

Better Home Care

Making Change Happen

2016 IMPACT REPORT





Canadian Home Care
Association
canadienne de soins
et services à domicile




The Canadian Home Care Association is a national not-for-profit membership association dedicated to ensuring the availability of accessible, responsive home care and community supports to enable people to safely stay in their homes with dignity, independence, and quality of life. Members include governments, administration organizations, service providers, researchers, educators and others with an interest in home care.

The Canadian Home Care Association advances excellence in home care and continuing care through leadership, awareness, advocacy and knowledge.

The CHCA brings value to the home care sector and our members by:

- Increasing the understanding of the role and value of home care.
- Informing and influencing policy and practice.
- Initiating conversations that catalyse change.
- Facilitating continuous learning through partnerships and networks.

For more information:

-  www.cdnhomocare.ca
-  905-567-7373
-  @cdnhomocare

CANADIAN HOME CARE ASSOCIATION

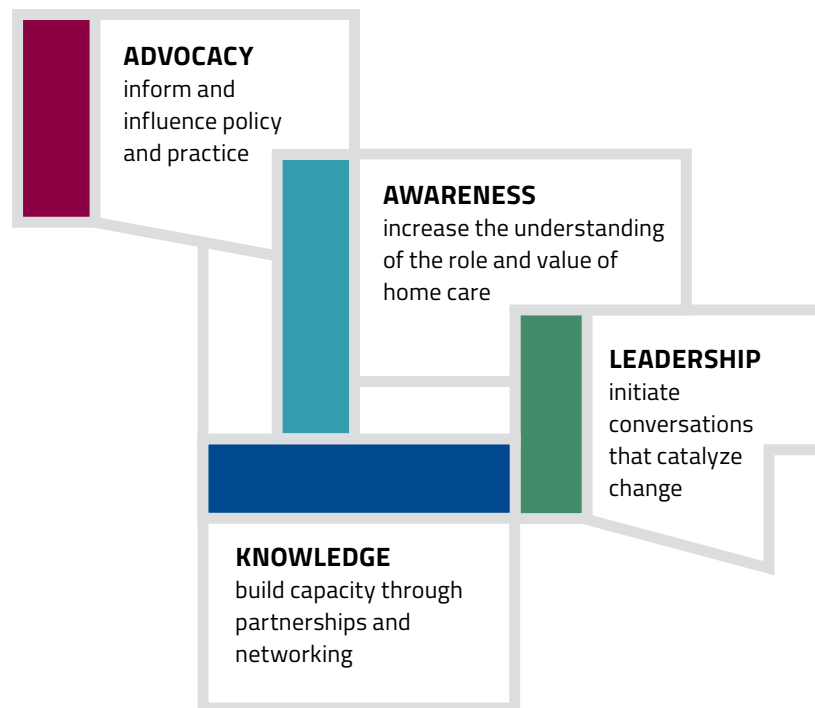
Better Home Care

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2016 IMPACT REPORT

The Canadian Home Care Association (CHCA) is dedicated to ensuring the availability of accessible, responsive home care and community supports to enable people to safely stay in their homes with dignity, independence and quality of life.

The CHCA is a catalyst for advancing excellence in home and continuing care. On behalf of our membership, the CHCA funds and manages projects that address pan-Canadian priorities in the home care sector. As a recognized and respected facilitator, the CHCA builds connections across the country and coordinates sharing of information and promising practices. Our work is guided by four strategic pillars:



Members of the CHCA include representatives from government (federal, provincial and territorial), administration organizations, service providers, researchers, educators and others with an interest in home care. As a national association, the CHCA is a unifying force that amplifies our members' individual voices to influence national policy directions on key professional and political issues.

In 2016, the CHCA advanced the following strategic priority areas:

BUILDING CAPACITY

(HOME CARE KNOWLEDGE NETWORK)

Support policy planners, program designers and providers to identify and resolve common challenges that impact the availability and delivery of high-quality home care services.



SAFETY AT HOME

Introduce new ideas, strategies and tools through collaborative partnerships to identify, prevent and manage risk in the home setting.



CARERS

Advocate for the recognition and support of carers through active involvement in Carers Canada and the International Alliance of Carer Organizations (IACO).



INNOVATION

Identify innovative service delivery models and technology applications that support integrated community-based care.



This report provides a summary of the key projects and initiatives that we have undertaken on behalf of our membership to advance excellence in home care.

Advocacy

Informing and influencing
policy and practice.



BETTER HOME CARE: A NATIONAL ACTION PLAN

The plan reflects the experience and expertise of policy planners and health and social care providers involved in the development and delivery of home care across Canada. It answers the following fundamental questions:

- What do Canadians want from home care services?
- How can home care be more effective and accessible?
- What indicators can be measured to determine success?
- What actions can the federal government lead in collaboration with provinces and territories?

The CHCA partnered with the Canadian Nurses Association and the College of Family Physicians of Canada to develop Better Home Care: A National Action Plan. Key activities undertaken in 2016 included:

- **Identification of home care priorities and best practices** – A framework detailing what Canadians want and need from home care and best practice elements required to meet those needs was developed and used to guide the consultation discussions.
- **Stakeholder consultations** – Four stakeholder consultations were held across Canada (Halifax, Ottawa, Whitehorse and Calgary) with more than 160 participants representing all levels of government, health administration organizations, home care providers, home care recipients, doctors, nurses and other allied health care providers.
- **An online survey** – Administered through the Better Home Care website (www.thehomecareplan.ca) the partners received recommendations and stories from more than 180 respondents, many of whom are home care recipients.

Launched on October 25 at the 2016 CHCA Home Care Summit®, the plan includes short- and long-term actions to address the needs of older adults with frailty, individuals with complex or chronic disabling conditions and those at end-of-life.

The Better Home Care partners continue to jointly advocate and engage stakeholders in evaluating, supporting and promoting the actions contained in the plan.



Learn more about Better Home Care: A National Action Plan.



351

STAKEHOLDERS
provided their ideas
and expertise to
shape the plan

16

PRIORITY ACTIONS
for the federal government to
advance in partnership with the
provincial and territorial governments.

HARMONIZED HOME CARE PRINCIPLES

Broadly endorsed by governments and home care stakeholders, the Harmonized Home Care Principles bring value to policy planners, program designers and service programs by:

- Articulating the desired state of home care in Canada
- Providing a basis for national home care standards
- Reinforcing patient-centred, high quality care
- Advancing consistent and equitable services

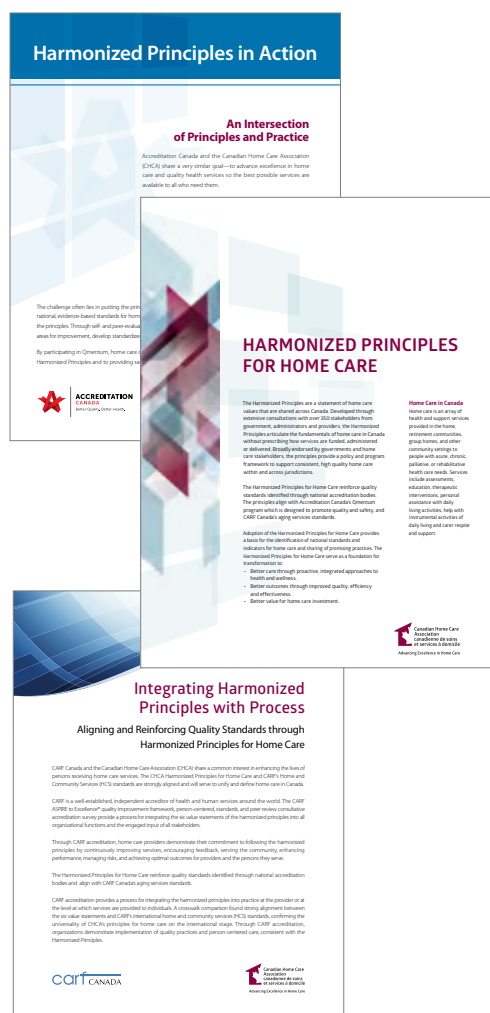
The Harmonized Principles are the essential values of home care programs in Canada. They provide a framework to support consistent, high quality home care within and across jurisdictions. Adoption of the Harmonized Home Care Principles results in:

- Better care through proactive, integrated approaches to health and wellness.
- Better outcomes through improved quality, efficiency and effectiveness.
- Better value for home care investment.

