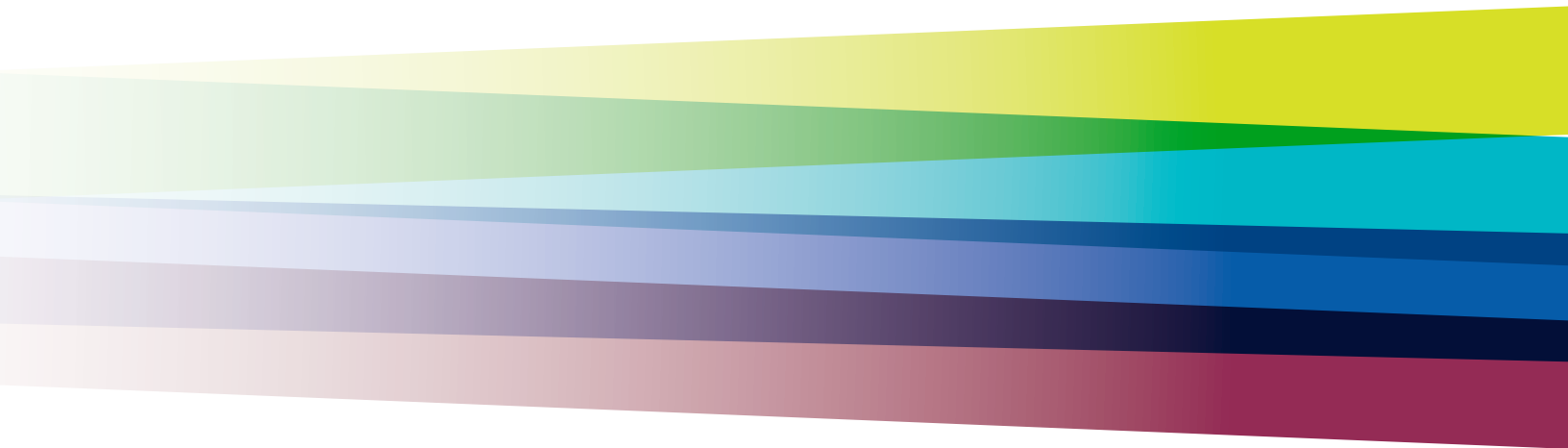


CANADIAN HOME CARE ASSOCIATION

# PROGRESS REPORT

2023





Established in 1990, the Canadian Home Care Association (CHCA) is a recognized and respected resource for our members. We make connections and facilitate the sharing of new ideas and leading practices across the country. Members of the CHCA include representatives from government (federal, provincial, and territorial), administration organizations, and service providers. As a national association, the CHCA is a unifying force that amplifies our members' voices to influence national policy directions on key professional and political issues.

The CHCA is guided by a Board of Directors representing provincial and territorial home care programs, private service providers, and national stakeholders. The Board is responsible for setting the strategic direction, approving budgets, and overseeing national initiatives. Led by CEO Nadine Henningsen, the national office manages policy development, government relations, member engagement, and project execution.

[CHCA Website](#) / [X](#) / [LinkedIn](#)

## **Message from the CEO**

Nadine Henningsen

The Canadian Home Care Association (CHCA) is pleased to present the 2023 Annual Report, highlighting our achievements, initiatives, and impact over the past year. Our work continues to focus on advancing integrated home and community care that is accessible, responsive, and centred on the needs of patients and their families. Under the leadership of our Board of Directors and with the dedication of our members, we have made significant strides in education, policy advocacy, and collaborative care.

## **Message from the CHCA Board Chair**

Vikas Sethi

As Chair of the CHCA Board, I am proud to reflect on a year of remarkable progress and impact. In 2023, we strengthened our national influence, enhanced the skills of home care providers, and expanded key initiatives to improve patient-centred care across Canada.

Collaboration has been at the heart of our success. We have developed valuable resources and tools that directly benefit home care providers and patients by strengthening partnerships with leading organizations, including Pallium Canada and the Montreal Institute for Palliative Care. Our work in integrated care has also taken a significant step forward, with new frameworks and tools designed to enhance coordination and improve patient outcomes.

Looking ahead, we remain committed to advancing education, advocacy, and innovation in home and community care. On behalf of the Board of Directors, I sincerely thank our members, partners, and stakeholders for their unwavering dedication.

Together, we will continue to drive meaningful change and improve the lives of Canadians who rely on home care services.

# Our Strategic Vision

Home care is an essential part of an integrated health system that provides seamless patient- and family-centred care and support for older adults living with frailty, those with complex, chronic disabling conditions, and individuals at the end of life.

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## STRATEGIC AIM

An integrated health and social care system that provides seamless patient- and family-centred care that is accessible, accountable, evidence-informed, integrated and sustainable.

