

7.6 Personal Assistance – Assignment and Delegation of Health Care Tasks

Purpose: This policy intends to clarify the boundaries of practice, roles and responsibilities of BACI as a service provider, and our staff as unregulated care providers, in relation to The Health Authority and its staff when it comes to the delivery of certain complex health care tasks.

Scope: All BACI staff. Family and friends are not bound by this policy.

Guiding Principles:

1. The people served through BACI are entitled to quality health care, delivered through the least restrictive means, and in the most personally suitable environment possible.
2. BACI and our staff will work collaboratively with health care professionals, families and friends to develop comprehensive plans for the delivery of health care.
3. BACI will not accept or perform 'assigned' health care tasks without the required competencies being demonstrated.
4. BACI staff will not accept or perform 'delegated' health care tasks without the proper training and documentation in place.

Implementation:

The Personal Assistance Guidelines revised in 2008 by the Ministry of Health Services and all future revisions of this document will serve as the 'procedure manual' to guide BACI and our staff's practice in relation to the assignment, delegation and delivery of complex health care tasks.

The Personal Assistance Guidelines are posted on the BACI intranet. Review of the Personal Assistance Guidelines is incorporated into staff orientations. Knowledge and application of the Personal Assistance Guidelines, where appropriate, are measurable performance expectations for supervisors and managers.

The annual Personal Planning meeting explores the health care needs of each person served, including the provision of complex health care. Through this process, and whenever health care needs arise, BACI staff will be supported by their supervisors and managers to follow the Personal Assistance Guidelines.

Reporting and Monitoring:

The Guidelines for the Evaluation of Quality Service Delivery conducted annually will monitor compliance with this policy at an individual and program level.

Health Care Professionals related to the assignment and or delegation of tasks (as described in the Personal Assistance Guidelines) play an important role in monitoring.

Linking Policy/Procedure:

Personal Assistance Guidelines (procedure)

Personal Service Planning

Guidelines for the Evaluation of Quality Service Delivery (procedure)