



CANADIAN HOME CARE ASSOCIATION

2018 Home Care Summits®

goBEYOND

VANCOUVER, BC

OCTOBER 22-23

ONSITE PROGRAM

[www.homecaresummit2018.ca](http://www.homecaresummit2018.ca)

TOGETHER WE CAN DELIVER  
BETTER PATIENT EXPERIENCES  
BETTER OUTCOMES



We are uniquely able to provide comprehensive care plans provided by the **right professionals**, at the **right place**, at the **right time**.



CBI HEALTH GROUP

# goBEYOND

## WELCOME

The 2018 Home Care Summits® will challenge delegates to “go beyond” and collaborate to create solutions to common challenges facing all home care providers.

**Integration:** Achieving integrated, seamless community-based services through linkages with primary care networks, home care and multiple related community services.

**Caregiver Support:** Recognizing, valuing and supporting the vital role of family caregivers.

**Palliative and End-of-Life Care:** Implementing innovative operational practices to address specific service gaps and improve the quality, efficiency and accessibility of home-based palliative care.

**Performance Management:** Tracking and reporting performance indicators and supporting clinicians to use their expertise, patient experience and best available research in practice and care decisions.

On behalf of the Canadian Home Care Association Board of Directors, I welcome you to the 2018 BC Home Care Summit and look forward to the stimulating discussions.

Alice Kennedy

Board Chair, Canadian Home Care Association

## THANK YOU TO OUR SUMMIT PARTNERS



Canadian Foundation for **Healthcare Improvement**  
Fondation canadienne pour **l'amélioration des services de santé**





# MONDAY OCT 22



## OPENING ADDRESS & KEYNOTE PRESENTATION *\*Live-streamed*

12:30 – 13:45

Location: Versailles Salon A

### WELCOME AND OPENING ADDRESS

**ALICE KENNEDY**, Board Chair, Canadian Home Care Association

### KEYNOTE PLENARY PRESENTATION

#### **Talking So People Listen and Listening So People Talk**

**BARRY POKROY**, Clinical Psychologist | Organizational Behaviour and People Performance Expert

This keynote focuses on creating enhanced engagement and increased “employee centricity”. This is done using a psychological model of connection, which highlights the way in which our relational dynamics can shift to create a more positive impact. Delegates will be equipped with the skills and insights to listen, connect and respond differently. A shift in mindset occurs from transactional management (task/process) to relationship management (people). Learn new insight on communication behaviours and the behaviours of others in the workplace with an Egogram—a tool utilized in different settings to connect and understand ourselves, our clients and our teams more effectively.

13:45 – 14:00 COFFEE BREAK



# CONCURRENT PRESENTATIONS

## 14:00 – 15:00



### **MON-1 Integrated Home Care and Primary Health Care: Rural and Urban Models** \*Live-streamed

**Location: Versailles Salon A**

**ALISON KERNOGHAN**, Research/Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo

**AMY GOOD**, Director, Integrated Home Care, Calgary Zone, Alberta Health Services

**KIMBERLY NICKORIUK**, Seniors Health Lead for Quality Initiatives and Program Planning, Central Zone, Alberta Health Services

Alberta's philosophy for health and health care is an approach that emphasizes staying healthy and well, while also supporting people who need care. Their goal is a health system that provides the right care, in the right place, at the right time, by the right health professionals, with the right information. Within this framework, the importance of integrated home care and primary health care models is reinforced both in rural and urban areas. The panelists will share their experiences in both these settings and provide insights into the essential elements of successful integrated models delivering the right care, at the right time in the right place.

### **MON-2 Innovative Caregiver Supports: Advocating for a Carer-Friendly Workplace**

**Location: Mouton Rothschild**

**ALLISON WILLIAMS**, PhD, CIHR Research Chair in Gender, Work & Health. Professor, School of Geography and Earth Sciences, McMaster University

Caregivers provide care and assistance for family or others who need support due to debilitating physical, mental or cognitive conditions. While they are essential in the provision of care in the home setting, caregiving does not come without a cost. Employed caregivers must balance the competing demands of work and caregiving. This often results in negative employment consequences such as missing work days, reducing work hours or foregoing job opportunities. This session will feature a first of its kind Caregiver Inclusive and Accommodating Workplace Organizations Standard and the funded research project stimulating awareness and adoption of this standard across Canada and internationally.

