

PRINCIPLE-BASED HOME CARE STANDARDS

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What is a Standard?

“A **standard** is a document that provides **rules, guidelines or characteristics** for activities or their results.”

Standards Council of Canada

How are standards applied

- Best practice guidance for organizational improvement
- Complement to regulatory requirements and policy directives
- Referenced in legislation and regulations
- Basis for accreditation or certification
- Benchmarks / consistency
- Part of quality improvement initiatives
- Competency /education and training
- Part of policy or program development within organization
- Element of marketing or business strategy

A Comparison of Standards in Home Care



PRINCIPLE-BASED STANDARDS

provide **high- level guidelines** for policy and program.

OPERATIONAL STANDARDS

establish **operating procedures** for quality, efficient care.

CLINICAL PRACTICE STANDARDS

set **clinical guidelines and pathways** for optimal patient care.

PRINCIPLE-BASED HOME CARE STANDARDS

ARE:	ARE NOT:
High-level guidelines that support implementation of core home care values	Rigid rules that are static and unchanging
Norms for home care policy and service delivery	Clinical practice guidelines and pathways
Evergreen and will improve over time in response to stakeholder expectations	Required organizational practices
Customizable and adaptive to unique populations and jurisdictional needs	Inflexible statements that assume 'one-size fits all'

WHY NATIONAL PRINCIPLE-BASED HOME CARE STANDARDS?



Promouvoir l'excellence des soins à domicile

Home care has become one of the **fastest developing areas in the health system.**

High quality home care should be universal, no matter where it is being delivered, who is delivering it, or who is receiving care.

Home care is a **priority for Canadians.**



Advancing Excellence in Home Care

Why National Principle-Based Home Care Standards?

CONFIRMING COLLECTIVE NEED:

Priority action identified through the Better Home Care Plan



OBJECTIVE:

Achieve a level of consistency in access and delivery to home care services across Canada, while respecting jurisdictional autonomy and distinctiveness.

FOUNDATION BASED ON THE HARMONIZED PRINCIPLES FOR HOME CARE

Patient- and Family-Centred Care

Patients and their carers are at the centre of the planning and delivery of care.

- Foster autonomy and self-sufficiency.
- Integrate safety practices into all patient care and service delivery.
- Respect and address psychosocial, physical and cultural needs.
- Acknowledge patients and carers' unique strengths and engage them as partners in care.

Accessible Care

Patients and their carers have equitable and consistent access to appropriate care.

- Provide care that is responsive and consistent among providers and across jurisdictions
- Promote patients' and carers' understanding of care needs and options, and consequences of decisions and actions.
- Customize care to the unique needs of patients and their families to ensure appropriate care.

Accountable Care

Patient, provider and system outcomes are managed, met and reported.

- Focus on increasing capacity and improving performance.
- Ensure transparency through user-friendly reporting on service delivery information and outcomes.
- Use performance metrics and outcomes to inform planning and delivery.
- Foster adaptive leadership and governance to facilitate change and collaboration.

Evidence-Informed Care

Patients receive care that is informed by clinical expertise, patient values and best available research evidence.

- Collect and apply research evidence, provider expertise and patient experience.
- Use standardized tools and supports to strengthen the quality of services and programs delivered.
- Create a culture of innovation and ingenuity.

Integrated Care

Patients' needs are met through coordinated clinical and service-level planning and delivery involving multiple providers and organizations.

- Build strong foundational partnerships between home care and primary care.
- Optimize system resources and seamless navigation through care coordination.
- Facilitate joint planning, decision-making and open communication
- Engage health and social care sectors with a focus on continuity for the client .

