



CANADIAN HOME CARE ASSOCIATION  
Strategic Plan  
**PROGRESS REPORT**

April 2018–March 2019



Canadian Home Care  
Association  
canadienne de soins  
et services à domicile

Advancing Excellence in Home Care

**THE CANADIAN HOME CARE ASSOCIATION (CHCA)** is dedicated to ensuring the availability of accessible, responsive home care to enable people to safely stay in their homes with dignity, independence and quality of life. Our vision is an integrated health and social care system that provides seamless patient- and family-centred care that is accessible, accountable, evidence-informed, integrated and sustainable.

Established in 1990, the CHCA is a recognized and respected resource for our members as we make connections and facilitate the sharing of new ideas and leading practices across the country. Through our diverse membership base, the CHCA represents the following stakeholders:

- Federal, provincial and territorial governments
- Health authorities and other publicly funded home care programs
- Service providers
- Pharmaceutical, equipment and technology suppliers

### **CHCA Board of Directors**

Members are represented through their regional or sector director, who brings local market intelligence and key priorities to the strategic planning process for the association.

**ALICE KENNEDY**, Newfoundland and Labrador Council of Health Professionals, CHCA Chair

**LORI LORD**, Chief Executive Officer, Spectrum Health Care, CHCA Treasurer and Service Provider Rep

**LISA ZETES-ZANATTA**, MSc, Executive Director, Abbotsford and Mission Communities, Fraser Health Authority, British Columbia

**CAROL ANDERSON**, Executive Director, Continuing Care, Edmonton Zone, Alberta Health Services, Alberta

**SHEILA ANDERSON**, Executive Director, Urban Primary Health-Care Services, Regina Qu'Appelle Health Region, Saskatchewan Health Authority, Saskatchewan

**ANTHONY MILONAS**, Chief Operating Officer, CBI Health Group, Service Provider Representative

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

**CATHY MCNEIL**, Manager, Community Care, Department of Health and Social Services, Yukon

**NADINE HENNINGSSEN**, Chief Executive Officer (ex-officio)

# 2017-2020 Strategic Plan

Launched in 2017, the CHCA's three-year strategic plan reflects the priorities of our members and sets out a roadmap to address the current and future challenges facing home care in Canada. The four strategic goals focus on supporting people, enhancing programs, facilitating consistency across jurisdictions and building a strong and responsive association.

This progress report highlights the achievements and future objectives to make home care better.

## STRATEGIC AIM

Knowledgeable and skilled home care providers, empowered patients and engaged caregivers are supported through effective systems, policies and programs.

## GUIDING PRINCIPLES

Patient- and family-centred care	Accessible care	Accountable care
Evidence-informed care	Integrated care	Sustainable care

## AREAS OF INFLUENCE

<b>ADVOCACY</b> Inform and influence policy and practice	<b>AWARENESS</b> Promote the role and value of home care	<b>KNOWLEDGE</b> Facilitate innovation and knowledge mobilization	<b>LEADERSHIP</b> Stimulate conversations that create change
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## TARGET AUDIENCES

Frontline service providers	Administrators	Funders
Patients and caregivers	Policy planners	Researchers

## ENABLERS

Diverse and active membership    Partnership and networking    Expertise and unique knowledge base

## GOALS AND OBJECTIVES 2017–2020

### PEOPLE SKILLS AND CAPACITY BUILDING

Facilitate knowledge and skills development

- Create knowledge tools.
- Support knowledge application.

### POLICY NATIONAL BENCHMARKS

Encourage consistency and equity across jurisdictions.

- Promote harmonized home care principles.
- Reinforce accountability.

### PROCESS INTEGRATED CARE

Promote integrated models of health and social care.

- Share leading practices.
- Facilitate scale and spread.

### CHCA OPERATIONAL EXCELLENCE

Foster collaborative networks and resource hubs.

- Engage members.
- Source innovations.

# PEOPLE

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## SKILLS AND CAPACITY BUILDING

### GOAL

Facilitate knowledge and skills development across the home care sector.

### OUTCOME

Home care providers have the knowledge and skills to provide safe, effective, high-quality care.

### 2018–19 HIGHLIGHTS

- Evaluated teamwork and communication tools for home care providers – TeamSTEPPS Canada.™
- Identified skills and training gaps in home-based palliative care.
- Featured priority home care topics through the Virtual Learning Webinars.
- Completed and evaluated the first-of-its-kind Home Care Safety Collaborative.