Developed through extensive consultations over a two-year period with over 350 stakeholders including government, administrators and providers, the principles were launched in 2014.

Broadly endorsed by governments and home care stakeholders, the principles provide a policy and program framework to support consistent, high quality home care within and across jurisdictions. The principles align with the operational quality standards from Accreditation Canada and CARF.

In 2016, the CHCA reviewed and updated the principles to reflect the changing context and role of home care across Canada. Each principle includes a series of key elements that are essential to achieving the stated outcome.



Access the Harmonized Home Care Principles.



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

Patients, providers and system outcomes are managed, met and reported on.

- 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 across multiple professionals 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 be reasonably 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.

QUALITY END-OF-LIFE CARE COALITION OF CANADA

The CHCA continues to be actively involved in the Quality End-of-Life Care Coalition of Canada as a long-standing member and co-chair of the Advocacy Committee. The coalition, established in 2000, works with its 36 member organizations to advance the recommendations in the Blueprint for Action report. The coalition has achieved a number of key milestones, including:

- Assisting with the establishment of the Secretariat on Palliative and End-of-Life Care in 2001
- Producing *Hospice Palliative Home Care in Canada: A Progress Report and Dying for Care – Status Report*
- Participating in the development of *Not to be Forgotten: Care of Vulnerable Canadians*

- Producing Blueprint for Action: 2010 to 2020
- Participating in the development of the Advance Care Planning Framework and the Speak Up campaign
- Spearheading The Way Forward: An Integrated Palliative Approach to Care in Canada initiative
- Assisting MP Charlie Angus with Motion M-456 by attending numerous parliamentary events and roundtable discussions to promote home care as a key component of a comprehensive end-of-life care strategy in Canada.

Blueprint for Action report. 

AN INTERNATIONAL CARERS MOVEMENT

The International Alliance of Carer Organizations (IACO) and carer organizations around the world were busy in 2016. As a member of the executive committee of IACO, the CHCA was pleased to welcome three new member organizations from Taiwan, Japan and France.

Through the alliance of 13 countries, IACO continues to advance our strategic goal to have caregiving recognized as a human right, both within individual countries and internationally. In 2016, IACO was granted Consultative Status by the United Nations. This status enables IACO to

provide input to the Economic and Social Council of the United Nations and inform their preparatory bodies. In 2017, IACO members will be involved in a four-nation study on carers of persons with heart failure. Sponsored by Novartis, a global healthcare company based in Switzerland, the study will provide insight into the physical, emotional/psychological and social impact of caring. The CHCA, in partnership with Carers Canada, will be leading the work in Canada, in collaboration with the United States, the United Kingdom and Australia.

13

GLOBAL PARTNERS

Working to improve the quality of life and support the needs of carers through collaboration and shared advocacy



HOME CARE WAIT TIMES CONSENSUS PROJECT

The Home Care Wait Times Consensus Project is a multi-stakeholder engagement project with the following goals:

- Providing clarity on the current state of defining and measuring wait times
- Developing consensus statements on home care wait time definitions
- Identifying actions to manage home care wait times


Over the past year, the CHCA has explored the issue of home care wait times with a number of our members and other stakeholders. Through our Knowledge Network and our Regional Network HUBs (Alberta and Manitoba), several health regions and providers identified the key issues of access to home care for a core basket of services and measurement of wait times. Many jurisdictions are working to implement a process to better measure wait times for home care. Lack of data in this area impacts the ability to accurately plan home care resources to ensure timely access that meets client needs.

In 2016, using the Home Care Knowledge Network, the CHCA undertook a self-funded collaborative research project to gain a better understanding of the current state and potential challenges in measuring home care wait times. Information from provincial/territorial and relevant federal department agencies and other key stakeholders on home care wait times was sourced through the following activities:

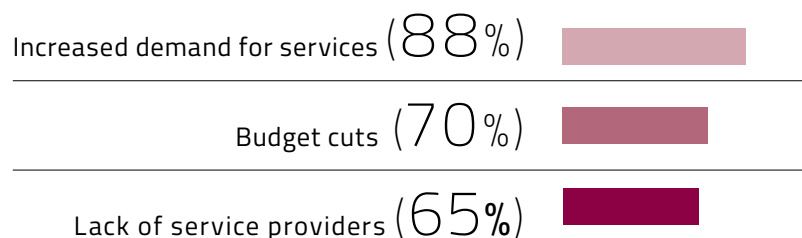
- Literature review and interviews with key informants
- National online survey
- Report of survey results
- Invitational stakeholder workshop (at the 2016 Home Care Summit®)
- Development of action plan

As a result of the research and consultations undertaken in 2016, stakeholders across the country have shown a strong interest in participating in further work to develop a pan-Canadian approach to the common challenge of tracking and managing wait times. Stakeholders recognize that there is a need to build consensus to better measure and manage home care wait times. Currently there is limited information on wait times for home care, and this metric is important to home care programs across the country. Wait time data is tracked and reported in some jurisdictions, but not in all, and a variety of definitions and metrics are being used.

The CHCA is planning to build upon the research already collected in 2016, and in collaboration with the Canadian Institute for Health Information (CIHI), will undertake a multi-stakeholder project to facilitate dialogue and develop consensus statements on wait time definitions and recommendations on the management of home care wait times. These consensus statements will provide guidance and help to improve home care wait times.

Learn more about home care wait times project. 

Top 3 reasons patients are waiting for home care



HOME CARE FOR CHILDREN WITH COMPLEX CARE NEEDS

An in-depth exploration was conducted of the services, challenges, gaps and opportunities for home and community-based services to support children with complex care needs and their primary carers. The national scan and invitational workshop provided clarity on key issues and future directions, including:

- Developing a common definition of “children with complex care”
- Gaining an understanding of challenges and strategies to collect and report essential data
- Exploring service fragmentation and promising practices across the country
- Determining carer needs and supports

26

GOVERNMENT MINISTRIES

contributed information and expertise to the report

20

INNOVATIVE MODELS

and approach to care currently in practice across the country were identified

6

COMMON CHALLENGES

in providing home and community-based services were experienced by all jurisdictions

Home and Community-Based Services and Supports
Children with Complex Care Needs

What are the challenges and innovations in publicly-funded home care and community-based services for children with complex care needs?

To answer this question, the Canadian Home Care Association (CHCA) surveyed health and social ministers across Canada, researched publicly available material, interviewed subject matter experts and engaged the parents in conversations. This is what we found.

Defining children with complex care needs
Lack of common definition impacts eligibility, planning and measurement

Accessing data
Limited data to monitor, evaluate and improve home care services

- Admission: ???????
- Children receiving service: ???????
- Expenditures: ???????

Parent challenges
Parents and carers need respite, information, training and financial support

Fragmented services
Limited coordination of care and services across multiple government ministries and programs

- MINISTRY OF HEALTH SERVICES
- MINISTRY OF EDUCATION
- MINISTRY OF CHILDREN

Rural and remote access
Limited expertise, support and resources as care moves away from urban paediatric hospital

Innovations
A number of innovative models have been developed to address the challenges in publicly-funded home care and community-based services for children with complex care needs. The use of subpanels, developing integrated frameworks, linking with paediatric centres of excellence, monitoring health care professionals and supporting parents and caregivers are all examples of innovative home care practices across Canada.

