** Home/Community Nursing Program functional centre using the Client Home Care client type. Statistics generated in the 7 15 95 10 ** Public Health Nursing Program would be reported using the Client Community client type.

Example #4

An occupational therapist at the local hospital makes a home visit to a recently discharged rehabilitation patient in follow up to equipment provided. The OT is not a staff member of the home care program. In this situation the statistics related to this visit would be reported using the Client Hospital client type.

APPENDIX A

Client Category Definitions as per the 2011 MIS Standards

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Client Hospital (20)

An individual who has been officially accepted by a hospital and receives one or more health services without being admitted as an inpatient; whose person-identifiable data is recorded in the registration or information system of the organization and to whom a unique identifier is assigned to record and track services; and who, if the hospital desires to separate clients of the hospital from those referred for service by another health service organization, is not referred-in. This category includes clients receiving hospital emergency, abstracted day surgery, specialty day/night care, specialty clinic, outreach, mental health, rehabilitation, and "independent" diagnostic and therapeutic services. It excludes clients receiving services from a public health organization or community health service organization including those dedicated to providing home care services.

Client Community (80)

An individual who has been officially accepted to receive one or more health services from a community health services organization (other than home care), or a public health organization without being admitted as a resident; and, whose person identifiable data is recorded in the registration or information system of the organization and to whom a unique identifier is assigned to record and track services; or whose encounter is recorded within a uniquely-identifiable, hard-copy file or record (rather than in the organization's registration or information system) that is used to record and track services. Examples include a man attending an urgent care centre at a community location; a woman receiving contracted-out surgical services for cataract surgery from a third party provider; a mother-to-be attending a prenatal class; a teenager who was immunized against mumps by the school nurse; a woman seen by the mental health outreach team; and, an elderly senior who attended the community geriatric day program.

Client Home Care (90)

An individual who has been officially accepted by an organized home care program-providing organization to receive one or more services in their place of residence (e.g. private residence, assisted living residence), at an alternative health delivery location (e.g. clinic, hospital), or at a location that meets the client's needs (e.g. school, public place); and, whose person identifiable data is recorded in the registration or information system of the organization and to whom a unique identifier is assigned to record and track services. Examples include individuals receiving acute home health services and homemaking home support services at their private residence. This category excludes outreach services provided by hospital or community-services-based health professionals (e.g. home dialysis services provided by hospital staff, mental health services provided by the staff of a mental health outreach program).

APPENDIX B

Home Care Definitions

Home Care

Home Care is defined as a combination of home health and home support services that enable clients incapacitated in whole or in part to live at home, often with the effect of preventing, delaying or substituting for long term residential care or acute care alternatives.

Home Health services are those services provided in the person's home or place of residence by home health professionals (e.g. nurses, physiotherapists etc.).

Home Support services are provided in the home to assist clients with activities such as homemaking, personal care, home maintenance, or to provide respite care.

APPENDIX C

Home Care Reporting System Client Groups

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Home Care Reporting System (HCRS) Client Groups

Client Groups are standardized, client-focused categories used within the HCRS to facilitate pan-Canadian comparative reporting on home care clients. Each Client Group definition is a high-level description of home care clients based on their health status (health and living conditions, and personal resources) and assessed needs. The HCRS requires all home care clients to be categorized to a client group based upon the client's assessed needs. There are five client groups:

Acute Home Care Client: A client who needs immediate or urgent time limited (up to three months or less) intervention to improve or stabilize a medical or post-surgical condition.

End of Life Client: In one's best clinical judgement, a client with any end-stage disease who is expected to live less than six months. Judgement should be substantiated by well-documented disease diagnosis and deteriorating clinical course.

Rehabilitation Client: A client with a stable health condition that is expected to improve with a time-limited focus on goal-oriented, functional rehabilitation. The rehabilitation plan specifies goals and expected duration of therapy.

Long Term Supportive Care Client: A client who is at significant risk of institutionalization due to unstable, chronic health conditions, and/or living conditions, and/or personal resources.

Maintenance Client: A client with stable chronic health conditions, stable living conditions and personal resources, who needs ongoing support in order to remain living at home.

The 2006 version of these definitions was used to guide the recommendations for MIS data collection noted in the final report of the CRMS Documentation Standards and Statistical Reporting Working Group for Community Support Programs in 2006.

The HCRS Client Groups also form the basis of many statistics contained within the MIS Standards Chart of Secondary Statistical Accounts.