### **MON-3 TeamSTEPPS Canada™ – Optimizing Communications in Home and Community Care**

**Location: Versailles Salon B**

**TRICIA SWARTZ**, Patient Safety Improvement Lead, Canadian Patient Safety Institute

**CLAIRE HALL**, Communications & Engagement Lead, Canadian Home Care Association

Improve safety and transform culture in home care through better teamwork, communication, leadership, situational awareness, and mutual support. This session will introduce TeamSTEPPS Canada™, an evidence-based teamwork system that optimizes patient care by improving communication and teamwork skills among the health care team. Explore how the ready-to-use materials and training curriculum can be customized to the home setting and provide input into how best to implement this exciting program.

A black and white photograph of two women, Carol Fancott and Angela Morin, embracing warmly. Carol is on the left, wearing a dark jacket, and Angela is on the right, wearing a dark jacket and a bright blue patterned scarf. They are both smiling. The background is a modern office or hospital setting with glass partitions and ceiling lights.

we're including patient partners

## in the picture

**Carol Fancott**  
CFHI Director, Patient  
and Citizen Engagement  
for Improvement

**Angela Morin**  
CFHI Patient Partner

Let's make change **happen.**

CFHI works **shoulder-to-shoulder** with you to improve the health and care of all Canadians.

*The Canadian Foundation for Healthcare Improvement is a not-for-profit organization funded by Health Canada.*

[cfhi-fcass.ca](http://cfhi-fcass.ca)

A black and white photograph of two women, Lauren Walters and Anya Humphrey, wrapped together in a bright yellow blanket. Lauren is on the left, leaning her head against Anya, who is on the right. Both are smiling. The background is a modern office or hospital setting with glass partitions and ceiling lights.

Le patient partenaire fait aussi

## partie de l'innovation

**Lauren Walters**  
agente de programme de la FCASS

**Anya Humphrey**  
Conseillère auprès des patients

Agir pour **innov.**

La FCASS travaille **main dans la main** avec vous afin d'améliorer les soins et la santé de tous le Canadiens et Canadiennes.

*La Fondation canadienne pour l'amélioration des services de santé est un organisme sans but lucratif financé par Santé Canada.*

[fcass-cfhi.ca](http://fcass-cfhi.ca)



## PLENARY PRESENTATIONS *\*Live-streamed*

15:00 – 17:00

Location: Versailles Salon A

### INNOVATION PANEL

#### Operational Excellence in Home-Based Palliative Care

Successful submissions to the Call for Innovation in home-based palliative care.

- › **Collaboration and Inclusion: Refining the Palliative Circle of Care**  
**ELISABETH ANTIFEAU**, *Regional Clinical Nurse Specialist, Palliative Care, Interior Health*
- › **Utilizing Interpreters to Support Culturally Sensitive Goals of Care/Advance Care Planning Discussions**  
**SARAH LAU**, *Educator Palliative Approach to Care Project, Vancouver Coastal Health*
- › **Responding to Policy Issues: How a Provincial Advance Care Planning/Goals of Care Designation Community of Practice Promotes Excellence**  
**SHARON IVERSEN**, *Educator; Palliative & End of Life Care; Community, Seniors, Addictions and Mental Health, Alberta Health Services*
- › **Using Electronic Clinical Management Systems to Drive Best Practices in Palliative Care**  
**MITAL PATEL**, *Clinical Pharmacist, Bayshore Pharmacy*

### KEYNOTE PRESENTATION

#### The Journey to Building Better Home Care: Evidence-Informed Decision-Making

**ALICE KENNEDY**, *Board Chair, Canadian Home Care Association (CHCA)*

**DORACE RAMAGE**, *Education and Clinical Consultant, Perfuse Medtec Inc*

In partnership with our member organizations, the CHCA identified key national priority areas that reflect the current and future challenges facing home care programs across Canada. Exploring the three strategic foci of people, programs and policy, the keynote speakers will share their experiences in developing and implementing new innovations in home and community care. In addition to the national directions and projects, the keynote speakers will share the journey to introduce the geko™ device. This experience sets a new standard for evidence development and implementation using advanced methods including online learning modules which recognizes the challenges of traditional in-service training.