British Columbia
Children and Youth with Special Needs Framework for Action

Saskatchewan
Children with Complex Care Needs Policy

Manitoba
Integrated Children's Services (ICS) team

Ontario
Ontario Telemedicine Network

New Brunswick
Paediatric Home First Program

Northwest Territories
Framework for Early Childhood Development: Right from the Start

Learn more about home and community-based services and supports for children with complex care needs: www.idhomecare.ca

Thank you to contributors for their assistance in providing input to the report for Canada

The Canadian Home Care Association (CHCA) is a national, not-for-profit membership organization dedicated to ensuring the availability of essential, integrated home care and community supports to enable people to safely stay in their homes with dignity, independence, and quality of life. Members include governments, health services, administrative organizations, service providers and consumers.

For more information on the CHCA: www.chca.ca or info@chca.ca

In 2016, the CHCA conducted a pan-Canadian scan to identify challenges and innovative approaches in publicly-funded home care and community-based services for children with complex care needs. The scan included interviews with key informants and other research.

With the support of the First Nations and Inuit Health Branch of Health Canada, the CHCA hosted an invitational stakeholder workshop to explore these innovative models in more detail and to identify other promising practices. The workshop dialogue built upon the pan-Canadian scan findings and the sharing of experiences and best practices across the country. In addition, the workshop provided a unique multi-stakeholder forum to explore what could be accomplished at a national level to enhance the care of children with complex care needs and the principles that should guide the development of initiatives and programs. Workshop participants identified the following key themes and recommendations for action:

- Raising awareness – to ensure this vulnerable population is a priority in planning and funding
- Patient- and family-centred focus – to reinforce flexible, adaptive programs in urban, rural and remote settings (including Indigenous people)
- Integrated care – across care settings and funding ministries to meet the diverse and changing health and social needs of children with complex care
- Consensus building – to find opportunities to collaboratively advance this issue and develop multi-stakeholder approaches to funding, scaling

and spreading innovation (implementation of Jordan's Principle could provide the driver for this national dialogue)

- Innovation and technology – that embraces a variety of delivery and funding and accountability approaches to address the ongoing challenges of providing care to children with complex care needs and their families

Based on the pan-Canadian scan report and the interest of the stakeholders at the workshop, there is potential for CHCA to play a unique role in advancing this issue and to work collaboratively with other organizations on solutions. Through our Home Care Knowledge Network, the CHCA can identify and share best practices for home and community-based services and supports for children with complex care needs in regions across Canada, with specific emphasis on Indigenous peoples and communities.

Our collaborative work with the CIHI will explore a multi-stakeholder dialogue on potential standardized indicators for home care access and quality. The Harmonized Home Care Principles will act as a foundation for the development of principle-based national home care standards as part of a national strategy and action plan on better home care.

Access the Pan-Canadian Scan Of Home Care And Community-Support Services for Children With Complex Care Needs.



The collage features three reports from the Canadian Home Care Association (CHCA). The top-left report, 'High Impact Practices', is titled 'Integrated Approach to Services for Families with Children with Complex Needs' and includes a section on 'BACKGROUND'. The top-right report, 'Home and Community-Based Services and Supports', features a colorful graphic of a house made of blocks and icons. The bottom report, 'GOVERNANCE', discusses the role of the Ministry of Health and the Ministry of Education. The CHCA logo is visible at the bottom of the collage.

ADVOCATING FOR CARERS

Through an active role in Carers Canada and the International Alliance of Carer Organizations, the CHCA continues to champion carers by:

- Supporting key projects that will influence future policy directions and programming for carers
- Increasing awareness of carer needs and successful support programs with governments
- Building an international voice and movement for carers

Connecting Working Caregivers (CwiC)

Through an Age-Well Catalyst Grant, Dr. Janet Fast (University of Alberta) is leading this research project to gain a better understanding of employers' and caregiver-employees' current experiences with, and beliefs about, the ability of assistive technologies to help them integrate, manage or balance their paid work and care work responsibilities, and reduce care-related human resource management challenges. The CHCA is providing expert guidance and advice for the the project deliverables that will inform policy and practices in support of employee carers.

Caregiver-Friendly Workplace Standards

Funded through CIHR, this project is led by Dr. Allison Williams (CIHR Institute for Gender and Health Chair in gender, Work and Health, McMaster University), in partnership with the Canadian Standards Association. The project's goal is to create a Canadian Caregiver-Friendly Workplace Standard for employers. Several knowledge mobilization objectives are planned for implementation and evaluation to maximize dissemination of the standards to employers and associated organizations.

CHCA Sustaining Patron committed to
advancing excellence in home care



*Providing a full range of integrated care solutions
that creatively respond to client, community and
health system needs across Canada*

MOBILIZING ACTION: FAMILY CAREGIVERS IN CANADA

Mobilizing Action: Family Caregivers in Canada is a successful two-year funded project designed to develop an integrated and shared plan addressing the physical, psychosocial and financial needs of family caregivers. The project builds upon grassroots initiatives and harnesses the energy and commitment of over 60 organizations across Canada.

The final multi-year plan serves as a blueprint for coordinated and concrete actions by governments, businesses, health and community professionals and communities to support Canadians who take on a caring role. The action plan includes 7 strategic outcomes and 14 measurable indicators to support the achievement of 13 specific objectives and 92 targeted actions.

Mobilizing Action
INTEGRATED ACTION PLAN
Final Report April 2016

A Canada that recognizes, respects and supports the integral role of family caregivers in society.

Mobilizing Action Family Caregivers in Canada
Mettre les priorités des aidants en avant

3. FACILITATED ACTION PLANNING WORKING GROUPS
A series of working groups took place during the consultation to respond on the issues identified during the caregiver consultations from the perspectives of different stakeholders, and (2) identify strategic actions and priorities to address caregiver needs. The working group participants were challenged to consolidate their thoughts through different stakeholder perspectives: the federal government, provincial and territorial governments, local resources, non-government organizations and service providers, employers and family caregivers. The interactive discussions resulted in broad consensus on specific objectives, goals and actions targeted to stakeholder groups. Participants in the working groups included family caregivers, health professionals, service providers, community support groups, researchers, public servants, non-government organizations, employers and a labour representative. The actions that emerged from the roundtable echoed previously-identified caregiver needs and provided a multi-dimensional plan to address family caregivers and end-of-life care.

CONSENSUS BUILDING: E-DELPHI
The Delphi technique is designed as a rigorous on-line forum: a group of domain experts (approximately 30 days) in an iterative 2-3 round process on the basis of the previous round.

Between Iteratory 1 and 2, participants were asked to:

- Reach agreement on the Mobilizing Action plan
- Discuss any proposed strategies and actions
- Identify current initiatives that can be leveraged
- Determine stakeholder level of ability

Participants of E-Delphi were the same as those of the Roundtable.

ROUND 1 OF E-DELPHI
A total of 100 participants were invited to participate in the first round of the E-Delphi process. The participants were given 2 weeks to complete the survey. The survey included the following questions:

- How important is it for you to have a national strategy for caregiver support?
- How important is it for you to have a national strategy for caregiver support?
- How important is it for you to have a national strategy for caregiver support?

ROUND 2 OF E-DELPHI
The objectives and strategic goals have been identified and are now being developed by the working groups.

1. How well you collaborate?
NONE (This is not a priority for my organization)
LOW (I have not started and will start sometime with the stakeholders)
MEDIUM (I have information/research that I can share)
HIGH (I want to be involved in a working group)

2. For those who selected "High" level of collaboration, how involved can you be?
LOW (I have no resources)
MEDIUM (I have limited resources)
HIGH (I have a lot of resources)
DON'T KNOW

Through these extensive consultations, Mobilizing Action Integrated Action Plan is developed.

60

ENGAGED ORGANIZATIONS
from across Canada were involved in Mobilizing Action

92

TARGETED ACTIONS
to recognize and support carers were identified

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advancing excellence in home care

3M Science.
Applied to Life.™

Products you can depend on for the patients
who depend on you.

