

# SECTOR: HEALTHCARE

HSS101-NQ2013: Healthcare Delivery Systems

**NVEQF Level 1 (CLASS IX)**

**STUDENT WORKBOOK**



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## Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on "**Healthcare Delivery Systems**" is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class VIII or equivalent examination, was created by a group of experts. The Healthcare Sector Skill Council (HSSC) approved by the National Skill Development Corporation (NSDC) for the healthcare sector developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of Healthcare Industry for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with Healthcare Sector Skill Council (HSSC) has developed modular curricula and learning materials (Units) for the vocational qualification package in Healthcare sector for NVEQ levels 1 to 4; level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills, and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to bring about necessary flexibility in offering of courses, necessary for breaking the sharp boundaries between different subject areas. The workbook attempts to enhance these endeavours by giving higher priority and space to opportunities for contemplation and wondering, discussion in small groups and activities requiring hands-on-experience. We hope these measures will take us significantly further in the direction of a child-centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job activities and questions. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching and training.

## ABOUT THE WORKBOOK

This workbook is to assist you with completing the Unit of Competency **HSS101-NQ2013: Healthcare Delivery Systems**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

### **Section1: Introduction**

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

### **Section 2: Relevant Knowledge**

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

### **Section 3: Exercise**

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

### **Section 4: Assessment**

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

## SESSION 1: UNDERSTAND HEALTHCARE DELIVERY SYSTEMS

### Relevant Knowledge

A number of factors like food, housing, clothing, hygiene, sanitation, lifestyle, pollution, climate, etc. can influence health of an individual and population. Healthcare includes all the services provided to a person/ population by various agencies related to health and related services. Healthcare services are the services designed to provide health based needs of people/ community/ population, through various resources available. These are delivered by healthcare system that includes the management of health sector and its organizational structure. The healthcare services should be comprehensive and should be preventive, curative and rehabilitative. These services are provided through a network of various primary, private and community health centers in India.

### Healthcare Systems

The World Health Organization (WHO) defines health system as follows: "A health system consists of all organizations, people and actions whose primary intent is to promote, restore or maintain health. This includes efforts to influence determinants of health as well as more direct health-improving activities. A health system is therefore more than the pyramid of publicly owned facilities that deliver personal health services. It includes, for example, a mother caring for a sick child at home; private providers; behaviour change programmes; vector-control campaigns; health insurance organizations; occupational health and safety legislation. It includes inter-sectoral action by health staff, for example, encouraging the ministry of education to promote female education, a well known determinant of better health".

Provision of healthcare in India is a state subject. Healthcare in India is delivered by institutions owned by state government, local bodies and the central government. The center is mainly responsible for developing and monitoring national standards and regulations, linking the states with funding agencies, and sponsoring numerous schemes for effective implementation. The majority of healthcare services in India are provided by the private sector. The government and the private sector are helping in making healthcare accessible in all areas of India; both rural and urban.

The healthcare system is composed of different parts designed to work together to make healthcare accessible to everyone. It consists of hospitals, dispensaries, laboratories and health department for the common objective of maintaining good health for the community. The various features of a healthcare system are:

- It has a structure, a set of goals, input, transformation process, output and feedback;
- It is a continuous process and is composed of sub-systems;
- It is an open system, where a number of external factors influence its functioning.

A number of healthcare delivery models have been developed for the delivery of healthcare services. The healthcare system/models in India can be categorized under the following sectors or programme:

**1. Public Health Sector:** It includes the following:

a) Primary Healthcare

- Village level Accredited Social Health Activist
- Village level ANM
- Sub centers
- Primary Health Centre

b) Hospitals/ Health Centers

- Community Health Centers
- Rural Hospital
- District Hospital/ health centers
- Specialty Hospitals
- Teaching Hospitals

c) Health Insurance Schemes

- Universal Health Insurance programs
- Employee State Insurance Scheme
- Central Govt. Health Scheme
- Various Schemes of contributory third party payment mechanism E.G Yashaswini Scheme, Arogya Badrata
- Employee Health Insurance Program sponsored by employer and provided by General Insurance Companies
- Health Insurance Program (Medi-claim)

d) Other Agencies

- Defense Services
- Railways
- Public Sector Companies
- Private Companies providing healthcare to their employees through their network

**2. Private Sector:** It includes the following:

a) Private Hospitals, Polyclinics, Nursing homes and Dispensaries.

b) General practitioners and clinics

**3. Indian systems of Medicine and Homeopathy**

a) Ayurveda – a system of medicine which utilizes herbs as medicine

b) Unani – Tibbs is the science of which we learn the various states of body

c) Homeopathy – Treating disease with remedies prescribed in minute doses.