Sustainable Care

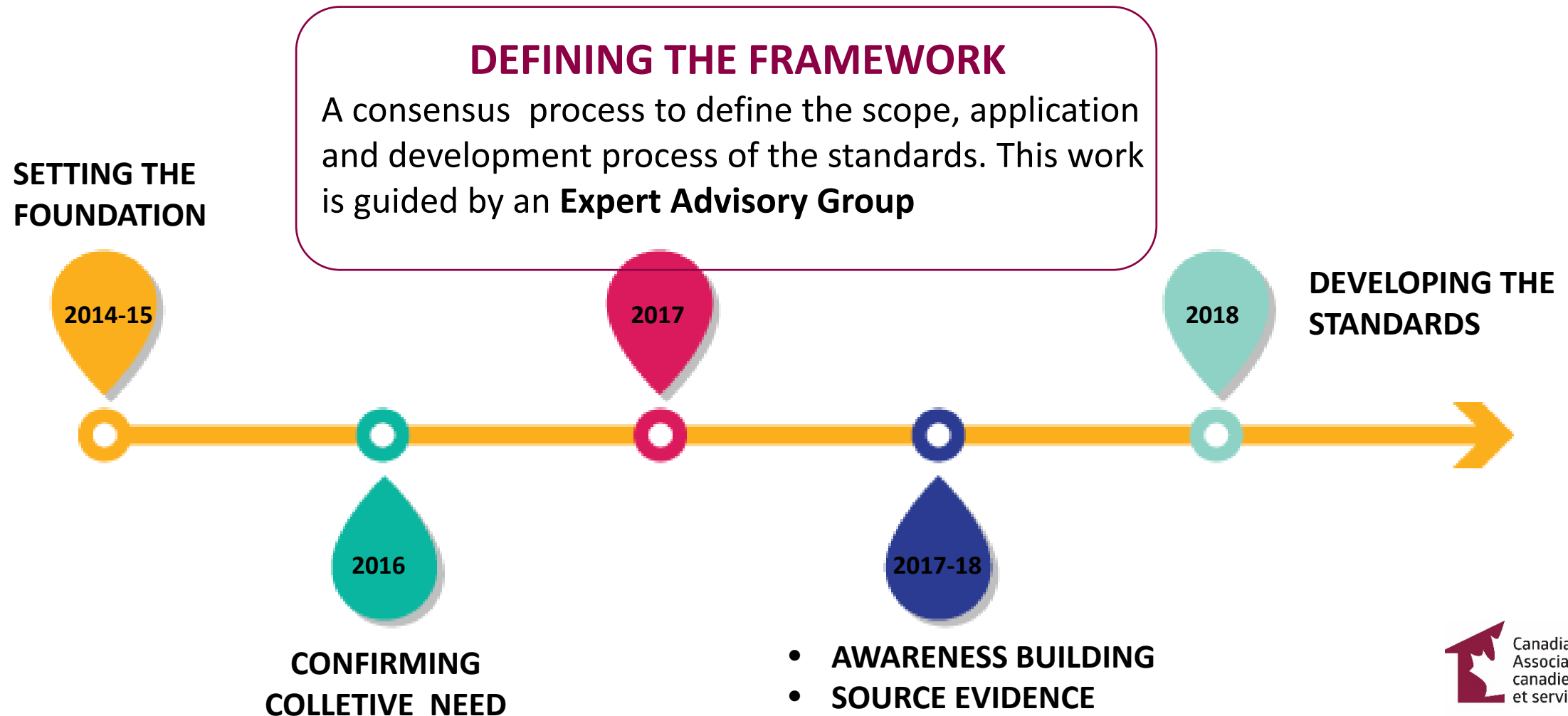
Patients whose needs can reasonably be met in the home will receive the services and support to do so.

- Use current and future population needs in strategic policy and system planning.
- Modernize delivery through the exploration and testing of new funding and service models.
- Plan and manage health human resources in anticipation of changing supply and future demand.
- Develop strategic procurement approaches to evaluate and adopt innovation and new technology.

- Core values for home care programs across Canada
- Developed through extensive consultations over two years with over 350 stakeholders.
- Broadly endorsed by governments and home care providers.

DEVELOPMENT PROCESS

PRINCIPLE-BASED HOME CARE STANDARDS



DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

First Consultation (June 2017)

Objective: Identify the preliminary scope, key elements and suggested approach.

- Web-based survey, containing 5 sections and 29 questions. A total of 40 respondents, 67% response rate.
 - Objectives
 - Applications
 - Target Users
 - Priority Areas
 - Development Process
- A French language focus group (interactive webinar) with 25 home care leaders in Quebec.

DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

Second Consultation (July 2017)