Awareness

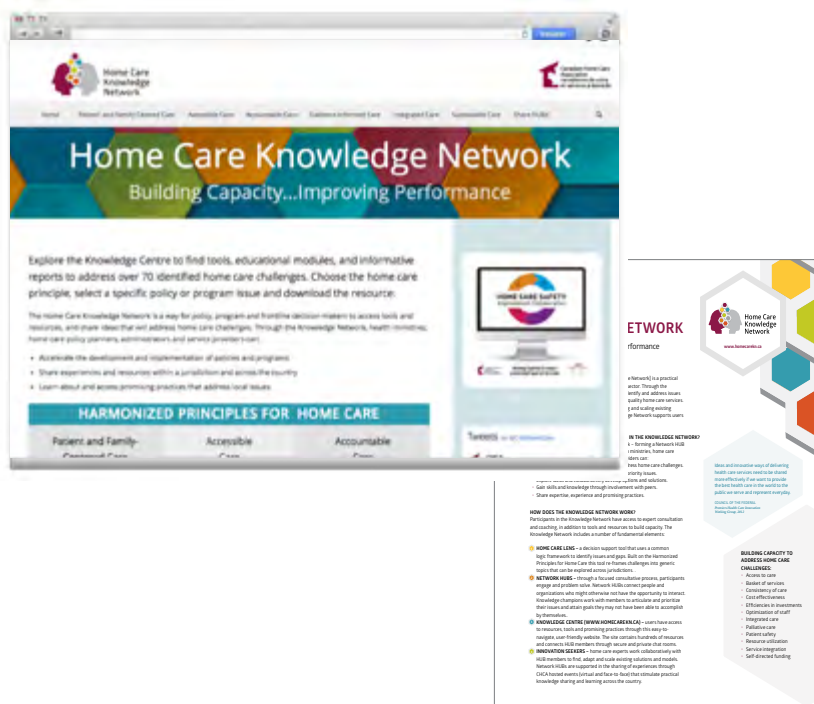
Increasing the understanding of the role and value of home care.



HOME CARE KNOWLEDGE NETWORK

The Home Care Knowledge Network [Knowledge Network] is a practical approach to building capacity and improving performance. The Knowledge Network engages policy planners, program designers and providers in the identification and resolution of issues that impact the availability and delivery of high quality home care services. The Knowledge Network uses a systematic approach to work toward the following goals:

- Addressing challenges by evaluating strengths and weaknesses within jurisdictions
- Accessing information and tools to support evidence-informed decision-making
- Sharing best practices and hands-on experiences across the country
- Identifying home care promising practices that can be scaled-up and spread



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Providing professional services to people who need help at home, school, work or in a long-term care facility - 24 hours a day, seven days a week

The Home Care Knowledge Network provides tools and strategies to build capacity and support home care programs across the country. The successes realized through the Home Care Knowledge Network include the following:

- Through the development of the Network HUBs and Home Care Lens review, key decision-makers and home care leaders are gaining insight into the factors determining the performance and responsiveness of home care and its responsiveness to users' needs.
- The Knowledge Network is engaging provincial and territorial governments and service providers to identify strategies to address the need to measure and monitor wait times for home care, a health system priority.
- The Knowledge Centre has identified, assessed and promoted over 70 models, best practices and practical tools that respond to identified issues as they relate to the Harmonized Principles for Home Care.
- The Alberta Network HUB collaborated to develop a draft policy for a common basket of services for home care. Currently in review by the Alberta Health Ministry, this policy addresses a key health system priority in Alberta.
- The Knowledge Network supports knowledge forums, targeted workshops and national symposiums that increase knowledge and application of evidence and best practices.
- Building capacity in the use and application of the Home Care Lens has led to improved home care planning and targeted initiatives to enhance performance.
- The creation of new approaches to integrated care, increased collaboration between home care stakeholders (both virtually and face-to-face) and access to evidence-informed practices through the Home Care Knowledge Network are contributing to improvements in the accessibility, responsiveness, quality, sustainability and accountability of home care across Canada.

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The provider of the world's leading incontinence care brand, TENA®

A sustainable resource for home care policy planners, program managers, administrators and providers.

NETWORK HUB Readiness review

HUB PARTICIPANTS

Identify Network Hubs that leverage existing collaboration structures that are already in place. Depending upon the Challenge Topic, the membership of the Hub may need to be expanded, or a new network may have the appropriate structure to meet the following questions:

In this case, we need to plan to engage the appropriate people in the Network Hub?

Are there any groups / individuals that are necessary to address the Challenge Topic arising from the current situation?

Why would an organization be interested in joining a Network Hub focus on [Challenge Topic]?

COMMUNICATION & ENGAGEMENT

Consider how the Hub will make decisions that are representative of members. Will they be made via consensus or will members provide their input and decisions made through a pre-meeting process? If so, describe the process.

Are there a set number of people to support various methods of communication? Which is the preferred method of communication?

Teleconferences and web conferences

Face-to-face meetings

E-mail

Workshops / Conferences

Canadian Home Care Association
Advancing Excellence in Home Care

NETWORK HUB
Readiness review

Home Care Knowledge Network
Addressing Evidence and Engagement

STRUCTURE FOR YOUR NETWORK HUB

HUB PARTICIPANTS

Identify Network Hubs that leverage existing collaboration structures that are already in place. Depending upon the Challenge Topic, the membership of the Hub may need to be expanded, or a new network may have the appropriate structure to meet the following questions:

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COMMUNICATION & ENGAGEMENT

Consider how the Hub will make decisions that are representative of all members? Will they be made via consensus or will members provide their input and decisions made through a pre-meeting process?

Are there a set number of people to support various methods of communication?

Teleconferences and web conferences

Face-to-face meetings

E-mail

Workshops / Conferences

HUB COORDINATION

In this case, we need to plan to engage the appropriate people in the Network Hub?

Are there any groups / individuals that are necessary to address the Challenge Topic arising from the current situation?

Why would an organization be interested in joining a Network Hub focus on [Challenge Topic]?

LEADERSHIP

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EMPOWERING PATIENTS AND CARERS “AM I SAFE?”

HOW DO HOME CARE PROVIDERS ENCOURAGE AND SUPPORT DIFFICULT CONVERSATIONS ABOUT PATIENT SAFETY

The CHCA, in partnership with the Canadian Patient Safety Institute (CPSI), conducted a pan-Canadian scan to understand the availability and use of tools and resources to guide these difficult safety conversations within the context of care in the home. This exploration revealed several important facts that helped shape the next stage of our work: the development of resources to facilitate conversations and support informed decision-making when answering the question, “Am I Safe?”

During the second phase of the project, the CHCA team actively reached out to member organizations, patient groups and carer networks to develop resource(s) to guide conversations

between care providers, clients and carers. Building on the current body of research and experience in facilitating difficult conversation, the CHCA developed three tools designed to achieve the following results:

- Patients and families engage in conversations with providers on how to optimize their safety at home (care planning to minimize risk associated with care in the home)
- Patients and families take greater action to be safe
- Providers have a greater capacity to participate in conversations with patients about personal decisions regarding their safety and facilitate informed decision-making

Learn more about the “Am I Safe?” project and access the tools.



40

HOME CARE PROVIDERS organizations from across Canada contributed expertise on safety practices and communication needs

20

DISCHARGE PLANNERS from AB, MB, ON, NS and NWT shared their perspectives on safety challenges during care transitions

4

PRIMARY CARE TEAMS gave feedback on patient needs and safety planning



WORK & CARE

RECOGNIZING CARERS – A PHOTO ESSAY

Sharing your story sounds simple. But it is not easy. It can be difficult to get personal and share intimate moments of your life, especially to others whom you never meet. Stories can be a powerful tool for healing. They can also be a method of communication and inspiring change.

In 2016, the CHCA met with leading home care providers, senior leaders and employees to capture their stories.