- d) Naturopathy – system of men building in harmony with constructive principles of nature.
- e) Sidha – Means achievement and siddhars were saintly persons who achieved results in medicines.

#### 4. Voluntary Health Sector and Non-government Organizations

The voluntary health sector can be broadly classified as follows:

- **Campaign Groups:** These groups are working on specific health issues, such as a rational drug policy and amniocentesis, among others
- **Government Voluntary Organization:** These are voluntary organizations which play the role of implementing government programs like Family Planning and Integrated Child Development Services.
- **Health Care for Special Groups of People:** This includes education, rehabilitation and care of the handicapped.
- **Health Researchers and Activists:** The efforts of these groups are usually directed towards writing occasional papers, organizing meetings on conceptual aspects of health care and critiquing government policy through their journals.
- **Health Work Sponsored by Rotary Clubs, Lions Clubs and Chambers of Commerce:** They usually concentrate on eye camps – conducting cataract operations in the rural areas on a large scale with the help of various specialists, etc.
- **Integrated Development Programs:** In these programs, health is a part of integrated development activities. Consequently, their emphasis on health care may not be as systematic or as effective as that of the previous group.
- **Specialized Community Health Programs:** They include income generating Oschemes for the poorer communities so that they can meet their basic nutritional needs.

#### 5. National Health Programs

The simple model of healthcare delivery system with input/ output can be represented as below, is generally followed by Indian government and private systems provider.

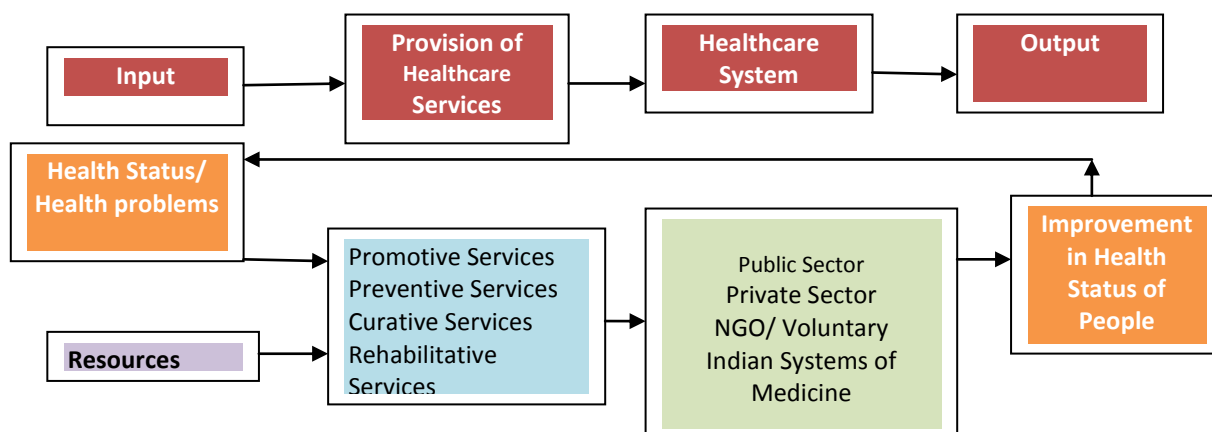


Figure 1: A simple model of Healthcare Delivery System

**Activity:**

**Search and learn**

Find out about various healthcare systems near your area and categorize them.

Further, in this session we will discuss the various healthcare delivery systems practiced in India, especially laying emphasis on Hospital and allied services.

**Exercise**

**Think, learn  
and Discuss**

Find out about different healthcare delivery models followed across the world and discuss their pros and cons in the classroom.