# TUESDAY OCT 23



## KEYNOTE BREAKFAST PLENARY *\*Live-streamed*

07:15 – 10:30

Location: Versailles Salon A

07:15 – 08:00 BREAKFAST (A continental breakfast will be available for all delegates)



## How Patient and Caregiver Experiences are Shaping our Approach to Health and Care

08:00 - 09:30

**SHELAGH MALONEY**, Executive Vice President, Digital Health Engagement and Marketing, Canada Health Infoway

**IOANA POPESCU**, Senior Program Manager, Canadian Patient Safety Institute

**JEANIE LACROIX**, Manager, Performance Improvement and Capacity-Building, Canadian Institute for Health Information

**JESSIE CHECKLEY**, Senior Improvement Lead, Canadian Foundation for Healthcare Improvement (CFHI)

**ALEXANDRA HARRISON**, Co-Chair, Steering Committee, CFHI Bridge-to-Home Collaborative

This plenary will explore how the voice of the patient and caregiver is shaping national initiatives enabling better home care. Through engagement and partnerships, patients and caregivers are sharing their experiences and providing unique insight into a broad range of health care challenges and opportunities. The keynote panelists represent four of the pan-Canadian, federally funded organizations:

- › Discover the **Canadian Foundation for Healthcare Improvement's** Bridge-to-Home Spread Collaborative that will improve the quality of care and patient and caregiver experiences of care during transitions from hospital to home.
- › Understand how the **Canadian Institute for Health Information** reflects patient experience in their goal to provide essential information on Canada's health systems and the health of Canadians.
- › Learn about the ways **Canada Health Infoway** ensures the patient voice is heard in every conversation about digital health and the 'Citizens Vision for Better Health through Digital Solutions'.
- › Hear how patients and caregivers are influencing the national safety agenda at **Canadian Patient Safety Institute** and how their experiences inspired the Engaging Patients in Patient Safety – a Canadian Guide.

## INNOVATION PANEL

### Operational Excellence in Home-Based Palliative Care

09:30 - 10:30

Successful submissions to the Call for Innovation in home-based palliative care.

- › **Provincial Palliative Care Consultation Phone Line**

**ANN HANSSON**, Family Physician, Vancouver Coastal

- › **Rural in-home Palliative Care Program**

**BEVERLY BERG**, Director, Palliative and End of Life Care Seniors, Palliative and Continuing Care, Alberta Health Services

- › **Integrating a Palliative Approach to Care by Having Conversations Early (IPACE)**

**INGRID SEE**, Clinical Nurse Specialist, Vancouver Home Hospice Palliative Care Service

10:30 – 11:00 COFFEE BREAK





# CONCURRENT PRESENTATIONS

## 11:00 – 12:00



### **TUE-1 Integrated Home Care and Primary Health Care: Essential Elements** \*Live-streamed

**Location: Versailles Salon A**

**ALISON KERNOGHAN**, Research/Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo

**MARTINA ROZSA**, Vice President, Home and Community Care, Hamilton Niagara Haldimand Brant, Local Health Integration Network

**VIKAS SETHI**, Executive Director, Integrated Primary and Home Health Service, Winnipeg Regional Health Authority

A truly person- and family-centred home and community care sector must be fully integrated with other parts of the health care system. Achieving meaningful health outcomes and quality services for individuals with complex conditions and/or frailty requires seamless transitions across the health care continuum. This includes building stronger connections between home and community care and other care providers, particularly primary health care. This panel presentation will feature two integrated models of home care and primary health care from Ontario and Manitoba. The essential elements, challenges and opportunities for integration will be discussed.

### **TUE-2 Lessons from Changing Care: Practical Tools to Improve the Caregiver Experience Co-Designed With Caregivers**

**Location: Versailles Salon B**

**CATHY FOOKS**, President and Chief Executive Officer, The Change Foundation

The Change Foundation promotes a positive evolution of Ontario's health care system by engaging patients, family caregivers and health providers to explore contemporary issues. The focus of their 2015-2020 strategic plan is family caregivers. Their goal is to improve the experience of caregivers as they help their family members transition through and interact with Ontario's health and community care systems. This session will share the strategic work and successes The Change Foundation has been instrumental in. Learn about the innovative Changing Care initiative that has identified four partnerships from across Ontario to receive funding and support over the next three years to improve caregiver and provider experiences for their communities.