# PEOPLE

## SKILLS AND CAPACITY BUILDING

### ACHIEVEMENTS

#### CREATE PRACTICAL TOOLS TO SUPPORT TEAMWORK AND COMMUNICATION AT THE FRONTLINE.

**Safety in the Home:** In partnership with the Canadian Patient Safety Institute (CPSI), the CHCA explored how the suite of **TeamSTEPPS Canada™** teamwork and communication tools and strategies can be customized and applied to support frontline providers in the home care sector. Over 300 CHCA members provided ideas and recommendations through an online survey, e-Delphi process and discussion session. The following key learnings will shape the creation of knowledge tools:

- Communication, situational monitoring and leadership are core to ensuring safety in the home setting.
- Informing and empowering patients to assume responsibility for their safety is vital.
- Safety training is a core component of home care providers' continuous education strategies.
- Engaging all members of the health care team is important (special focus on caregiver and physician communications).

#### SUPPORT VIRTUAL LEARNING TO ADDRESS KEY PRIORITY TOPICS IN HOME CARE

The enhanced **CHCA Virtual Learning Webinars** engaged home care leaders through interactive webinars. The content in 2018 covered the following clinical and policy topics:

- Infusion Therapy Site Care – evidence-based best practices and the challenges of providing intravenous care and maintaining competencies at the frontline
- Self-Managed Care – research on how direct funding shapes the experiences, working conditions, policy

landscapes and home care services in Canada

- Alzheimer's Disease and Dementia Care – challenges and gaps, and an innovative education and training for care providers
- Effective Communications – tools and strategies to manage risk through better communication about patient health status among the patient, family caregiver and health care

#### FACILITATE INNOVATIVE LEARNING AND IMPLEMENTATION COLLABORATIVES

The CHCA, in partnership with the Canadian Patient Safety Institute (CPSI), successfully supported 12 home care organizations through the Home Care Safety Virtual Improvement Collaborative. Conducted in two phases (Wave 1 and 2) over 2.5 years, the collaborative engaged home care organizations to learn about and share their experiences in quality improvement initiatives. The initiative introduced the

teams to new concepts about patient safety in the home setting, interprofessional collaboration, team dynamics and communication, measurement and data mining, patient and family engagement, project management, and quality improvement tools. Teams from across the country experienced targeted and decisive improvements in a range of priority projects.



IDENTIFY INNOVATIVE PRACTICES

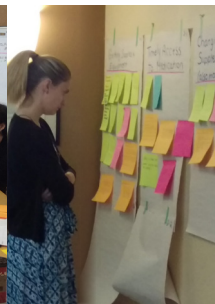
**Home-Based Palliative Care:** Supported through a Health Canada funding contribution, the CHCA is leading a 19-month project that builds on The Way Forward: An Integrated Palliative Approach to Care by identifying innovative operational practices to address specific service gaps and improve the quality, efficiency and accessibility of home-based palliative care. Beginning in June 2018, the CHCA conducted a multi-phased stakeholder engagement process to help identify innovative operational practices to address the service gaps noted above. The results of this comprehensive engagement process have provided a rich landscape of palliative care experiences across the country and opportunities for innovations in operational processes. Specific opportunities for enhanced educational programs and skills development for frontline home care providers include the following:

- Provide skills, comfort and time for conversations about end-of-life wishes with patients and caregivers.

- Clarify who should be involved in advance care planning conversations and when.
- Understand legal and ethical obligations (e.g., advance directives, consent).
- Ensure access to and use of appropriate assessment tools early in the care journey.
- Support enhanced communication with primary care physicians.
- Encourage knowledge of shared decision-making: “nothing about me, without me.”
- Promote awareness and competency in a palliative approach to care.
- Ensure culturally sensitive communications.