**Assessment**

**I. Short Answer Questions**

1. Define the following:

a) Healthcare

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b) Healthcare delivery system

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2. Enlist two healthcare delivery models followed in India

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3. Which is most widely used healthcare model in India?

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4. Who has primary responsibility to provide healthcare to the population in our country?

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## II. Fill in the blanks

1. The healthcare services should be promotive, \_\_\_\_\_, \_\_\_\_\_ and rehabilitative.
2. Healthcare system is a \_\_\_\_\_ system with a \_\_\_\_\_ process.
3. In India, healthcare services are generally provided by \_\_\_\_\_.

### Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

1. Define healthcare system.
2. Discuss the various components of healthcare delivery model followed in India.

#### Part B

Discussed in class the following:

1. What is healthcare system?
2. Discuss the categories of healthcare delivery models followed in India.
3. Discuss the simple model of healthcare system.

#### Part C

#### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Identify the functions of healthcare system.		
Identify various healthcare delivery models and their components		

## SESSION 2 : IDENTIFY THE COMPONENTS AND ACTIVITIES OF HOSPITALS

### Relevant Knowledge

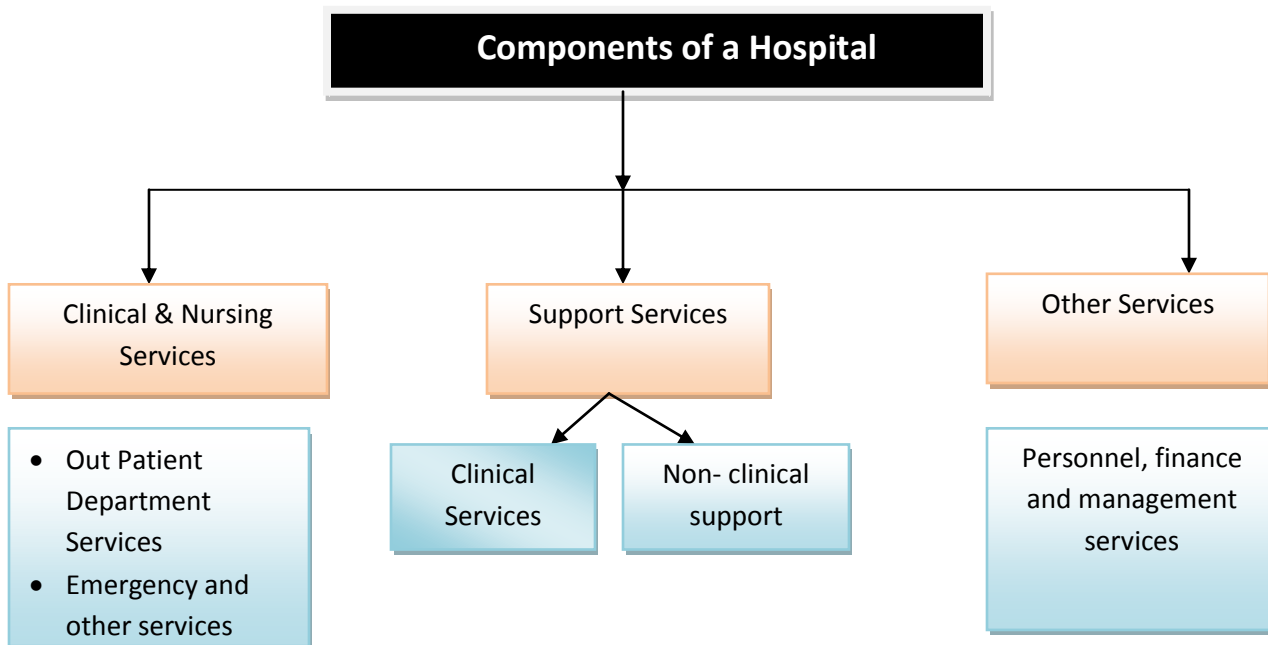
The term Hospital is derived from the Latin Word *Hospes* meaning host, which is the root word for English words like hotel, hostel and hospitality. The place where a guest is received was called *hospitium* or *hospitale*. Thus, taking it further a hospital is an institution for healthcare. Hospitals are an important and integral part of our healthcare delivery system. In general terms, hospitals provide acute care (treatment for illnesses which come on suddenly and are usually of short duration) and either general or specialized care (children's, cancer, psychiatric, Acquired Immune Deficiency Syndrome (AIDS)).

