



<b>Title</b>	<b>Health Care Technology at Home: Issues in Organization and Delivery in Québec</b>
<b>Agency</b>	AÉTMIS, Agence d'Évaluation des Technologies et des Modes d'Intervention en Santé 2021, avenue Union, bureau 1040, Montréal, Québec, Canada H3A 2S9; Tel: +1 514 873 2563, Fax: +1 514 873 1369; aetmis@aetmis.gouv.qc.ca, www.aetmis.gouv.qc.ca
<b>Reference</b>	Technology brief AÉTMIS 04-06, 2004. Internet access to full text. ISBN 2-550-43249-5 (French edition ISBN 2-550-43248-7) 119 pages.

## Aim

To identify the organizational issues associated with an increased use of health care technology at home, and provide recommendations regarding the development of such services in Québec.

## Conclusions and results

Most industrialized countries aim to increase the scope of health services delivered at home. Globally, funding for home care has increased markedly over the past 10 years. In Canada, the home care budget represents a small part of the total health bill. Home care is not regulated by the Canada Health Act, or coordinated by a national policy, and eligibility, cost, quality, and access to these services vary across the country. This report details the prevalence and patterns of use of technology at home in Québec and presents four aspects that require immediate attention:

- *The interface between community-based and specialized, hospital-based home care.* As the range of home-delivered technologies expands, local service providers (CLSC's in Quebec) and hospitals must increasingly bring multidisciplinary teams and specialized equipment together to serve patients well. How are these organizations adapting to new staff roles and services?
- *Increased responsibility delegated to patients and caregivers.* Very few studies have investigated the knowledge and skills required to manipulate home care technologies appropriately. Who is ultimately accountable for the quality of care delivered at home?
- *Risks associated with home environments.* What is the impact on families of the risk-taking associated with home delivery of services?
- *Implementation of home care services despite the lack of evidence about cost effectiveness.* High-tech home care services are not always cost effective. Further research should be conducted and results discussed with clinicians and policymakers.

The report also summarizes the organizational, social, ethical, and legal dimensions of technology-enhanced home care, as described in the literature.

## Recommendations

- Establish innovative organizational mechanisms that support the delivery of coordinated home care.
- Increase the level of support for patients and caregivers.
- Revisit the medicalization of the home. Reconsider the rationale for the rapid development of technology-enhanced home care.
- Support high quality research into the cost effectiveness of home care.

## Method

The report is based on a broad review of the international literature and data from a mail-back survey sent to 140 Quebec CLSC's which aimed to document the organizational framework in which CLSC's integrate four home-based technologies.