


Home Support Visits Cancelled by Island Health

Year to Date Performance	1.7%	Performance Assessment	 Green
Island Health Target	Less than or equal to 5%	Performance is within the acceptable range; continue to monitor.	

What do we measure and why?

Home Support is care provided in home by Community Health Workers who are directed by a nurse. Community Health Workers help with things such medications, bathing, and dressing for eligible clients who are:

- ill or recovering from illness or surgery;
- have physical disabilities;
- assessed as requiring personal assistance and/or respite for a caregiver; or
- needing care at the end of life.

Home Support services do not include assistance with general tasks such as grocery shopping, house cleaning or driving to appointments.

What is the target?

Island Health's target for Home Support Visits Cancelled by Island Health is 5% or lower.

Lower rates are better.

How are we doing?

As of March 2025, Island Health met the target.

What actions are we taking?

All options are explored prior to service cancellation, including offering alternative times.

The regional care delivery (hub) model, in which the same groups of providers consistently visit the same groups of clients who live near each other, has been expanded to improve client and provider experience. Community Health Services also continues to adjust schedules to improve services.