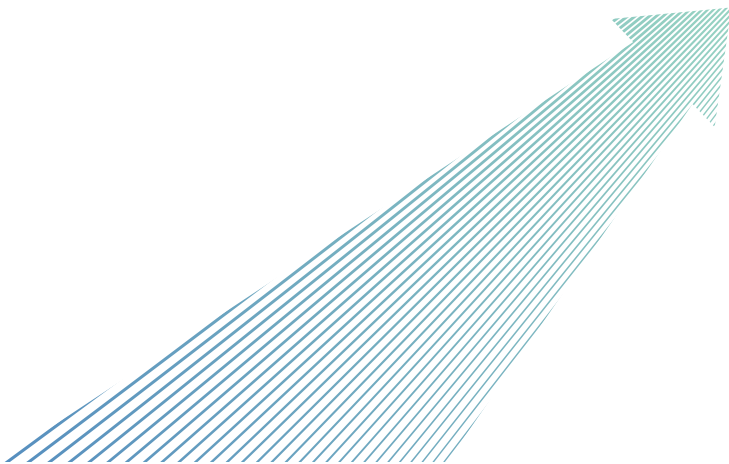
These findings will inform the next phase of the Operational Excellence in Home-Based Palliative Care project, which includes:

- identifying innovative practices to address these challenges;
- informing national training and support resources;
- supporting skills development at the frontline; and
- building awareness of ongoing challenges and opportunities.



## FUTURE OBJECTIVES

- Promote continuous improvement of the operational processes and culture of home care service providers in home-based palliative care. Through a collaborative engagement approach, the CHCA will:
  - promote 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; and
    - effective communication strategies and tactics.
  - identify and share operational innovations in delivering home-based palliative care; and
  - support the application of evidence-informed operational practices in home-based palliative care.
- Help home care providers better meet the needs of their frontline staff through the promotion of a **Carer-Inclusive and Accommodating Organizations' Standard**. The Standard will help employers meet legal requirements, enhance work-life balance for worker-carers, improve workforce retention and reduce health care costs.
- Expand the Virtual Learning Webinar series to support new challenges and priority areas for home care policy planners and providers across the country.



### Core Values of the CHCA Capacity-Building Initiatives

- Simplicity that builds on existing programs and competencies
- Continuous process that needs time to have an impact
- Participation and active involvement
- Multi-dimensional application for individuals and organizations
- Aspirational focus on self-improvement
- Adaptable to different contexts and capabilities

# PROCESS

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## INTEGRATED MODELS OF CARE

### GOAL

Promote integrated models of care between home care, primary care, acute care and social services.

### OUTCOME

The needs of individuals receiving home care are met through coordinated care across professionals and organizations.

### 2018–19 HIGHLIGHTS

- Profiled the importance of health and social connections in supporting caregivers.
- Identified and featured 22 innovative practices in home-based palliative care.
- Facilitated conversations about various approaches to integrating home care and primary health care.
- Endorsed the College of Family Physicians of Canada's Patient's Medical Home 2019.



# PROCESS

## INTEGRATED MODELS OF CARE

### ACHIEVEMENTS

#### REINFORCE THE IMPORTANCE AND OUTCOMES OF INTEGRATED APPROACHES TO CARE.

**Connecting Carers** was a joint campaign between the CHCA and Carers Canada to raise awareness of caregivers' needs and the importance of connecting and accessing supports earlier rather than later in their care journeys. Launched on National Carers Day, April 3, 2018, the campaign engaged CHCA members, partners of Carers Canada and all Canadians through informative graphics and easy-to-access resources.

The initiative was successful in:

- increasing awareness of the diversity of caregivers' responsibilities and their needs;
- profiling the role of technological innovations to support caregivers' wellness and engagement;
- leveraging social media and stimulating a broad national conversation about caregiving; and
- bringing groups, organizations and caregivers together to share their connection experiences.

#### BUILD AWARENESS OF INNOVATIVE INTEGRATED PRACTICES.

As part of a pan-Canadian initiative, **Building Operational Excellence in Home-Based Palliative Care**, the CHCA selected organizations that have leading practices in the project's four key areas. The following **successful innovations** were presented at the 2018 CHCA Home Care Summits in Prince Edward Island and British Columbia:

- Shared care models that facilitate integration between home care and residential hospice in New Brunswick, tele-palliative care programs to support timely symptom management and cost-effective ways to ensure access to necessary medications and supplies in the home
- Collaborative partnerships with home care, primary health care and specialists and strategies to support interprofessional collaboration and teamwork
- Protocols, procedures and training to effectively provide MAiD (Medical Assistance in Dying) in the community
- Access to advance care planning specialists and enhancing a patient's circle of care
- Vehicles to support real-time consultations and enhance the palliative care team with Palliative Clinical Resource Nurses
- Electronic order sets that guide correct formulation and dispensing guidelines and support decision-making
- collaboration with community emergency medical services through an Assess Treat & Refer program
- Ensuring patient communications and culturally competent care using frameworks, interpreters, serious illness conversation guides (SICG) and supportive communities of practice
- Augmenting in-home palliative care service in rural communities

## ACHIEVEMENTS

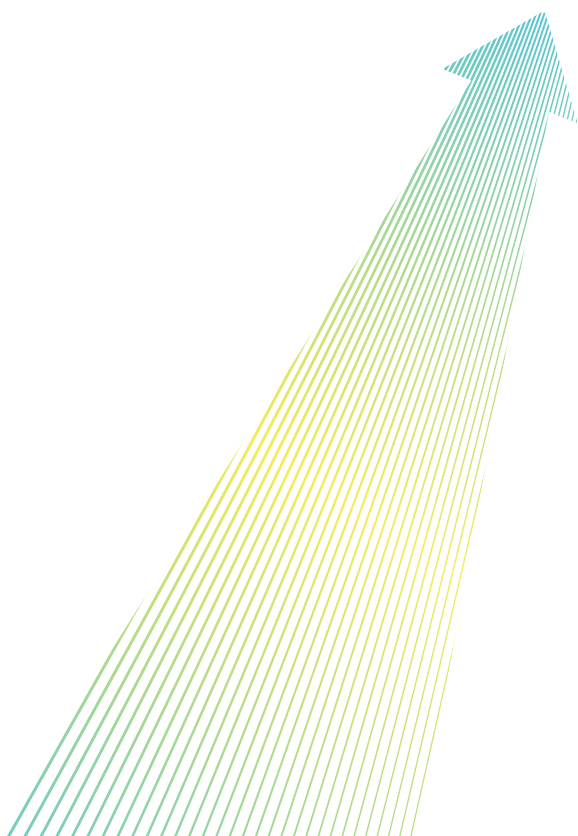
### PROFILE SUCCESSFUL APPROACHES TO INTEGRATION BETWEEN HOME CARE AND PRIMARY HEALTH CARE.

To gain a better understanding of the policy and program direction that jurisdictions are taking across Canada to facilitate integration between home care and primary health care, the CHCA hosted a series of discussion panels during our 2018 Home Care Summits in Prince Edward Island and British Columbia. The panel presentations were live-streamed with video content available on-demand, and a proceedings brief highlighted the session content.

- **Saskatchewan** is integrating home care and primary health care through a Connected Care Strategy that underpins the fundamental work to create and sustain “high-quality care transitions” that will result in reduced reliance on hospital care and shorten emergency department wait times.
- **British Columbia’s** provincial strategy to integrate home care and primary health care is reflected in policy and practice, with the goal of delivering faster and improved access to health care through team-based care and connecting patients to appropriate care.
- **Alberta** is supporting the integration of home care and primary health care through complementary yet unique models for rural and urban communities.
- **Ontario’s** approach to integrated home care and primary health care is to co-design and implement a plan in partnership with providers, patients and caregivers and ensure smooth care transitions between health and social services as required.
- **Manitoba’s** integrated home care and primary care are building on numerous successful initiatives to support the development and enhancement of two underpinning components—Home Clinics and My Health Teams—to ensure reliable access, coordination and continuity of care for patients.

## FUTURE OBJECTIVES

- Promote patient and provider experiences in an integrated palliative approach to care.
- Launch five High Impact Practices in home-based palliative care to build operational excellence.
- Support an implementation collaborative with home care providers to facilitate the adoption of whole community palliative rounds.
- Gain consensus on the fundamental elements of successful integrated models of home-based care and actively promote the findings.
- Develop customized training tools to enhance caregivers' competency and confidence in supporting the restorative care process for alternate level of care (ALC) patients through a new three-year Partners in Care project.



### Elements of Integrated Care

- Patient- and family-centred
- Defined, targeted populations
- Aligned incentives and resource sharing
- Shared accountability and evaluation
- Information technology
- Clinical guidelines/pathways
- Distributed leadership
- Collaborative, multidisciplinary teams
- Continuous quality improvement

# POLICY

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## NATIONAL BENCHMARKS FOR HOME CARE

### GOAL

Promote consistent and equitable access to high-quality home care across the country.