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### GUIDING PRINCIPLES

- Patient and Family-Centred Care
  - Evidence-Informed Care
  - Accessible Care
  - Integrated Care
  - Accountable Care
  - Sustainable Care
- 



### AREAS OF INFLUENCE

#### ADVOCACY

Inform and influence policy and practice

#### AWARENESS

Promote the role and value of home care

#### KNOWLEDGE

Facilitate innovation and knowledge mobilization

#### LEADERSHIP

Stimulate conversations that create change

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### TARGET AUDIENCES

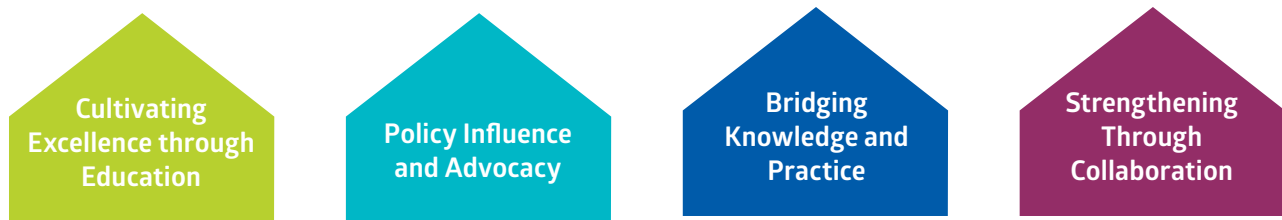
- Frontline service providers
  - Patients and caregivers
  - Administrators
  - Policy planners
  - Funders
  - Researchers
- 



### ENABLERS

- Diverse and active membership
  - Partnership and networking
  - Expertise and knowledge
-

# Strategic Pillars



CHCA's work is structured around four strategic pillars that drive our mission:

## **CULTIVATING EXCELLENCE THROUGH EDUCATION**

Developing a highly skilled workforce by providing essential tools and training resources that elevate competencies and support lifelong learning.

## **POLICY INFLUENCE AND ADVOCACY**

Engaging decision-makers to ensure home care is prioritized in healthcare transformation and funding strategies.

## **BRIDGING KNOWLEDGE AND PRACTICE**

Facilitating the adoption of evidence-based practices through initiatives such as the SPRINT Implementation Collaborative and High-Impact Practices.

## **STRENGTHENING THROUGH COLLABORATION**

Building strategic alliances that foster knowledge exchange and improve home and community care across Canada.

This report reflects the Canadian Home Care Association's achievements over the past year and outlines our strategic priorities for the coming year. Our members' unwavering dedication and commitment have been instrumental in advancing our mission to enhance the quality of home care in Canada.

# Emotionally Intuitive, Competency-Based Palliative Care (eiCOMPASS)

The eiCOMPASS project, funded by Health Canada, is a three-year initiative to strengthen home care providers' emotional intelligence and competency-based skills.

Key milestones in 2023 included:

- **Raising Awareness** – A national campaign featuring 17 palliative care experts showcased the impact of the Canadian Interdisciplinary Palliative Care Competency Framework, sharing real-life applications in home care settings.
- **Developing Emotional Intelligence Training** – CHCA collaborated with the Montreal Institute for Palliative Care to create Conversation Guides and launched 23 microlearning courses focused on emotional intelligence skills.
- **SPRINT Implementation Collaborative** – Engaging 14 teams across Canada, the Collaborative has driven rapid, effective changes in patient care by integrating the Competency Framework and emotional intelligence training.



# Home-Based Palliative Care ECHO Project

In its third year, the Home-Based Palliative Care ECHO Hub has engaged over 1,800 healthcare professionals, providing access to specialized palliative care knowledge. Partnering with Pallium Canada, the CHCA has delivered learning sessions featuring case studies, expert insights, and best practices. The 2023-24 theme, 'Essential Skills for Palliative Care,' focused on key competency domains from the National Interdisciplinary Palliative Care Competency Framework. Participants benefited from learning about innovative care models and accessing practical resources.

## Project ECHO

All Teach, All Learn

Bridging the Knowledge Gap in Home and Community Care



# National Caregiver Day Campaign

On April 4, 2023, CHCA, through Carers Canada, led the National Caregiver Day Campaign, highlighting caregivers' essential contributions. The campaign featured expert discussions on grief support, serious illness conversations, and policy advancements, engaging over 3,000 stakeholders. Planning for the 2024 campaign is underway, continuing to amplify caregivers' voices.



*Partners in hope, support and comfort*



# Policy Influence and Advocacy

CHCA has actively shaped home care policies and funding decisions through collaboration with federal, provincial, and territorial health authorities. Notable achievements in 2023 include:

- CEO Nadine Henningsen's appointment to the Ministerial Advisory Board on Dementia reinforces CHCA's leadership in dementia care and early intervention strategies.
- Develop key briefing materials and participate in national advisory councils to ensure home care remains a priority in health system transformation.

# Integrated Care Initiatives

CHCA has prioritized integration within home and community care in response to national healthcare challenges. Efforts in 2023 included:

Developing a Framework for Integrated People-Centred Care to enhance service coordination.

Launching the Canadian Home & Community Care Project ECHO, expanding access to specialized knowledge for underserved regions.

Updating the Integrated Care Tool, equipping care providers with strategies to strengthen collaboration across healthcare sectors.

# Looking Ahead to 2024

CHCA remains committed to expanding our impact through education, advocacy, and innovation as we move forward. In the coming year, we will:

- Expand the reach of the Home-Based Palliative Care ECHO Hub.
- Advance emotional intelligence training for home care providers.
- Strengthen partnerships to drive policy changes that improve home care services.
- Launch new initiatives focused on integrated and person-centered care.

We are grateful to our members, partners, and stakeholders for their continued dedication to enhancing home and community care in Canada and look forward to another year of collaboration and progress.

Canadian Home Care Association

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