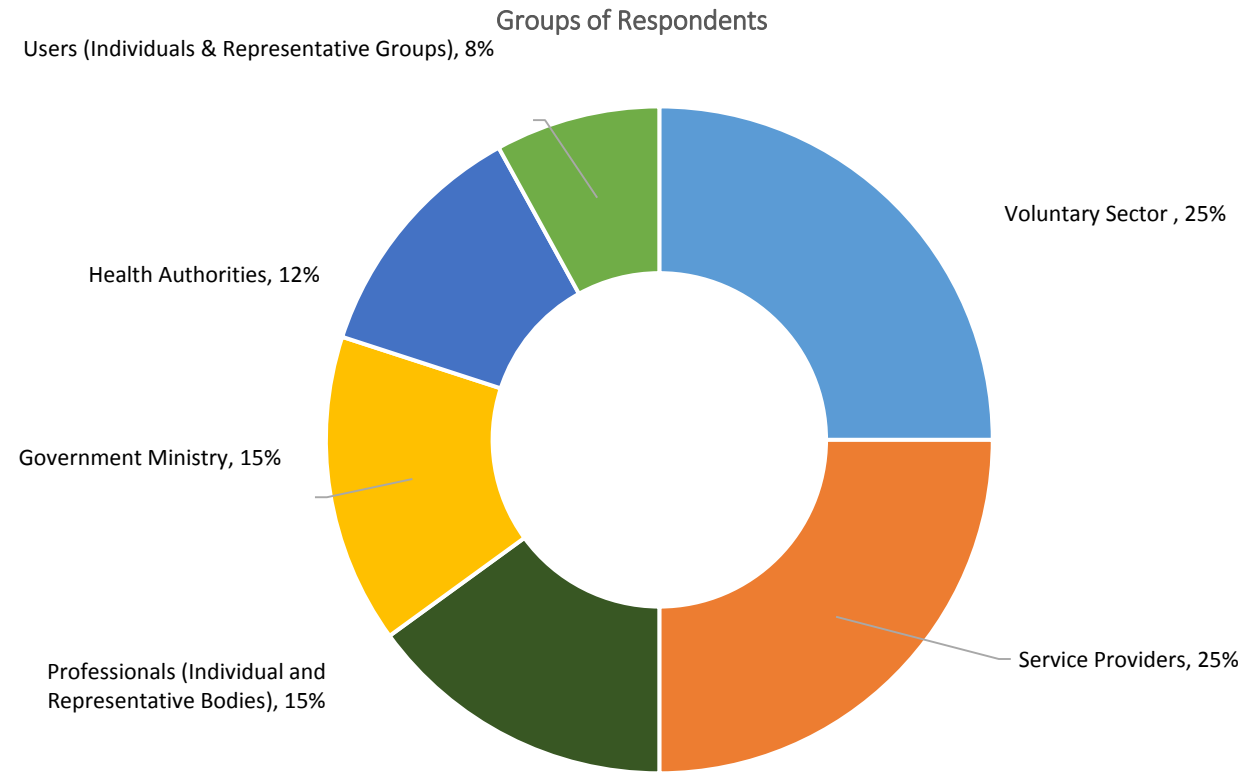
Objective: Obtain broad agreement on the findings and additional considerations

- Bilingual web-based survey, containing 6 sections and 31 questions (ENG AND FR):
 - Objectives
 - Application
 - Target Users
 - Key Elements
 - Development Process
 - Level of Engagement
- A total of 104 respondents (63 ENG, 41 FR)

DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

Who responded to the consultations?



DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

90% of participants agree that the principle-based home care standards should aim toward:

Increasing
accountability
in the home care
sector

Supporting **greater**
consistency in the
provision of high quality
care across geography

Enhancing **person**
and family centred
care

DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

90% of participants viewed the national standards to act as:



A basis for high-level home care indicators and support consistent assessment



Guidance for home care policies, programs and delivery



A source of leading home care and community practices, as well as reference to existing policies and standards

DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

TARGET AUDIENCE:

49% of the participants agreed that the first phase in developing the national principle-based home care standards should target high users of home care.

51% of the participants believed the national standards should address all home care client populations, regardless of unique characteristics.

DEVELOPING THE FRAMEWORK

PRINCIPLE-BASED HOME CARE STANDARDS

KEY CONSIDERATIONS:

- Adaptability
- Engagement
- Knowledge translation and evaluation

WHAT'S NEXT?

PRINCIPLE-BASED HOME CARE STANDARDS

SETTING THE FOUNDATION

2014-15

DEFINING THE FRAMEWORK

2017

DEVELOPING THE STANDARDS

- Drafting standards
- Public review and consultations
- Implementation guidelines
- Publication

2018

CONFIRMING COLLECTIVE NEED

2016

- Awareness building
- SOURCE EVIDENCE

2017-18

WORKING GROUPS



**PERSON- AND FAMILY-
CENTRED CARE**



SUSTAINABLE CARE



INTEGRATED CARE

Question # 1.

A. Identify actions necessary to achieve the priority strategies for your assigned principle

- What actions do service providers need to take?
- What actions do policy planners and administrators need to take?
- What actions do patients and their carers need to take?

B. Group your actions into themes or subtopics.

C. Prioritize the top 3 sub topics for each priority strategy

Question # 2.

Are you aware of any **research or best practices** to support the principle?

GROUP DISCUSSIONS

*Within your scope of practice, what are the **potential impacts** these standards can have in supporting sustainable care?*

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