### OUTCOME

Home care services are patient- and family-centred, accessible, accountable, evidence-informed, integrated and sustainable.

### 2018–19 HIGHLIGHTS

- Advanced the adoption of National Principle-Based Home Care Standards.
- Informed the development of home care indicators.
- Co-hosted an international invitational forum on care and caring.
- Generated awareness and understanding of key home care priorities.



# POLICY

## NATIONAL BENCHMARKS FOR HOME CARE

### ACHIEVEMENTS

#### FOSTER THE CONDITIONS FOR ADOPTING NATIONAL PRINCIPLE-BASED HOME CARE STANDARDS.

Home care has been identified as a priority area in the federal, provincial and territorial agreement on a Common Statement of Principles on Shared Health Priorities. To support targeted federal funding for home care, bilateral agreements between the federal government and each province and territory have been finalized or are in the process of development. In response to this pivotal achievement, the CHCA developed a framework for national principle-based home care standards. The standards will support equitable access to high-quality home care services across the country. Created through extensive consultations with home care policy planners, providers, clients and caregivers, the

framework defines 11 priority considerations for the successful provision of patient-centred home care that is accessible, accountable, evidence-informed, integrated and sustainable.

The CHCA knowledge translation team presented the framework to health policy-makers across the country to gain feedback on the applicability and importance of the principles in supporting the priorities in the bilateral health agreements. Overall, the ministries felt the principles provided a structure for their future planning. Sustainable care and person- and family-centred care were identified as priority areas across all jurisdictions.

#### Priorities for Principle-Based Home Care Standards

1. Assessment of the needs and strengths of both patients and their caregivers
2. Shared decision-making strategies and tools
3. Flexible care models for urban, rural and remote settings
4. Use of technology to facilitate access
5. Creation and use of performance indicators
6. Effective and transparent reporting
7. Support of clinicians to make evidence-informed decisions
8. Measurement of patient and caregiver experience
9. Integrated care models that include home and community care, primary care and acute care
10. Building of community resilience
11. Predictive human resource planning

## ACHIEVEMENTS

FACILITATE DIALOGUE ON THE INTERSECTION OF CARE AND CAREGIVING.

### International Forum on Care and Caregiving: Research, Policy and Practice

The International Forum on Care and Caregiving facilitated knowledge exchange to shape health and social care in Canada and internationally. This full-day event shared world-class research, innovative policies and practical solutions to support care and caregiving. Keynote and panel presentations featuring Canadian experts included the following:

- Nadine Henningsen, CEO, **Canadian Home Care Association & Carers Canada** and chair of **IACO** (International Alliance of Carer Organizations), opened the event with the launch of the Global State of Care report. The report provides a broad policy perspective on ways and means to address the needs of millions of caregivers around the world.
- Lori Moffatt, VP People and Culture, **CBI Health Group** (a CHCA patron), spoke about strategies on how to respond to our aging population, the challenges of paid and unpaid care, and how the changing profile of inward and outward migration raises pressing questions around capacity and growing demand.
- Gord Turner, VP Sales & Operations, **CareLink Advantage** (CHCA member), and Janet Daghish, National Director, Business Development & Government Relations, **Bayshore Healthcare** (CHCA patron), participated in a lively panel discussion exploring how technology can be used to facilitate care, connect people and enhance lives.
- Stacey Ryan, Client & Family Voice Liaison, **VHA** (CHCA Patron), described how her experience and caregiving knowledge are being recognized and used to inform the creation of strategies to facilitate care engagement.



INTERNATIONAL FORUM ON CARE AND CAREGIVING: RESEARCH, POLICY AND PRACTICE

- Catherine Suridjan, Director of Policy & Knowledge Translation, **Canadian Home Care Association**, shared the CHCA work on building awareness and understanding of the challenges in balancing work and care, how employers are beginning to recognize and support caregivers, and the policy implications for this important priority.
- Mélanie Couture, Researcher, **CIUSSS West-Central Montreal** (CHCA member), participated as a panelist to convey her experience with connecting research, policy and practice in care and caring.
- Jeannie Soutanis, Director of Business Development, **Elizz, SE Health** (CHCA patron), shared the stage with other global innovators to discuss key innovations and future technological opportunities for enhanced care and caring.
- Janet Ivory, Director of Research & Evaluation, **Nova Scotia Department of Health & Wellness** (CHCA member), presented an effective strategy for minimizing the financial burden on caregivers.

