

In-Home Nursing Care for the Elderly

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Emerging Issues & Emergency Situations - Israel, March 2019

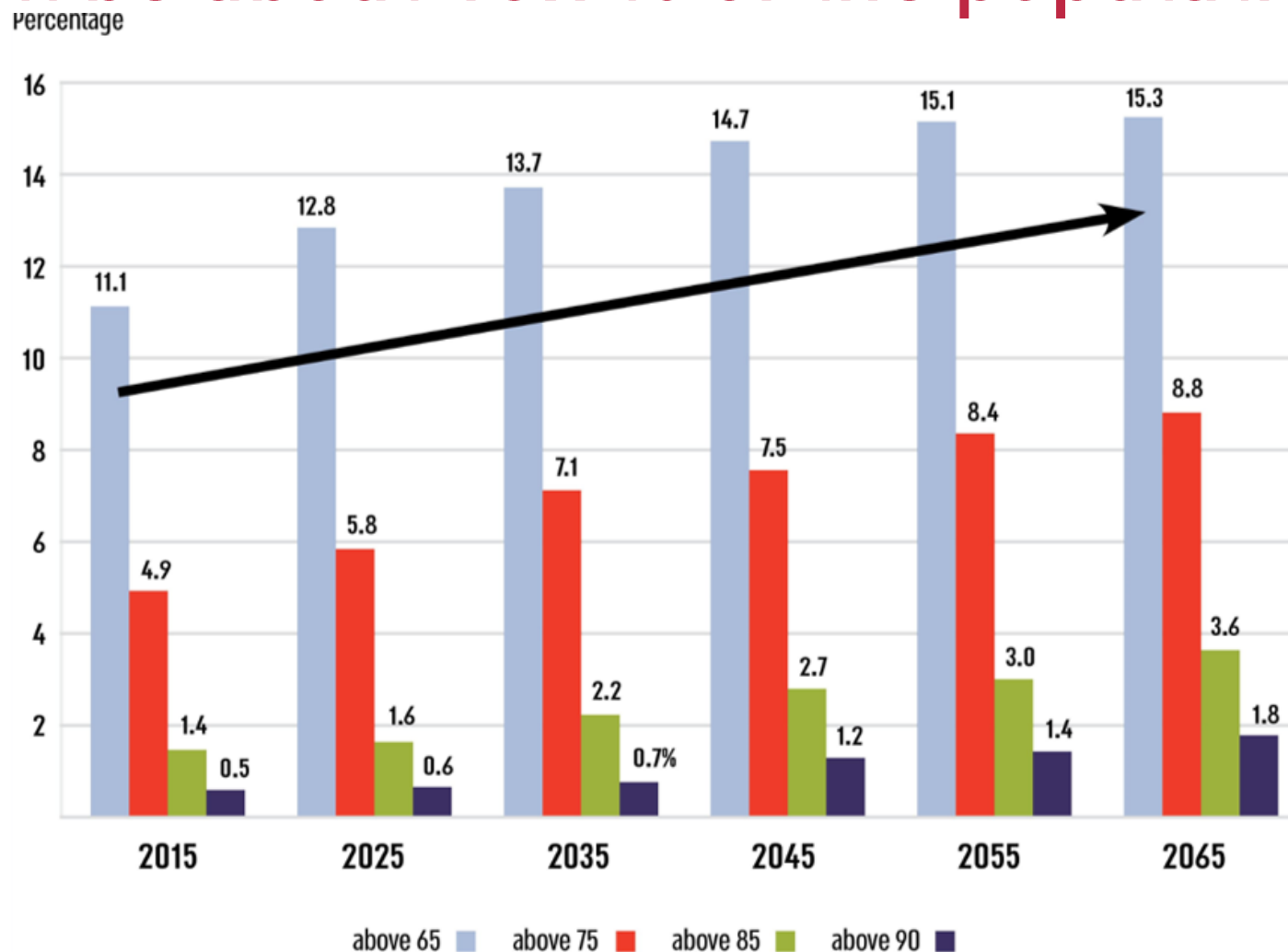
Mr. Benny Goldman

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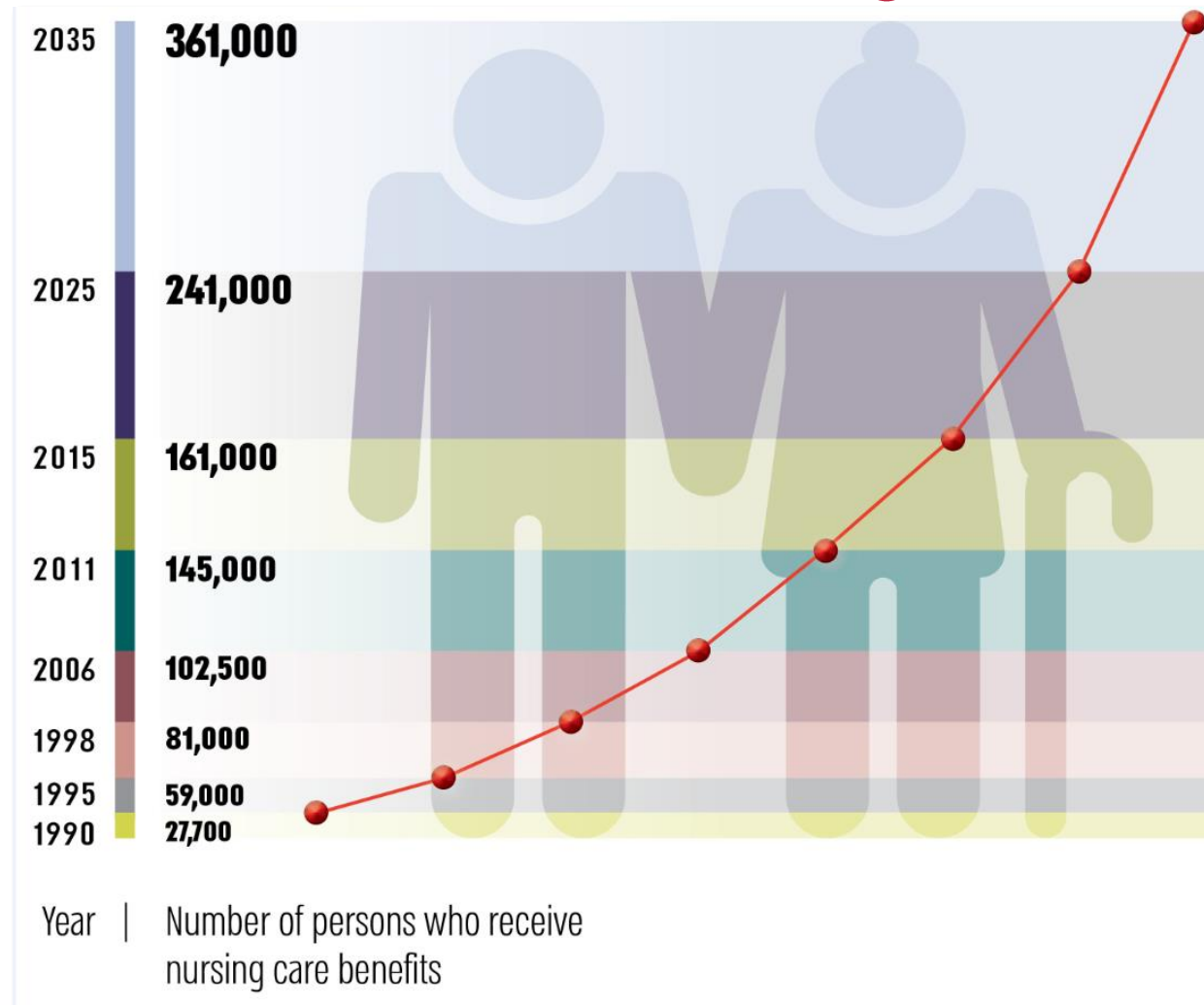
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In 2035, it is predicted that the percentage of the elderly in Israel will be about 13.7% of the population



The number of elderly persons who receive nursing care benefits is rising



Facts regarding In-Home Nursing Care for the Elderly in Israel



The State is obligated to safeguard the basic rights of the elderly who require nursing care.