### Meaning of Hospital

According to World Health Organisation (WHO), a hospital is defined as an integral part of social and medical organization, the function of which is to provide for the population a complete healthcare, both preventive and curative. The outpatient services of the hospital reach out to the family and its home environment. The hospital is also a centre for the training of health workers and bio-social research.

### Hospital Set up

A hospital is an open system with various components that are integrated by common purpose of achieving a set of objectives. The various system and subsystems of a hospital can be schematically represented as follows:



The performance of all these services is dependent on the cooperation and coordination of various components within the system. The individual sub-systems have their independent goals for providing best patient care. It can be inferred that hospitals are highly complex, social, economic and scientific organization whose function is to provide comprehensive healthcare.

## **Functions of Hospital**

The purpose of healthcare services is to effectively meet the total health needs of community. The hospitals play a major role in maintaining and restoring the health of the community. The main functions of the hospitals can be listed as follows:

- Restorative Functions
- Preventive Functions
- Training and Research in health and medicine

The above functions can be further described as below:

### **1. Restorative Functions**

The various restorative functions of a hospital include:

- Diagnostic activity: It includes the inpatient services involving medical, surgical and other specialties and specific diagnostic procedures.
- Curative activities: It includes treatment of all ailments/diseases.
- Rehabilitative activities: Those activities include physical, mental and social rehabilitation.
- Emergency services: It includes emergency services required for dealing with accidents, natural disasters, epidemics, etc.

### **2. Preventive Functions**

The hospitals also carry out various preventive functions which include the following:

- Supervision of normal pregnancies and childbirth
- Supervision of normal growth and development of children
- Control of communicable diseases
- Prevention of prolonged illness
- Provision of health education services
- Occupational health services
- Preventive health check up

### 3. Training and Research Activities

The training activities of the hospitals generally refers to the training of medical, paramedical and other support staff (Clinical/Non-clinical) required and working in the facility. The training is generally provided to:

- Medical undergraduates
- Nurses and Midwives
- Specialists and post graduates
- Medical social workers
- Paramedical staff

The research activities carried out by the hospitals are generally for the enhancement of medical technology and services in the following areas:

- Physical, psychological and social aspects of health and diseases
- Clinical medicine
- Hospital practices and administration.

**Just give it a thought.....**

Even though most of the Indian population still lives in villages/ rural areas but there are more hospitals in urban areas. Why? Give reasons.

#### Exercise

Make a list of services provided by a Hospital.

#### Assessment

##### I. Short Answer Questions

1. Define the following:

a) Hospital

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2. Enlist the functions of a hospital.

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3. Describe the various components of a hospital system.

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## II. Fill in the blanks

1. The word hospital is derived from latin word \_\_\_\_\_ which means \_\_\_\_\_.
2. The restorative functions of a hospital include \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and emergency services.
3. Hospitals provide both \_\_\_\_\_ and \_\_\_\_\_ care.

### Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity:

#### Part A

1. Define a hospital.
2. Discuss the various components of hospital system.
3. Enlist the various functions of a hospital

#### Part B

Discussed in class the following:

1. What is hospital?
2. Discuss the functions of a hospital.
3. Discuss the components of a hospital.

#### Part C

#### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Identify the various components of a hospital system		
Identify the various equipment used in a hospital		

## SESSION 3 : UNDERSTAND ROLE AND FUNCTIONS OF CLINICS

### Relevant Knowledge

A **clinic** (or an **outpatient clinic** or an **ambulatory care clinic**) is a healthcare facility that primarily provides maintenance or preventative care to the outpatients. The word clinic is derived from the Greek word *klinein* meaning to slope, lean or recline. Hence *kline* is a couch or bed, *klinikos* is sloping or reclining and Latin is *clinicus*. An early use of the word clinic was referred to the person 'one who receives baptism on a sick bed'.

Clinics can be privately operated or publicly managed and funded, and typically cover the primary healthcare needs of populations in local communities, in contrast to larger hospitals which offer specialised treatments and admit inpatients for overnight stays.