### **TUE-3 People-Centred and Principle-Based Home and Community Care**

**Location: Mouton Rothschild**

**CATHERINE SURIDJAN**, Director of Policy and Knowledge Translation, Canadian Home Care Association

**NEETA GURNANI**, Program Manager, Standards, Health Standards Organization

Publicly funded home care programs across the country are challenged to provide consistent, high quality health care in the home and community setting. Through the work of the Canadian Home Care Association, Health Standards Organization and Accreditation Canada, a framework and tools are available to help jurisdictions meet this challenge. This presentation will introduce two distinct, yet interrelated standards. The Framework for Principle-Based Home Care Standards details the core elements required to facilitate consistent planning and delivery of patient-centred care that is accessible, accountable, evidence-informed, integrated and sustainable. Home Care and Support Services Standards support organizations to assess services, identify areas for improvement, develop standardized processes, mitigate risk and build a culture of quality and excellence.

**12:00 – 13:00 LUNCHEON**



# A Bold New Direction

Patient Safety

**RightNow**

We know the challenges around patient safety.  
Now is the time to take action and implement solutions.

By working together, we can achieve our vision to ensure Canada  
has the safest healthcare in the world. **How?**

- By inspiring and advancing a culture committed to sustained improvement for safer healthcare
- Through shared strategies based on demonstrating what works
- By strengthening our commitment to improved results – nationwide



*Implement*



*Evaluate*



*Raise the Profile*



*Transparency*



*Share with Purpose*



*Commitment*

Learn more about Patient Safety RightNow at [patientsafetyinstitute.ca](http://patientsafetyinstitute.ca)



# Un Virage Audacieux

La sécurité  
des patients

**maintenant**

Nous connaissons les défis associés à la sécurité des patients. Il est  
maintenant temps de passer à l'action et de mettre en œuvre des solutions.

En travaillant tous ensemble, nous concrétiserons notre vision : un Canada offrant les soins  
de santé les plus sécuritaires au monde. Comment allons-nous y parvenir?

- En inspirant et en favorisant une culture axée sur l'amélioration continue pour des soins de santé plus sécuritaires
- En adoptant des stratégies communes mettant en lumière les mesures concluantes
- En raffermissant notre engagement envers l'amélioration des résultats partout au pays



*Mettre en œuvre*



*Évaluer*



*Accroître la visibilité*



*Transparence*



*Partager dans  
un but précis*



*Engagement*

Pour en savoir plus sur la campagne La sécurité des patients,  
une priorité immédiate, visitez le [patientsafetyinstitute.ca/fr](http://patientsafetyinstitute.ca/fr)





## PLENARY PRESENTATION \*Live-streamed

13:00 – 14:00

Location: Versailles Salon A

### INNOVATION PANEL

#### Operational Excellence In Home-Based Palliative Care

Successful submissions to the Call for Innovation in home-based palliative care.

- › **Advance Care Planning Framework for the Health Care Provider**  
**DR. CHARLIE CHEN**, Program Medical Director at Palliative Care Program, Fraser Health
- › **Continuum of Care for Clients with Advanced Heart Failure (HF)**  
**LAURIE-ANNE NGUYEN**, Palliative Care Fellow, Institut de Cardiologie de Montréal AND Société des Soins palliatifs à Domicile du Grand Montréal
- › **The New Normal: The Palliative Clinical Resource Nurse Role in Community Home Health in Vancouver, British Columbia**  
**LAURA HARMSE**, Palliative Clinical Resource Nurse, Vancouver Coastal Health  
**RUTH LEGACY**, Palliative Clinical Resource Nurse, Vancouver Coastal Health

14:00 – 14:30 COFFEE BREAK



## CONCURRENT PRESENTATIONS

### 14:30 – 15:30

#### TUE-4 Facilitate Decision Making with Enhanced Detail in Home Care Data

Location: Mouton Rothschild

**ANNE PEARCE**, Senior Analyst, Financial Standards and Information, Canadian Institute for Health Information (CIHI)

The Management Information Systems (MIS) Standards guide the reporting of financial and related service activity data to assist in decision making for Canadian health care organizations. On April 1, 2019 a revision to home care reporting in the MIS Standards will take effect. The type of home care client (acute, rehab, maintenance, long-term supportive care and end-of-life care) will be required for reporting of statistical information such as workload, visits, new referrals and clients receiving service. Additionally, there are new statistics on wait time for service and self-managed clients. CIHI will present on the value this information will provide to health care organizations, jurisdictions and national decision-makers.