The frontline providers met with our team to share their experiences in managing work and care. By sharing their journey, these individuals are helping other caregivers realize they are not alone and that they can find strength and encouragement to navigate positive change as they face each new day.

The senior leaders from innovative home care organizations we interviewed described how they have successfully fostered a carer-friendly workplace culture. Their participation in our photo-essay increases awareness of the corporate social responsibility in supporting carers in both work and personal challenges.

This photo-essay pays tribute to the home care sector's integrity and dedication to clients, carers and staff. It sets an example of how providing a supportive workplace for employees can mean a big difference to the well-being of many individuals.

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advancing excellence in home care



**CANADIAN
RED CROSS
CROIX-ROUGE
CANADIENNE**

*Offering personal support and homemaking services
to support seniors and those recovering from illness
or injury live independently.*

10

LEADING ORGANIZATIONS

in the home care sector were showcased
in Work & Care

35

EMPLOYEE STORIES

were captured and illustrated

280

DEDICATED HOURS

of filming, talking, writing and editing
resulted in the creation of Work & Care

This poignant and impactful photo essay illuminates the personal struggles and triumphs of carers who must balance their personal commitments, unpaid caregiving duties and work responsibilities. It recognizes and pays tribute to leading health care organizations and their senior leadership who are committed to fostering an inclusive carer-friendly workplace and corporate social responsibility.

"Care & Work: A Balancing Act" is a multi-faceted campaign that captures the stories of carers, stimulates awareness and builds a sense of identity and engagement among our country's leaders and the public. The photo essay profiles several leading CHCA members, including Bayshore Home Health, Becton Dickinson, CBI Health Group, Mississauga-Halton Community Care Access Centre, Closing the Gap Healthcare Group, ParaMed Home Health Care, GE Health Care, Saint Elizabeth, Spectrum Health Care and VHA Home HealthCare.

26%

OF EMPLOYEE CARERS
take a leave of absence

5.6

MILLION CANADIANS
balance the challenges of work and care

10%

OF EMPLOYEE CARERS
leave the labor force



It's not if, it's when you will be a carer.

Knowledge

Building capacity in the home care sector through partnerships and networking.

2016 HOME CARE SUMMIT®

Attended by home care stakeholders from across Canada, the 2016 Home Care Summit® in Vancouver, British Columbia, provided a venue for collaborative engagement, innovation and building capacity. The keynote speakers, concurrent presentations, spotlight on innovation and priority roundtables stimulated new thinking and explored ways to creatively solve problems, address challenges and get ready for WHAT'S NEXT.



74

PRESENTATIONS
on home care priorities
across Canada

55%

OF PARTICIPANTS
represented senior
leaders in home care

360

PARTICIPANTS
from across Canada
and the world

SPOTLIGHT ON INNOVATION

The 2016 Home Care Summit® featured two innovative approaches to key home care challenges.

MODERNIZING HOME CARE: A PROCESS TO EVALUATE AND ADOPT INNOVATION

Profiles the work of the Mississauga-Halton Community Care Access Centre in using a structured collaborative approach to testing, measuring and adopting the geko™ device for rapid wound healing.

BAXTER ELASTOMERIC DEVICES: MAKING A MEANINGFUL DIFFERENCE IN PATIENTS' LIVES

Showcases patient-centric care and how the Baxter Elastomeric Infusion Devices improve people's lives.

HOME CARE SAFETY IMPROVEMENT COLLABORATIVE SERIES

In partnership with Canadian Patient Safety Institute and the Canadian Foundation for Healthcare Improvement, the CHCA launched a dynamic learning approach that focuses on patient safety in the home. The Collaborative engages home care organizations in interactive learning sessions and action periods that focus on measurement, data and quality improvement activities.

The Improvement Collaborative – Wave One concluded in 2016 with five successful teams developing actionable plans to reduce the incidence of falls and improve fall prevention strategies within their respective organizations. Throughout the collaborative, teams developed measurable Aim statements and identified, tested and evaluated change ideas to improve patient safety. The following organizations were involved in the Quality Improvement Collaborative – Wave One:

- Canadian Red Cross
- Eastern Health (Newfoundland)
- Saint Elizabeth
- VHA Home Healthcare
- Winnipeg Regional Health Authority

Team members profiled and shared their successes at the 2016 CHCA Home Care Summit®. The benefits they experienced included:

- Identification of local issues and larger system barriers to patient safety
- Greater understanding of frontline care delivery processes
- Increased engagement of system partners in data analysis and care planning
- Implementation of small changes that resulted in big improvements
- Involvement of patients and families in practical and meaningful ways

The next phase of the Improvement Collaborative series, Wave Two, began in November 2016 and will lead successful teams through an enhanced 12-month program.

CHCA Sustaining Patron committed to advancing excellence in home care

Spectrum *Always with you.*
HEALTH CARE

Providing our patients with exceptional health care services by accommodating our patients' needs with flexible schedules



 Canadian Home Care Association
Association canadienne de soins et services à domicile

Working together to reduce preventable harm in the home

 cpsi-icsp
Canadian Patient Safety Institute
Institut canadien de sécurité des patients

Wave One Participants share their experience in the collaborative.

It [the collaborative] was an excellent opportunity for us to focus on a few key processes related to fall risk identification and mitigation strategies. It also provided a more formal quality improvement approach that has enriched our knowledge, to better understand how we collectively can spearhead improvement efforts. Engaging our frontline staff and clients gave us a deeper understanding of what is important, what is involved and how improvements can directly impact culture, service delivery and client safety.

JODY HALES

Director, Quality Assurance and Risk
Community Health & Wellness Canadian Red Cross

This collaborative was of great benefit to the WRHA Home Care Program and the clients we serve. It helped us build on our existing falls prevention efforts using a clear and structured approach. Importantly, it reinforced our already significant appreciation for involving client/family advisors on improvement initiatives. This engagement is something we will continue to pursue as we move forward from this initiative to future quality and client safety improvement initiatives.

RACHEL GANADEN, M.A.

WRHA Home Care Program
Manager, Quality & Innovation

The collaborative provided an opportunity to explore in more depth the current situation with respect to falls and the challenges that we face in addressing this important issue. The work started through the collaborative has allowed the foundation to effect change on an ongoing basis. Thanks for the opportunity to participate in this important initiative.

NATALIE MOODY

Regional Director
Health Promotion and Chronic Disease Prevention and Management Eastern Health

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advancing excellence in home care

calea.

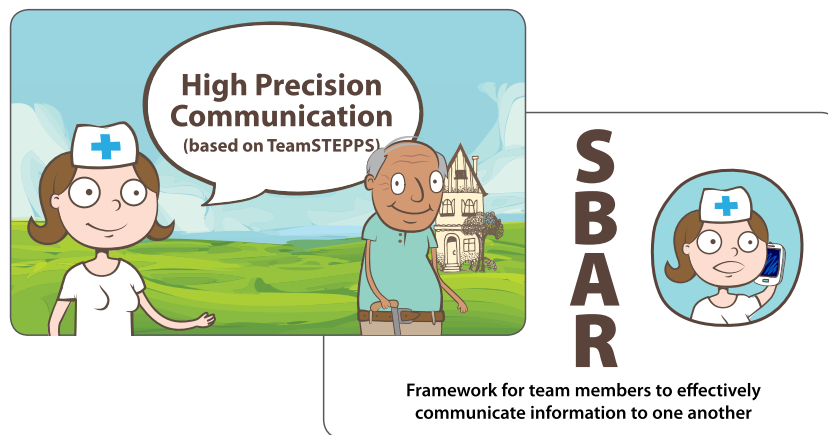
Canada's leader in the provision of products and
services that safely and reliably support community-
based infusion therapy, advanced wound care, and
the need for general medical supplies.