INFORM THE DEVELOPMENT OF NATIONAL HOME CARE INDICATORS.

The CHCA is a member of the Shared Health Priorities Advisory Group. Lead by the Canadian Institute for Health Information (CIHI), this group provided input and guidance to the development of 12 indicators for measuring access to mental health and addictions services and to home and community care. The collection and annual public reporting of outcomes for each indicator will shed light on the progress toward health system priorities.

Acting in a non-voting, observer capacity, the CHCA offered strategic advice on indicator development, interpretation and public release.

Working with our membership across the country, the CHCA is actively engaging in this work to:

- provide input on definitions to ensure indicators measure what is intended;
- provide a jurisdictional perspective to ensure that results are actionable;
- identify risks and gaps in data collection, reporting or interpretation;
- offer advice on communication and briefings;
- support jurisdiction-specific context for public release.

Recommended Indicators for Access to Home and Community Care

- Wait times for home care services, referral to services
- Alternate level of care, length of stay for inpatients discharged to home care services
- Home care services to help the recipient stay at home (self-reported)
- Caregiver distress
- (In)appropriate move to long-term care
- Death at home/not in hospital (to be defined)

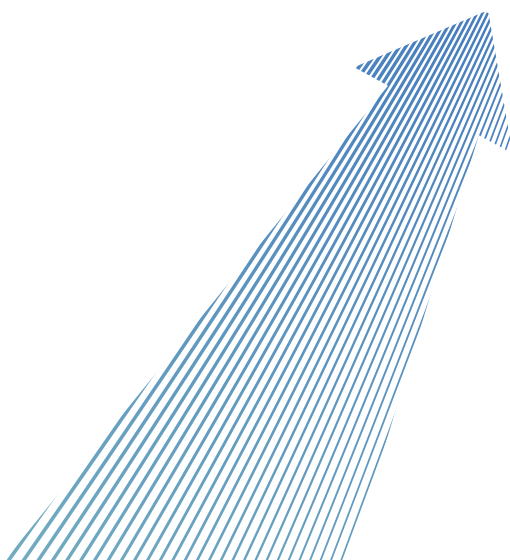
\* The federal government has agreed to an asymmetrical arrangement with Quebec, distinct from the Common Statement of Principles. In addition, given the transition to a new government in Ontario, the province cannot officially endorse the recommendations.

Canadian Institute for Health Information (CIHI)



## FUTURE OBJECTIVES

- Collaborate with national health care organizations in the Canadian Foundation for Healthcare Improvement (CFHI) 18-month Innovation Challenges, focused on identifying and spreading promising innovations in home and community care.
- Provide input into the home care indicator definitions and practical advice on the collection and reporting process.
- Refresh the Home Care Lens Tools (for policy and programs) to advance the adoption of principle-based home care standards.
- Launch a federal election campaign to encourage discussion about home and community care issues in the federal discourse.
- Provide the home and community perspective for a national, multi-year advance care planning initiative to raise public awareness, develop tools and set the national strategic direction for advance care planning implementation.



### Harmonized Principles For Home Care

- Patient- and family-centred care
- Accessible care
- Accountable care
- Evidence-informed care
- Integrated care
- Sustainable care

# CHCA

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## OPERATIONAL EXCELLENCE

### GOAL

Foster collaborative networks and accessible resources across the home care sector.

### OUTCOME

CHCA members have access to a recognized and valued resource for information, advocacy and networking.

### 2018–19 HIGHLIGHTS

- Solicited members' input to shape the strategic directions on two national strategic initiatives.
- Hosted successful regional Home Care Summits™ in Prince Edward Island and British Columbia.
- Engaged CHCA patrons on priority initiatives and provided forums to promote their expertise.
- Forged international partnerships with caregiver organizations and profiled innovative caregiver practices.
- Facilitated pan-Canadian discussions through live-streaming of keynote sessions at the Home Care Summits.™
- Successfully bid on a national project to support ALC programs by partnering with caregivers and patients.