### Role and the functions of a clinic

The function of clinics will differ from place to place. For instance, a local general practice run by a single general practitioner will provide primary healthcare, and will usually be run as a for-profit business by the owner whereas a government specialist clinic may provide subsidised and specialised healthcare to the patients. They are advantageous to hospitals because they can provide immediate medical attention to patients who are suffering from illness.

Some clinics function as a place for people with injuries or illnesses to come and be seen by nurse or other health worker. In these clinics, the injury or illness may not be serious enough to warrant a visit to an emergency room, but the person can be moved to one if required. They sometimes have access to diagnostic equipment such as X-ray machines and other diagnostic facilities. Doctors at such clinics can often refer patients to specialists if required.

### Types of clinics

There are many different types of clinics providing outpatient services. Such clinics may be public (government funded) or private medical practices.

- A free clinic provides free or low-cost healthcare for it is generally provided by the State or Central government.
- A **general out-patient clinic** is a clinic offering a community general diagnoses or treatments without an overnight stay.
- A polyclinic is a place where a wide range of healthcare services including diagnostics can be obtained without need of an overnight stay.
- A **specialist clinic** is a clinic providing advanced diagnostic or treatment services for specific diseases or parts of the body. This type of clinic contrasts with general out-patient clinics, which deal with general health conditions and disease categories.



- A sexual health clinic deals with sexual health related problems, such as prevention and treatment of sexually transmitted infections.
- A fertility clinic aims to help women and couples to become pregnant.
- An ambulatory clinic offers outpatient guidance and counselling for various diseases and procedures that can be carried out in specialised hospitals or clinics.

**Activity:**

Find out what is a retail clinic. Are there any retail clinics operating in India? If yes, name them and enlist the services provided by them.

**Exercise**

Visit a nearby Clinic and Hospital and enlist the services provided by them and compare their services. Based on this, identify the advantages of a clinic over hospital and prepare a report of what you have observed vis-à-vis what you have been taught.

**Assessment**

1. What is a clinic?

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2. What role does a clinic plays in a community health?

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3. Differentiate between a Hospital and a Clinic.

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### Fill in the Blanks

1. A clinic that provides advanced diagnostic or treatment services for specific diseases or parts of the body is called a \_\_\_\_\_.
2. In a polyclinic, many facilities such as \_\_\_\_\_, curative and preventative services are provided.
3. A Clinic generally provides \_\_\_\_\_ and \_\_\_\_\_ services to the outpatients.

### Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity:

#### Part A

- Differentiate between a clinic and a hospital.
- Discuss the role of a clinic in community health.

#### Part B

Discussed in class the following:

- What is clinic?
- What are the role and functions of a clinic?
- What are the different types of clinics?

#### Part C

##### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
State the meaning of clinic		
Describe the role of clinics in community health		
Identify types of clinics		
Identify the various component and activities of clinics		

## SESSION 4: IDENTIFY VARIOUS REHABILITATION CARE FACILITIES

### Relevant Knowledge

Rehabilitation /Convalescent care facilities help in restoring a person back to normal position and to get a useful place in society. As such, a rehabilitation center is a location in which rehabilitation can occur. People get displaced from society for various reasons. Some may experience an accident or illness that temporarily makes them unable to function normally; others may have an addiction that handicaps them. A rehabilitation center provides a support system to help restore people to their place in society.

### Functions of a Rehabilitation Center

The function of a rehabilitation center is to provide the means and space to help in the recovery process. This process varies depending on the rehabilitation that is needed. Rehabilitation centers use a combination of therapy, small groups, individual sessions and highly structured living. The function of a rehabilitation center is to both increase the quality of life and to help the patient integrate back into the community. These Programs provide 24-hour care to people who require specific medical and therapeutic services in a supportive environment. The program will help in rebuilding strength, endurance and functioning before returning home.

Rehabilitation centre/ Convalescent care provide the care needed when required, it includes:

- Medical and therapeutic support;
- A specialized care plan to help regain strength and independence of the individual in need and
- Guidance to the family and caregivers needed to support the individual in need.