HIGH PRECISION COMMUNICATION

Developed by the Agency for Healthcare Research and Quality, TeamSTEPPS is an evidence-based program aimed at optimizing performance among teams of health care professionals, enabling them to respond quickly and effectively to whatever situations arise. A panel of experts developed the curriculum, incorporating findings from more than 25 years of scientific research on teams and team performance.

Members of the CHCA team participated in the TeamSTEPPS 2.0 Master Training Course that provides fundamental content and resources for training others. In 2017, the CHCA will adapt the core content specifically for the home care sector and roll out an educational program for CHCA members.



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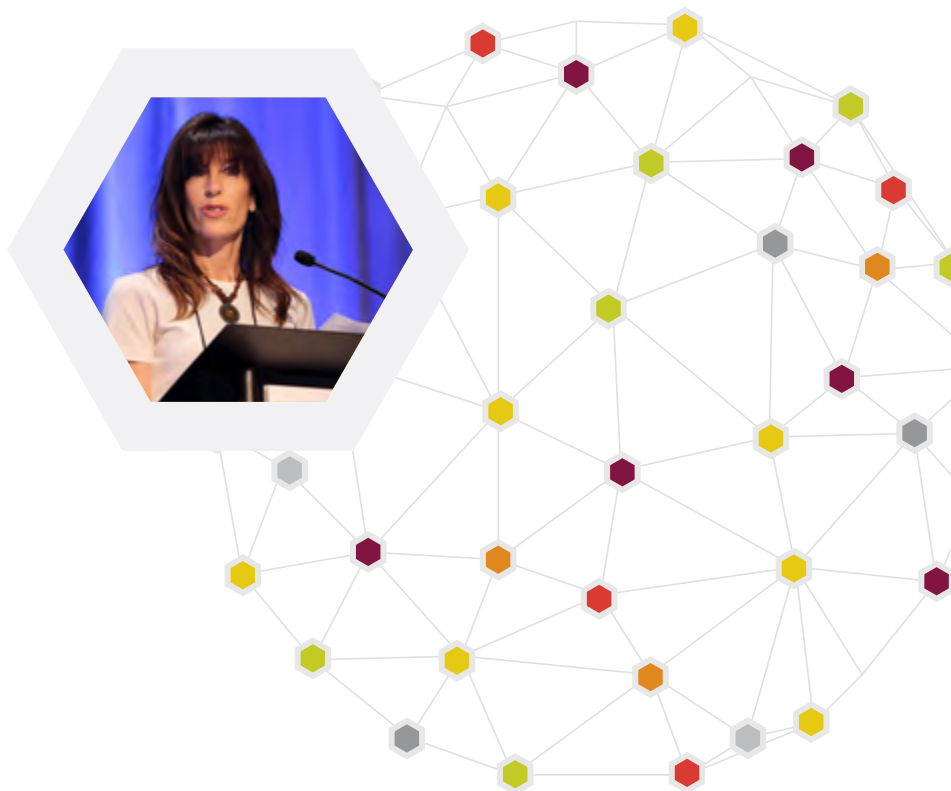
Enriching Lives, Changing Tomorrow. Delivering high quality health care in communities since 1990

SCALING AND SPREADING INNOVATION

At the 2016 Home Care Summit®, the CHCA partnered with the Canadian Foundation for Healthcare Improvement to build awareness of their expertise and experience in a collaborative method of scaling and spreading innovation. Through a series of interactive workshops and keynote presentations, the CHCA facilitated discussions on successful collaboratives, considerations determining the readiness of promising practices to be scaled and spread within the home care sector, and insights and practical advice on how to determine if an organization is ready to implement an effective practice from elsewhere.

INNOVATION SEEKER

CBI Health Group partnered with the CHCA in the role of Innovation Seeker. An integral part of the Home Care Knowledge Network, the Innovation Seeker actively identifies and presents new models and potential solutions to meet the needs of the Network HUBs. As the CHCA's Innovation Seeker partner, CBI Health Group leverages their extensive network to bring innovative ideas, solutions and concepts to the Network HUB members. The Home Care Wait Time initiative is a key project supported by the Innovation Seeker.



At CBI Health Group we connect the dots for better care. As the Home Care Knowledge Network Innovation Seeker, we work with the CHCA to bring new ideas and solutions to home care stakeholders across Canada.

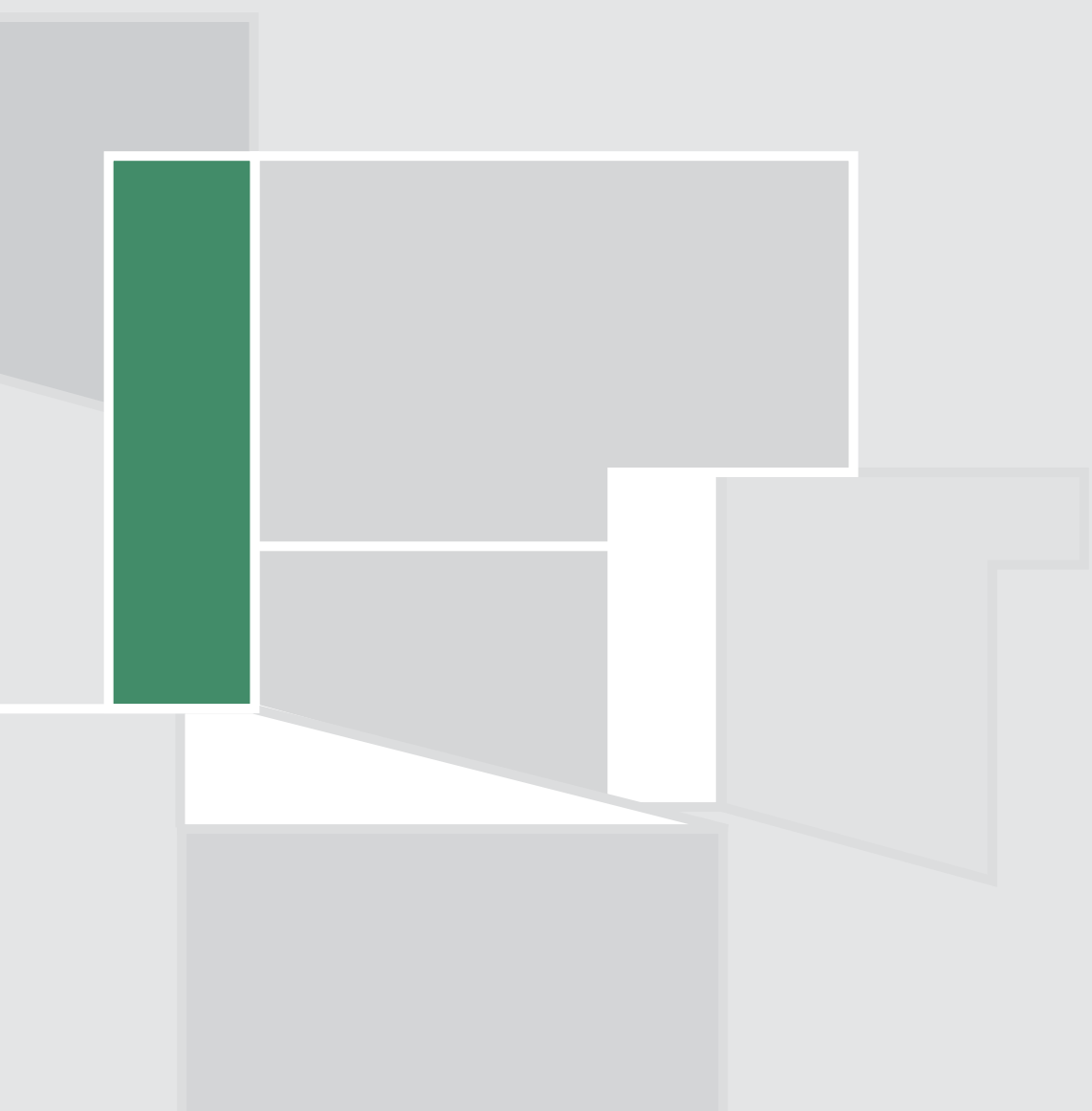
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A global health care leader with a diversified portfolio of prescription medicines, vaccines, and animal health products.