#### TUES-5 Integrated Practice Units: An Innovative Approach to Collaborative Care \*Live-streamed

Location: Versailles Salon A

**JOANNE CÔTÉ**, Associate Director, Innovation, Integrated Health and Social Services University Network for West-Central Montréal (CIUSSS West-Central Montréal)

**CINDY STARNINO**, Director of Academic Affairs, Integrated Health and Social Services University Network for West-Central Montréal (CIUSSS West-Central Montréal)

Achieving better care, better outcomes and better value requires a different approach to team-based care that is venue agnostic. Integrated practice units include a team of clinical and nonclinical personnel trained to provide both hospital and community-based care for a particular medical condition or set of related conditions. The interdisciplinary team within a designated territory works closely together to deliver coordinated, integrated, and high-quality care regardless of the setting. Learn how one integrated health and social services centre in Québec is implementing this innovative approach to integrated care.



Join us November 13-14 at the Westin Montreal as we engage in a national conversation about digital health. The conference will once again take place during Digital Health Week, November 12-18, which celebrates the way digital health is transforming the delivery of care across the country.

### Featured Speakers Include:



Michael Green

President and CEO  
Canada Health Infoway



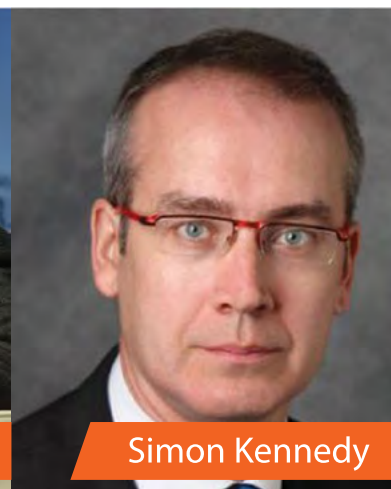
Julie Drury

Chair  
Ontario Minister's Patient  
and Family Advisory Council



Tim Kelsey

Chief Executive Officer  
Australian Digital Health  
Agency



Simon Kennedy

Deputy Minister  
Health Canada

Early bird ends October 2. Register today!  
[www.infoway-inforoute.ca/partnership](http://www.infoway-inforoute.ca/partnership)



#ThinkDigitalHealth



## TUES-6 Addressing Challenging Behaviours in Home and Community Care

Location: Versailles Salon B

**CATHERINE SURIDJAN**, Director of Policy and Knowledge Translation, Canadian Home Care Association

**CHELSEA GANAM**, Director of Monarch House, CBI Health Group

**AMANDA CLAEYS**, Director of Residential and Transitional Care (Alberta), CBI Health Group

This session will feature the results of an online survey of home care service providers and caregivers of individuals living with dementia. Conducted by the Canadian Home Care Association, the survey provided insights into the resources needed for frontline home care providers and family caregivers to assist with the behavioural symptoms of dementia.

Participants will learn about an innovative model of care and unique approach in managing challenging behaviours applied at Monarch House. Employing board certified behaviour analysts, the team at Monarch House are able to evaluate and pinpoint the functional and environmental factors which may be maintaining the problem behaviour and develop a customized treatment plan focusing on results for families and individuals with developmental delays, disabilities, and changing needs throughout their lifespan.



## CLOSING PLENARY *\*Live-streamed*

15:30 – 16:30

Location: Mouton Rothschild

### A Cup of Mindfulness for the Busy and Restless

**DR. LISA BÉLANGER**, Behavioural Change Expert | Researcher

The science supporting mindfulness and meditation is overwhelmingly contributing to both performance and health benefits. The struggle: how to fit these practices into an already busy day. Dr. Bélanger discusses what you can do during your coffee break — and other simple actions — that can increase your mental health, help you effectively deal with challenging people, and create the optimal cognitive situation for you to make tough decisions. Don't worry, there will still be coffee. In this interactive keynote, Dr. Bélanger examines how mindfulness changes the brain, behaviour, and why practicing it can provide a competitive advantage.