According to the policies of the Israeli government - the preferred option is to allow the elderly to continue living at home for as long as possible.



In 2015 the State financed in-home nursing care at approximately 5.8 billion shekels.



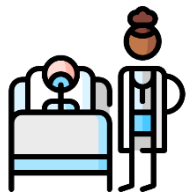
The State assists the elderly living at home and requiring nursing care, mainly through the National Insurance Institute of Israel (NII)



The in-home nursing care services are provided by 116 caregiver organizations (companies and nonprofits).



The nursing care organizations employ about 80,000 Israeli caregivers.



In addition, about 37,000 elderly people, who receive nursing care benefits, employ foreign caregivers.

THE BLACK HOLE



Preliminary findings indicated that the quality assurance system that NII operates – failed.

There was no reliable information on the quality of the in-home care.

2 options :

1

To continue with the audit without addressing the quality of the in-home care.

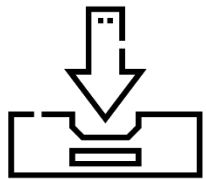
2

To evaluate independently the quality of the in-home care.

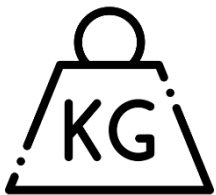
The Challenges of the Audit



How can the audit team independently evaluate the quality of the in-home care?



How can the audit team receive the information directly from the End Users (the elderly and their families)?



How can the audit team evaluate the burden that rests on the families?

The Main Risks Using Public Participation in the Audit Process



Lack of cooperation from the public.



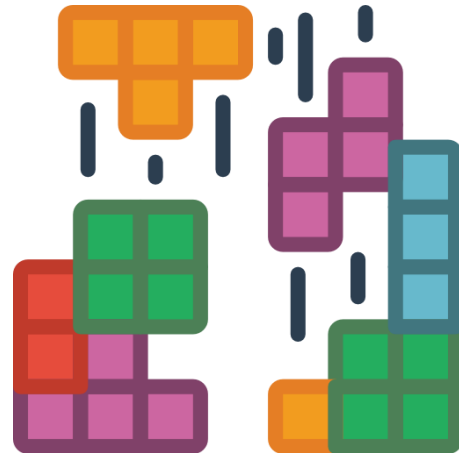
Integrating the customary audit tools with the outcomes of the Public Participation process.



Using the outcomes of the Public Participation process - which are subjective - to establish valid and reliable findings.

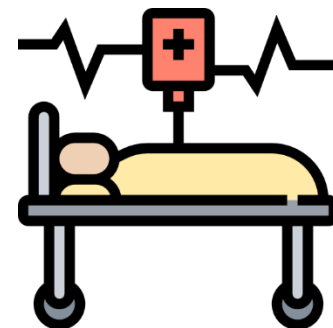
The Results

Integrated findings between customary audit and the outcomes of the Public Participation process.