Leadership

Initiating conversations
that catalyze change.



NETWORK HUBS

The CHCA Home Care Knowledge Network supports several collaborative Network HUBs that focus on key home care issues. Network HUB members are guided through a development process that includes:

- **Forming** – a review of readiness to form a Network HUB
- **Capacity building** – “train the trainer” course on Home Care Lens and Knowledge Centre resources
- **Mentoring** – coaching and training for the Network HUB Lead
- **Facilitating** – access to tools, resources and subject matter experts
- **Advancing** – review and reflection on the Network HUB process

MANITOBA NETWORK HUB

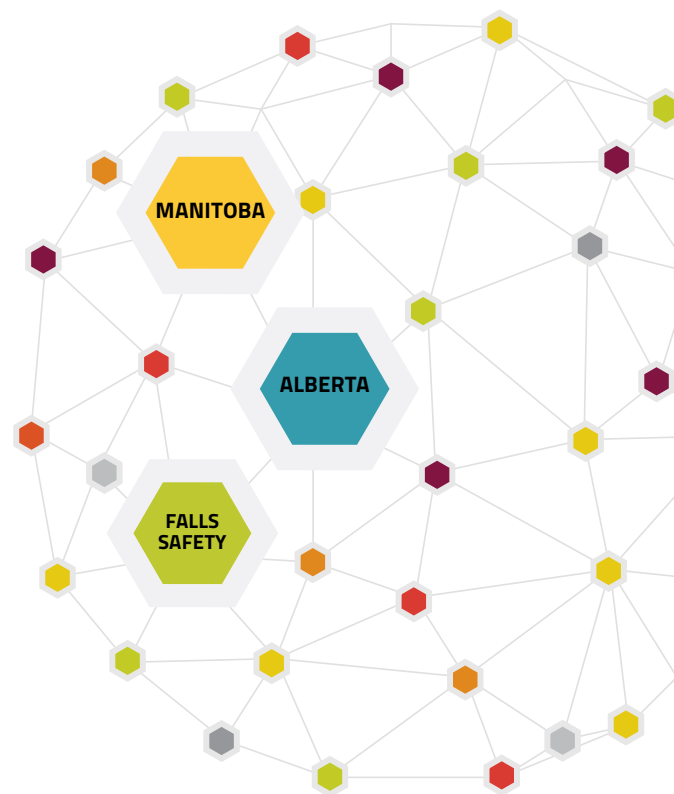
The Manitoba Health, Healthy Living and Seniors (MHHLS), Continuing Care Branch formed a partnership with the CHCA Knowledge Network Team to actively engage as a Network HUB and work toward addressing key strategic priority areas for home and community care within Manitoba. The newly formed Network HUB identified the need to develop a clear framework for home care service throughout the province. Using the Knowledge Network tools and supported by the CHCA team, the Manitoba group gained a broad understanding of their regional strengths and challenges that would impact achieving their goal.

ALBERTA NETWORK HUB

Twenty-four members of the Alberta Health Services Home Care Development Steering Committee formed the Alberta Network HUB to address the need to create a policy on the common basket of services for home care. To gain an understanding and competency in the use of the Knowledge Network Tools, the Alberta HUB members participated in a two-day workshop targeting the application of the Lens tools, evidence-informed decision-making and change management. Ongoing coaching was provided to the HUB lead and members after the educational session.

FALLS SAFETY NETWORK HUB

To support the teams involved in the Safety Improvement Collaborative, a virtual Network HUB was developed to provide a central location for resources, a secure space for creating and sharing materials, and a source of information and dialogue. The CHCA knowledge coach moderated and administered the Safety HUB, and collaborated with and engaged experts from the CPSI and the Canadian Foundation for Healthcare Improvement to contribute to the learning content of the HUB.



HIGH IMPACT PRACTICES

High Impact Practices are evidence-informed practices that improve the effectiveness and efficiency of home care. Through the identification and dissemination of these practices, the CHCA advances excellence and facilitates the scaling and spreading of promising practices across the country. In 2016, the CHCA launched three new High Impact Practices.

ONE CLIENT, ONE TEAM™: TRANSFORMING INTEGRATION AT THE POINT OF CARE

This High Impact Practice highlights the Toronto Central Community Care Access Centre's (TC CCAC) integration strategy, which has influenced the design and delivery of population-based programming. Delivering functional integration at the point of care for patients with complex needs, the One Client, One Team™ strategy has been implemented with older adults, children and palliative care clients.

CONNECTING NORTHERN AND EASTERN ONTARIO COMMUNITY EXPANSION

The Connecting Northern and Eastern Ontario Community Expansion (cNEO CE) project was an "adoption" project that enhanced previously piloted technology to improve the linkages between hospitals, the Community Care Access Centres (CCACs), primary care and home care service providers in North Eastern and North Western Ontario. This High Impact Practice showcases the results of a partnership to facilitate seamless service from the patient's place of residence, to hospital and back home.

TELEHOMECARE IN ONTARIO: BETTER HEALTH, AT HOME

This High Impact Practice showcases the large-scale deployment of Telehomecare as an enabler of care delivery across Ontario. It profiles the role of the Ontario Telemedicine Network as a driver and catalyst in establishing virtual care models and mobile technologies that improve patient satisfaction and health system efficiencies.

Learn more about the CHCA High Impact Practices.



EXPERT ADVICE FROM THE FRONTLINE— CHCA SAFETY ADVISORY GROUP

Throughout 2016, the CHCA accessed the expertise and advice of our Safety Advisory Group members to inform numerous safety initiatives. The members of the group shared new developments in their organizational safety strategies and provided guidance to our safety team on several key projects, including the following:

- Acted as key informants in the “Am I Safe?” environmental scan
- Provided feedback on engagement and recruitment for the Falls Quality Improvement Collaborative
- Acted as a frontline resource for Medication Reconciliation Getting Started Kit refresh
- Participated in a survey of “Never Events” for health care, contributing the home care perspective

The Safety Advisory Group members and participating organizations include:

- **Kathy Sidhu**, *Manager Professional Practice Rehab, VHA Home Health Care*
- **Cathryn Cortissoz**, *Project Manager, Health Care and Community Safety, CSA Group*
- **Joanna Moro**, *Health and Safety Manager, Safety First Consulting*
- **Jody Hales**, *Director, Quality Assurance and Risk, Community Health & Wellness, Canadian Red Cross*
- **Lorraine Cooke**, *Marketing Manager Acute and Homecare, Healthcare Marketing, SCA Personal Care*
- **Natalie O’Hayon**, *Alternate Site Channel Manager, Becton Dickenson Medical*
- **Sonia Kamalinia**, *Medical and Scientific Liaison (Diabetes), Merck Canada Inc.*
- **Tracey Griffin**, *Senior Manager, Marketing and Sales, Philips Lifeline*

NATIONAL PATIENT SAFETY CONSORTIUM

Established in 2014, the Canadian Patient Safety Institute brought together key partners in Canadian health care and established the National Patient Safety Consortium to drive a shared action plan for safer health care. More than 50 organizations participate in the consortium, including national organizations, provincial and territorial quality and patient safety councils, government representatives, professional associations and

patient groups. The CHCA has been an active member of the consortium since its conception. The annual meeting in 2016 focused on the integrated action plan, with home care as a key priority. At the meeting, the participants discussed and explored key issues such as unsafe practices happening at transitions of care, the value of teams, enhancing a culture of safety, and patient and family engagement.

HOME CARE PATIENT SAFETY EXPERT FACULTY

The CHCA was selected to participate on the Canadian Patient Safety Institute Home Care Expert Faculty to provide advice and direction on national safety initiatives. Members of the faculty include representatives from academia, home care administrators, service providers, health authorities, health quality councils and national associations, as well as Patients for Patient Safety Canada.