## ACHIEVEMENTS

### SHAPE STRATEGIC DIRECTIONS ON NATIONAL INITIATIVES.

The **Work and Care** project is building awareness and understanding of the Carer-Inclusive and Accommodating Organizations Standard (the standard) to support a healthy and productive workforce. As a first step in this multi-year project, the CHCA reached out to our members' human resource teams to better understand the challenges and opportunities they face when supporting worker-carers. Our membership of home and community care providers recognizes the unique challenges of the health care workforce who are both paid providers and unpaid caregivers. Known as "double-duty caregivers," these individuals account for more than 50% of the health care workforce. Building on input from our membership, the CHCA will be developing targeted educational briefs and knowledge translation tools to support the uptake of this important workplace standard.

**TeamSTEPPS Canada™** is a key suite of tools in patient safety for health professionals to use in a variety of health care settings. Building on previous collaborations to advance patient safety in the home care sector, the CHCA and CPSI embarked on a project to explore TeamSTEPPS Canada™ in the context of home care. Through extensive membership engagement, including guidance from an expert advisory group, conducting a national survey and hosting two rounds of e-Delphi with subject matter experts, the CHCA determined how this suite of tools can address patient safety issues at different touchpoints in home care and assessed the interest in the TeamSTEPPS Canada™ tools among home care providers. A summary of findings and recommendations will be provided.

### REPRESENT MEMBERS' VIEWS AND PRIORITIES IN PAN-CANADIAN AND INTERNATIONAL COLLABORATIONS.

The CHCA continues to be engaged in the Quality End-of-Life Care Coalition of Canada. The coalition works with its 36 member organizations to advance the recommendations in the Blueprint for Action report. As a member of the advocacy committee, the CHCA worked with coalition members to develop key messages to advance an integrated palliative approach to care in the home- and community-care setting. The advocacy group used the messages to engage federal members of parliament to heighten awareness of palliative care at a breakfast event on

Parliament Hill. Through an active leadership role in Carers Canada and the International Alliance of Carer Organizations, the CHCA represents our members' interests by:

- supporting key projects to influence future policy directions and programming for caregivers;
- increasing awareness of caregivers' strengths and needs when supporting a loved-one at home; and
- building an international movement and global plan for caregivers.

PROFILE CHCA PATRONS' AND PARTNERS' EXPERTISE

CHCA patron organizations will provide expertise and guidance on the CHCA Health Canada-funded project, [Building Operational Excellence in Home-Based Palliative Care](#). Over the span of two years, this project will identify, share and profile innovative operational processes for home-based palliative care. As members of the expert advisory group, representatives from five of the CHCA patron members (**BD Canada, Care Partners, CBI Health Group, Closing the Gap and Spectrum Health Care**) will actively engage in the project by providing:

- feedback, insight and experience on the project activities and deliverables;
- leadership to support stakeholder engagement and active participation; and
- knowledge translation advice to increase awareness and impact.

A joint submission was made to Health Canada with **VHA Home Healthcare** (CHCA patron) for a three-year initiative to design and deliver educational training and tools that will empower family caregivers (by improving their knowledge, self-confidence and coping skills) in their important role in home-based transitional restorative care programs. The successful project includes the **Winnipeg Regional Health Authority** (CHCA partner) as one of three funded sites for testing the innovative training program.

Featured in an exciting keynote presentation at the 2018 Home Care Summit, **Perfuse MedTech** shared their collaboration with the CHCA to develop, implement and support an [innovative wound care approach](#) using the geko™ device.

**Bayshore Home Health** brought their experience to the working group for the National Strategy for Alzheimer's disease and Other Dementias. CHCA members were involved in consultations on the development of the national dementia strategy, including the challenges and opportunities in care and support, research and innovation, awareness raising, stigma reduction and public education. Learn more about the work on the [National Strategy for Alzheimer's Disease and Other Dementias Act](#).

CHCA members from the North East LHIN, **Toronto Central LHIN**, joined CHCA patron representatives from **ParaMed Home Health Care, Bayshore Home Health, Closing the Gap and SE Health** to share their expertise on safety in the home setting. This expert advisory group provided insight into the challenges and opportunities home care providers face and what safety strategies and tools are valuable in identifying, preventing and managing risk in the home setting. Their input informed the environmental scan to determine how TeamSTEPPS Canada™ can benefit to home care providers across Canada.