## SUMMIT CLOSE

Increased blood flow  
generates a  
natural healing response

**geko**<sup>TM</sup>  
wound therapy

# Wound Therapy

Providing increased blood circulation to promote  
wound healing naturally from the inside



The geko<sup>TM</sup> Wound Therapy device **stimulates** the common peroneal nerve **activating** the calf and foot muscle pumps, increasing venous, arterial and microcirculatory blood flow.<sup>1, 2, 3</sup>

The blood flow increase prevents and reduces edema<sup>4</sup> and maintains TCpO<sub>2</sub> – promoting conditions favorable for wound healing.<sup>3, 5</sup>

For further information on the geko<sup>TM</sup> Wound Therapy device and the clinical evidence, please visit our website: [www.gekowound.ca](http://www.gekowound.ca)

## Demonstrations / Ordering:

T: +1 888 244 5579

Email: [orders@perfusemedtec.com](mailto:orders@perfusemedtec.com)

1. Tucker AT et al. Int J Angiol. 2010 Spring;19 (1): e31-e37
2. Williams KJ et al. Phlebology. 2015 Jun; 30 (5): 365-72
3. Jawad H et al. 2014 Journal Vasc Surg. Vol 2: 160-65
4. Williams KJ et al. Poster. Vascular Society Annual Scientific Meeting, Glasgow November 2014
5. Warwick D et al. Int J Angiol. 2015 April: 34 (2): 158-65

**Perfuse**  
Medtec



Building Operational Excellence: Home-Based Palliative Care focuses on meeting patient and caregiver expectations through the continuous improvement of the operational processes and the culture of the home care service provider organizations.

### What is the project about?

Supported through a health funding contribution agreement from Health Canada, this 19-month project builds on “*The Way Forward: An Integrated Palliative Approach to Care*” by identifying innovative operational practices to address specific service gaps and improve the quality, efficiency and accessibility of home-based palliative care.

### Why is it needed?

The project is a catalyst to improving operational infrastructure in home-based palliative care and enhancing access to better home care as outlined in the *Common Statement of Principles on Shared Health Priorities*, federal, provincial, and territorial governments.

### What will the project address?

Through a collaborative engagement approach, the project will:

- Explore opportunities for operational process improvement in home-based palliative care, specifically in:
  - assessment and care planning,
  - inclusion of advance care plans into care delivery,
  - management of equipment supplies and medication,
  - effective communication strategies and tactics.
- Identify and promote operational innovations in delivering home-based palliative care.
- Engage and facilitate collaboration with policy-makers, providers, patients and caregivers.
- Support the application of evidence-informed operational practices in home-based palliative care.

This project looks at palliative and end-of-life care provided in a person’s home. It explores ways to improve the operational process in home-based palliative care in four key areas:

#### Assessment and care planning



Assessing the strengths, preferences, and needs of adults who are receiving home-based palliative and end-of life care is an important part of home-based palliative care. Care plans outline the patients’ needs, the types of palliative services they will receive, what member of the care team will provide the services and when.

#### Inclusion of advance care plans into care delivery



Ensuring that advance care plan wishes are reflected in an individual’s care, influence what medical procedures they want, and how care is delivered, is vitally important to home-based palliative care. Health care providers can use this written information in emergency situations.

#### Management of equipment, supplies and medication



Providing palliative care at home brings with it the complexity of managing medications, supplies and equipment. Home care providers must have operational processes to ensure a safe and accessible place for the storage of medicines, supplies and equipment, and maintain effective inventory management.

#### Effective communication with a broad health care team



Home-based palliative care requires effective and efficient communication, decision-making and care coordination. Good communication must happen with many care team members including (but not limited to): patients, caregivers, nurses, home support workers, doctors, palliative care specialists, therapists, social workers, and paramedics.

**[www.cdnhomecare.ca](http://www.cdnhomecare.ca)**