Some of the activities the Faculty is engaged in are:

- Assisting with knowledge transfer activities
- Providing supportive assistance and expertise
- Assisting in the development of resources and tools
- Providing advice on the evaluation, sustainability and improvement of these resources
- Identifying and evaluating emerging evidence (literature, research, best practices)

CELEBRATING NATIONAL CARERS DAY

On the first Tuesday of April, Canadians come together to recognize family members, friends, neighbours and other significant people who provide unpaid caring role for someone who needs help because of a physical or cognitive condition, an injury or a chronic life-limiting illness. National Carers Day encourages all Canadians to recognize and celebrate the outstanding contribution carers make to our nation.

As an active signatory partner in Carers Canada, the CHCA supported the successful celebration of National Carers Day 2016.

Because I Care – Recognizing Caring Canadians campaign built awareness and reinforced the diversity of ‘caring’ Canadians; the millions of individuals who support carers and often are taking on a caring role themselves. CHCA members enthusiastically engaged and shared their messages of caring.



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Improving the health and enriching the lives of Canadians, every day.

DIGITAL HEALTH WEEK 2016 A CONVERSATION WITH CANADIANS

To advance our priority of innovation, the CHCA encouraged our members to join in the conversation and share their ideas on technology during Digital Health Week 2016 (November 14-20). As a supporting organization, the CHCA promoted the themed program “Better Health Together” led by Health Infoway. Through tweets, webinars and on-line communications clinicians, patients, caregivers, governments, associations and industry came together to #ThinkDigitalHealth.

IRPP TASK FORCE ON AGING

ROUNDTABLE: CREATING A NATIONAL SENIORS STRATEGY FOR CANADA

Nadine Henningsen, CHCA Executive Director provided expert insight during this invitational roundtable on seniors' care. One of twenty-four guest participants, Ms. Henningsen shared the CHCA's views on how an integrated and comprehensive approach to health and wellness can ensure that seniors across Canada receive comparable services, regardless of where they live. Recommendations provided to the task force included:

- Enhance federal income programs for seniors.
- Develop and adopt national home care standards.
- Identify best practice in age-friendly communities.
- Explore flexible approaches to income-support for carers.
- Promote health literacy, informed decision-making and advance care planning.

Download the report



CANADA 2020 HEALTH SUMMIT

A NEW HEALTH ACCORD FOR ALL CANADIANS

CHCA Board President, Réal Cloutier participated in this event sponsored by Canada 2020, in partnership with the Canadian Medical Association. As a keynote panelist, Mr. Cloutier shared recommendations on home care priorities the federal, provincial and territorial decision-makers should consider in the new Health Accord discussions. Other notable keynote speakers were the Honourable Jane Philpott, Minister of Health, who shared the Federal outlook on health and Dr. Gaëtan Barrette, Quebec Minister of Health and Social Services, who presented a provincial perspective on sustainable health.

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advancing excellence in home care



Advancing the world of health

CONFERENCE BOARD OF CANADA: THE FUTURE OF HOME AND COMMUNITY CARE: INNOVATION IN DESIGN, DELIVERY AND SUPPORTS

The CHCA Executive Director, Nadine Henningsen, participated in this invitational event along with other keynote speakers including Michael Green, President and Chief Executive Officer Canada Health Infoway; Shirlee Sharkey President and Chief Executive Officer Saint Elizabeth Health Care; and Melissa Farrell Assistant Deputy Minister, Health System Quality and Funding Division Ontario Ministry of Health and Long-Term Care. Ms. Henningsen presented on the Better Home Care in Canada Action Plan and reinforced the steps needed to ensure a sustainable, responsive home care system for all Canadians.

CONSULTATIONS WITH THE HONOURABLE JANE PHILPOTT, MINISTER OF HEALTH

The CHCA was invited to two consultations with the Federal Health Minister and the Health Accord secretariat team to discuss options and ideas for home care in federal, provincial, territorial health discussions. During both events, Nadine Henningsen, CHCA Executive Director shared insights on where the federal investments for home care could make the most significant impact in terms of improving access to high quality home care services in Canada and how should governments measure progress and success.



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ParaMed[™]
Redefining Care

Helps you or your loved one enjoy greater independence in the home.

LIBERAL SENATE FORUM RENEWING THE HEALTH ACCORD

Dale Clement, CHCA board member for Ontario and Chief Executive Officer for the Wellington-Waterloo Community Care Access Centre addressed the Senate Liberals as part of a panel discussion during their Open Caucus. Discussions focused on the renewal of the Health Accord, the issues and opportunities for our aging demographic, pharmacare, home care, access to mental health services, wait times, and Indigenous health. Ms. Clement was joined by Dr. Cindy Forbes, Past President of the Canadian Medical Association and Dr. Chris Simpson, Medical Director, Cardiac Program, Division Chair at Queens University.

VISIONARY LEADERSHIP

The CHCA is governed by a 15-member board of directors from provinces and territories across Canada, and representing an array of sectors—government, administrators and service providers.



2016 BOARD OF DIRECTORS

PRESIDENT

Réal Cloutier, Chief Operating Officer, VP of Community Health Services, Winnipeg Regional Health Authority

VICE PRESIDENT & NEWFOUNDLAND REPRESENTATIVE

Alice Kennedy, Vice President, Eastern Health Newfoundland

TREASURER & SERVICE PROVIDER REPRESENTATIVE

Lori Lord, Chief Executive Officer, Spectrum Health Care

BRITISH COLUMBIA REPRESENTATIVE

Lisa Zetes-Zanatta, Executive Director, New Westminster Health Services, Palliative Care, and Centralized Home Health Services, Fraser Health Authority

ALBERTA REPRESENTATIVE

Carol Anderson, Executive Director, Continuing Care, Edmonton Zone

SASKATCHEWAN REPRESENTATIVE

Sandra Blevins, Vice President, Integrated Health, Saskatoon Health Region

SERVICE PROVIDER REPRESENTATIVE

Anthony Milonas, Chief Operating Officer, CBI Health Group

ONTARIO REPRESENTATIVE

Dale Clement, Chief Executive Officer, Waterloo Wellington Community Care Access Centre

NOVA SCOTIA REPRESENTATIVE

Ruby Knowles, Executive Director, Continuing Care Branch, Nova Scotia Health and Wellness

PRINCE EDWARD ISLAND REPRESENTATIVE

Cecil Villard, Executive Director, Home Based and Long Term Care, Health PEI

NEW BRUNSWICK REPRESENTATIVE

Jennifer Elliott, Health Consultant, New Brunswick Extra Mural, NB Department of Health

YUKON REPRESENTATIVE

Cathy McNeil, Manager, Community Care, Department of Health and Social Services

NUNAVUT REPRESENTATIVE

Jennifer Colepaugh, Territorial Home & Community Care Coordinator, Government of Nunavut

FNIHB (EX-OFFICIO)

Shubie Chetty, Senior Nursing and Quality Consultant, First Nation's and Inuit Health Branch, Home and Community Care Program

Executive Director

Nadine Henningsen



Canadian Home Care
Association
canadienne de soins
et services à domicile




The Canadian Home Care Association is a national not-for-profit membership association dedicated to ensuring the availability of accessible, responsive home care and community supports to enable people to safely stay in their homes with dignity, independence, and quality of life. Members include governments, administration organizations, service providers, researchers, educators and others with an interest in home care.

The Canadian Home Care Association advances excellence in home care and continuing care through leadership, awareness, advocacy and knowledge.

The CHCA brings value to the home care sector and our members by:

- Increasing the understanding of the role and value of home care.
- Informing and influencing policy and practice.
- Initiating conversations that catalyse change.
- Facilitating continuous learning through partnerships and networks.

For more information:

-  www.cdnhomocare.ca
-  905-567-7373
-  @cdnhomocare