

Description of the Connected Care Program

The Connected Care Program is located at Canada's largest pediatric hospital, The Hospital for Sick Children, and was developed to support transitions from hospital to home and improve pediatric homecare for CMC, their families and healthcare providers. After discharge from hospital, these CMC are cared for by FCs and some receive provincially or privately funded home care services. The program was iteratively developed with guidance from patients, FCs, providers, and policy makers with expertise in the care and transition of CMC to home and community care. To support FCs whose children are initiated on medical technology in hospital, the Connected Care Program provides FC and homecare provider education prior to discharge. The novel training program combines theoretical content with the application of knowledge and skills using simulation to support FCs as they prepare to transition home. It leverages a standardized evidence-based curriculum that is delivered by hospital-based pediatric nurses who have extensive experience with clinical teaching and management of medical technology.

The specific teaching received by FCs depends on the technology used by their children but can include nasogastric tube care, tube feeding, tracheostomy care, suctioning, central venous line care, among other types of care. FCs learn how to manage the technology, manage potential equipment failure or malfunctioning, and identify scenarios that require emergency care. It is delivered one-on-one in a safe 'home like' learning environment away from the child's bedside that limits interruptions and is personalized to meet the unique learning needs of families. In addition, services include scheduled nurse and/or respiratory therapist-led virtual visits after discharge with FCs. There is also 24/7 access to nurse-led consultations by text, talk or video for homecare nurses of CMC for questions about medical technology education and practice. This approach aims to promote access to innovative education supports in transition from hospital to

home and build competence and confidence in FCs and homecare providers (i.e., nurses) to safely manage the child's new medical technology at home.