Depending on a person's need, a specialized care team plan is led by doctors and nurses with support from professionals such as physiotherapists, occupational therapists, dietitians and social workers, develop a plan to help in rehabilitation.

Rehabilitation centers are categorized into four types:

1. Occupational
2. Physical
3. Addiction
4. Psychosocial

### 1. Occupational Rehabilitation

Occupational rehabilitation centers are often found in clinics and hospitals. These rehabilitation centers focus on helping their clients regain skills needed to function. For example, an occupational therapist may work with a patient who has had a severe spinal cord injury and help regain the use of her arms or legs. An occupational rehabilitation center can help the patient in talking, writing, dressing herself and eating without assistance. The occupational therapist uses consistent rehabilitation exercises that help retrain the body.

### 2. Physical Rehabilitation

Physical rehabilitation centers are similar to occupational rehabilitation centers, except they focus more on using physical exercises to help patients regain motor skills. Physical therapy (also called as physio-therapy) rehabilitation centers specialize in helping rehabilitate patients who have accident-related injuries or who have lost a limb, they also help rehabilitate those who have spinal, muscular or bone problems due to degenerative diseases.

### 3. Addiction Rehabilitation

Rehabilitation centers also work with those who have addiction problems. Addictions rehabilitation centers provide both in-patient and out-patient programs. Rehabilitation centers are an important part of treating those addicted to drugs and alcohol. However, rehabilitation centers can also treat eating disorders and other addictions, such as gambling, etc.

### 4. Psych-social Rehabilitation

Psych-social rehabilitation centers focus less on physical rehabilitation and more on the rehabilitation of the mind. Psych-social rehabilitation centers specialize in the treatment and rehabilitation of psychiatric disorders such as major depression, bi-polar disorder, and schizophrenia. Psych-social rehabilitation was implemented as an alternative to long-term institutionalization. It works to help those suffering from psychiatric disorders stabilize themselves through therapy and medication. Patients also learn skills to cope with their disorder while living in society.

## Exercise

1. Visit an occupational rehabilitation center in a hospital and study the various practices adopted for providing rehabilitation to patients.
2. Based on your study devise a small plan for persons recovering from leg injury.

## Assessment

### I. Short Answer Questions

1. What is a rehabilitation clinic?

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2. Which types of services are provided by a rehabilitation center?

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3. How rehabilitation centers are are categorized?

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4. What is difference between occupational rehabilitation and physical rehabilitation?

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5. Discuss the role of a clinic in restoring a person's position in society.

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## II. Fill in the blanks:

1. Addiction rehabilitation treats people with addiction to \_\_\_\_\_ and \_\_\_\_\_.
2. A person with psychiatric disorder will be ideally treated at \_\_\_\_\_ rehabilitation centre.
3. The motor skills of patient can be treated by providing them \_\_\_\_\_.

## Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity:

### Part A

- Define a rehabilitation center.
- Differentiate between the role of clinic and a rehabilitation center.
- Enlist and elaborate various types of rehabilitation center and their services.
- Discuss the role of a rehabilitation center in community health.

### Part B

Discussed in class the following:

- What is a rehabilitation center?
- Discuss the functions of a rehabilitation center.

### Part C

#### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Identify the functions and activities of rehabilitation centers		

## SESSION 5 : IDENTIFY LONG TERM CARE FACILITIES

### Relevant Knowledge

**Long Term Care (LTC)** is a variety of services which help meet both the medical and non-medical needs of people with a chronic illness or disability who cannot care for themselves for long period of time.

Generally, the LTC provides the non-skilled care, such as assisting with normal daily tasks like dressing, bathing, and using the bathroom. Essentially, it involves providing a level of medical care that requires the expertise of skilled practitioners to address the often multiple chronic conditions associated with older populations. Long-term care can be provided at home, in assisted living facilities or in nursing homes. Long-term care may be needed by people of any age, although it is a more commonly needed for senior citizens.

### Definition

Long Term Care facility that provides rehabilitative, restorative, and/or ongoing skilled nursing care to patients or residents, who are in need of assistance with the activities of daily living. Long-term care facilities include nursing homes, rehabilitation facilities, inpatient behavioral health facilities, and long-term chronic care hospitals.