REACH MEMBERS ACROSS CANADA THROUGH OUR HOME CARE SUMMITS.™

The CHCA Home Care Summits™ featured policy, programs and practices to advance the pan-Canadian home care priorities set out in the Common Statement of Principles on Shared Health Priorities (endorsed by the federal government, provinces and territories in August 2017).

Integrating care models across multiple care settings was a foundational theme at the **Charlottetown, PEI Summit™** (October 1-2, 2018). Over 100 delegates discussed partnerships between home care and primary health care and called for a system that is truly patient-centred, goes beyond traditional structures and challenges the status quo. Practical approaches from across the country were presented over the two days.

At the **Vancouver, B.C. Summit™** (October 22-23, 2018), there was a marked increase in delegates speaking up for the role of family caregivers in home and community care. A notable theme running throughout the event was person-centredness, from collaboration and understanding team member roles, to self-recognition and mindfulness. Innovative models and programs to support these themes were also shared.

In addition to the 254 on-site delegates, over 100 organizations from across Canada joined the summit events as virtual participants. The live-streamed keynote sessions and innovation panels at both summits are available on-demand on the CHCA website. Concurrent presentations are also available for download.



## FUTURE OBJECTIVES

- Launch an enhanced CHCA website that provides members with easy access to information and resources.
- Increase outreach to members across the country through digital communications.
- Inform and influence strategic policy directions at the federal, provincial and territorial levels.
- Maximize value of membership by engaging organizations in key initiatives and providing innovative opportunities.
- Strengthen strategic partnerships that benefit members and the home- and community-care sector.

### The Value of CHCA Membership

- **ADVOCACY:** support members' priorities by informing and influencing policy and practice
- **AWARENESS:** showcase innovative leading practices and members' expertise
- **KNOWLEDGE:** facilitate networking through knowledge translation and implementation
- **LEADERSHIP:** engage members in conversations that create change



# PERFORMANCE MEASUREMENT




## ACHIEVEMENTS and MILESTONES

	<b>PEOPLE</b> Skills and Capacity Building	<b>PROCESS</b> Integrated Models of Care	<b>POLICY</b> National Benchmarks for Home Care	<b>OPERATIONS</b> CHCA Network and Resources
<b>2018–2019 ACHIEVEMENTS</b>	<ul style="list-style-type: none"> <li>• Enhanced virtual learning webinars</li> <li>• Identified skills gap in home-based palliative care</li> <li>• Performed TeamSTEPS Canada™ market assessment</li> <li>• Participated in national home care safety collaborative</li> </ul>	<ul style="list-style-type: none"> <li>• Created campaign to connect caregivers</li> <li>• Developed 22 leading practices in home-based palliative care</li> <li>• Identified models of integrated home and primary care</li> <li>• Received Patients’ Medical Home 2019 endorsement</li> </ul>	<ul style="list-style-type: none"> <li>• Obtained consensus on national principle-based home care standards</li> <li>• Informed national home care indicators (Shared Health Priorities)</li> <li>• Co-hosted International Forum on Care and Caring</li> </ul>	<ul style="list-style-type: none"> <li>• Engaged membership n key priorities</li> <li>• Live-streamed Regional Home Care Summits™</li> <li>• Created global partnerships</li> <li>• Actively involved patrons and partners</li> </ul>
<b>FUTURE MILESTONES</b>	<ul style="list-style-type: none"> <li>• Support caregiver friendly workplaces</li> <li>• Identify leading practices in home-based palliative care</li> <li>• Launch Knowledge Implementation collaborative</li> </ul>	<ul style="list-style-type: none"> <li>• Create home-based palliative care experience maps</li> <li>• Identify 5 High Impact Practices on home-based palliative care</li> <li>• Create framework on integrated care</li> <li>• Empower caregivers in restorative care models</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in Innovation Challenge (partnership with CFHI)</li> <li>• Inform national home care indicators</li> <li>• Implement principle-based home care standards</li> <li>• Participate in federal election campaign 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance website</li> <li>• Increase digital outreach</li> <li>• Target government advocacy</li> <li>• Increase partnerships and collaboration</li> </ul>



Canadian Home Care  
Association  
canadienne de soins  
et services à domicile

For more information on the CHCA:

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