Examples

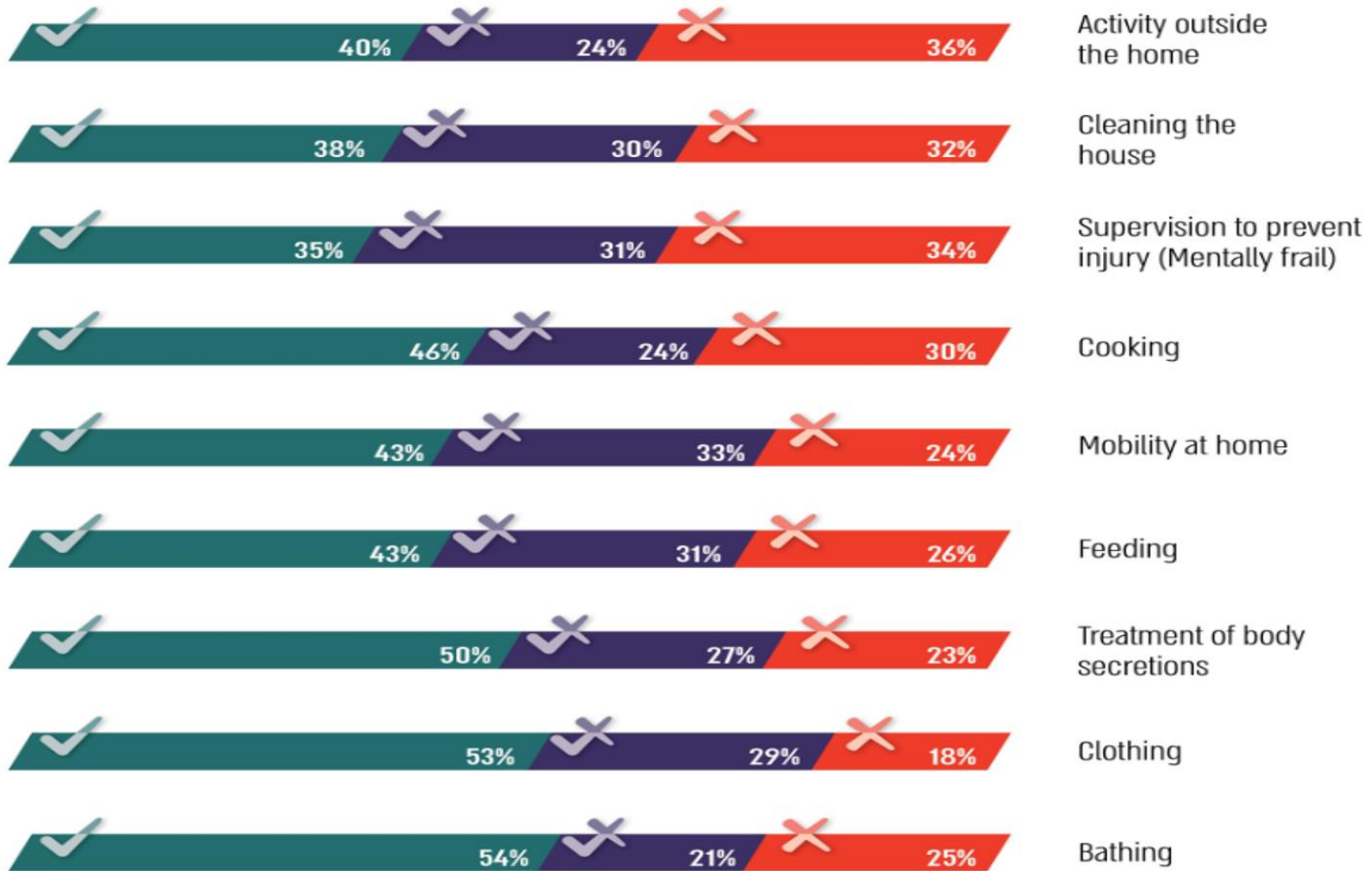
“The caregiver did not notice and my father got up from the chair and fell on his head. [As a result] he was hospitalized with bleeding in his head”
[the daughter of a 92 year old man]



Examples

“Caregivers from nursing companies simply neglected and did not take proper care. They did not wash enough, there were wounds due to lack of treatment. Lack of cleanliness at home“ [the daughter of an 85 year old woman].





Meets the needs ✓

Partially meets the needs ✗

Does not meet the needs ✗



The effect of the audit



The audit was a turning point in the way NII addressed the issue of In-Home Nursing Care for the Elderly.



The findings were significant, with Added Value that drove policy makers in the government and NII to reform the supervision systems that will assure quality of the in-home care.