### Need for Long Term Care

Life expectancy is going up in most countries, implying that more and more people are living longer and entering an age when they may need care in their daily activities. In today's world 70 percent of all older people now live in low or middle-income countries. Countries and healthcare systems need to find innovative and sustainable ways to cope with changing scenario.

This change is also being accompanied by changing social patterns, including nuclear families, different residential patterns and increased female labour participation in work force. These factors often contribute to an increased need for care.

In many countries, the largest percentages of older persons needing LTC services still rely on informal home care, or services provided by unpaid caregivers who are usually non-professional family members, friends or other volunteers.

## Types of Long Term Care

Long-term care can be provided **formally or informally**. Facilities that offer formal LTC services typically provide living accommodation for people who require on-site delivery of around-the-clock supervised care, including professional health services, personal care and services such as meals and housekeeping. These facilities may be called as nursing home, personal care facility, residential continuing care facility, etc. Long-term care provided formally in the home, also known as home healthcare, can also include a wide range of clinical services (e.g. nursing, drug therapy, physical therapy) and other activities such as physical construction according to the need of the patient.(e.g. renovating bathrooms and kitchens so that its easier for people to work). These services are usually ordered by a physician or other professional. Informal long-term home care is care and support provided by family members, friends and other unpaid volunteers. It is estimated that 90% of all home care is provided informally by a loved one.

### Discuss and Debate

In India, most of the elderly receive non- formal care. What according to you is better option for caring for elderly , formal care in an assisted living home or care at home (non formal care) given by family members.

### Exercise

1. For one day, volunteer to visit at an old age home. Write the detailed report about the routine followed and the assistance provided.
2. Suggest at least five ideas that enhance the quality of those living at the center you have visited.

### Assessment

1. In today's society, why do we need long term care?

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2. Which services are provided at a Long Term Care facility?



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3. What is non-formal long term care? Which type of care is seen in India – formal or non- formal?

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### Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

- Define Long Term Care facility.
- Differentiate between the role played by Long Term Care facility and a rehabilitation center.
- Enlist and elaborate various types of services offered at Long Term Care center.
- Discuss the role of a long term care facility in community health.

#### Part B

Discuss in class the following:

- What is Long Term Care?
- Discuss the services provided at the Long Term Care facilities

#### Part C

##### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Identify the Long Term Care facilities and enlist them		

## SESSION 6 : IDENTIFY VARIOUS HOSPICE CARE

### Relevant Knowledge

**Hospice** care is a type and philosophy of care that focuses on the relieving and preventing the suffering of a terminally ill or seriously ill patient's pain and symptoms, and attending to their emotional needs.

The focus of hospice care is on palliation of the patient's pain and symptoms. These symptoms may be physical, emotional, or psychosocial in nature. Hospice care focuses on bringing comfort, self-respect, and peace to people in the final time of life. Patients' symptoms and pain are controlled, goals of care are discussed and emotional needs are supported. Hospice believes that the end of life is not a medical experience; it is a human experience that benefits from expert medical and holistic support that hospice offers.

Hospice care focuses on quality rather than length of life. It provides humane and compassionate care for people in the last phases of incurable disease so that they may live as fully and comfortably as possible. Hospice care treats the person rather than the disease, working to manage symptoms so that a person's last days may be spent with dignity and quality, surrounded by their loved ones. It's also family-centered – it includes the patient and the family in making decisions.

Hospice care is used when you can no longer be helped by curative treatment, and you are expected to live about 6 months or less if the illness runs its usual course. Hospice gives you supportive or *palliative care*, which is treatment to help relieve disease-related symptoms, but not cure the disease. Its main purpose is to improve your quality of life.

### Places where hospice care is provided

Hospice care is generally, designed to be available 24 hours a day, 7 days a week. It can be given at the patient's home, a hospital, nursing home, or private hospice facility. The doctor, guidance counselor helps in deciding which program is best for the patient and the family. Hospice can be provided at:

#### i. Home hospice care

Most home health agencies and independently owned hospice programs, offer home hospice services. A nurse, doctor, and other professional staff monitor the home hospice program but the main caregiver is usually a family member or friend who is responsible for around-the-clock supervision of the patient. This person is with the patient most of the time and is trained by the nurse to provide much of the hands-on care.

Members of the hospice staff will visit regularly to check on the person, his/ her family, and caregivers to give needed guidance and services.

Care begins when a patient is admitted to the hospice program, which generally means that a hospice team member visits your home to learn about you and your needs. Return visits are scheduled so that the patient's needs are re-evaluated regularly. To provide further support on call nurse and counselors are available throughout the day.

## **ii. Hospital based hospices**

Hospitals that treat seriously ill patients often have a hospice program. This allows patients and their families' easy access to support services and healthcare professionals. Some hospitals have a special hospice unit, while others use a hospice team of caregivers who visit patients with advanced disease on any nursing unit. In other hospitals, the staff on the patient's unit will act as the hospice team.

## **iii. Long Term Care facility based hospice**

Many nursing homes and other long-term care facilities have small hospice units. They might have a specially trained nursing staff to care for hospice patients, or they might make arrangements with home health agencies or independent community-based hospices to provide care. This can be a good option for patients who want hospice care but don't have primary caregivers to take care of them at home.

## **Support facilities extended by Hospice Care**

Various types of services are provided by the hospice care team, depending upon the need of the patient and the family. The following are the main services extended by the hospice care:

### **a) Pain and symptom control**

The goal of pain and symptom control is to help patient to be comfortable while allowing staying in control and enjoying life. This means that discomfort, pain, and side effects are managed to make sure that the patient is free of pain and symptoms as much possible and alert enough to enjoy the people around you and make important decisions.

### **b) Home care and inpatient care**

Although hospice care can be provided at home, a patient may be admitted to a hospital, extended-care facility, or a hospice inpatient facility. The hospice can arrange for inpatient care and will stay involved in patient care and guiding the family through the process. The patient can go back to in-home care when he and his family are ready.

c) **Family conferences**

Regularly scheduled family conferences, often led by the hospice nurse or social worker, keep family members informed about the condition of the patient and what to expect. Family conferences also gives everyone a chance to share feelings, talk about what to expect and what's needed, and learn about death and the process of dying. Family members can find great support and stress relief through family conferences. Daily conferences may also be held informally as the nurse or nursing assistant talks with the patient and care givers.

d) **Bereavement care**

Bereavement is the time of mourning after a loss. The hospice care team works with surviving loved ones to help them through the grieving process. A trained volunteer or professional counselor provides support to survivors through visits, phone calls, and/or other contact, as well as through support groups. The hospice team can refer family members and care giving friends to other medical or professional care, if needed.

**Exercise**

As a care giver, why do you think hospice care is important for a patient? Write in 100 words highlighting the importance of hospice care offered to a patient.

**Assessment**

1. What is philosophy behind hospice?

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2. Where can be hospice care provided?

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3. How does hospice care help the patient and his family?

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## Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity:

### Part A

- Differentiate between Long Term Care facility and hospice.
- Enlist and elaborate various types of services offered by hospice care.
- Discuss the role of a hospice care for terminally ill patient.

### Part B

Discussed in class the following:

- What is hospice?
- Services provided by the hospice care.
- Discuss the types of hospice care extended to the patients and their family.

### Part C

#### Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Identify the facilities and services extended by Hospice Care		

## GLOSSARY

**Ancillary Services** - supplementary services which may use laboratory, radiology, physical therapy, and inhalation therapy that are provided in conjunction with medical or hospital care.

**Gatekeeper** - a primary care physician or his/her staff who is responsible for determining when and what services a patient can access or receive reimbursement.

**Health Care Provider** - health care professionals and institutions, including hospitals, clinics, laboratories, physicians, therapists, home health agencies, chiropractors, etc.

**Hospital** - a health care facility that has a governing body, an organized medical and professional staff, and inpatient facilities and provides medical, nursing, and related services for injured patients.

**Informed Consent** - refers to the requirement that a patient or resident be apprised of the nature, risks, and alternatives of a medical procedure or treatment before the physician or other health care professional begins any such course.

**Nursing Assistant**- an individual who gives basic nursing care under the supervision of a registered nurse or a licensed practical nurse; also called nurse's aide, nursing attendants, health care assistant and orderly.

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