

CANADIAN HOME CARE ASSOCIATION

HOME CARE KNOWLEDGE NETWORK

Advancing excellence in home care through
evidence, experience and engagement

UPDATE JUNE 2017



Advancing Excellence in Home Care

The CHCA Home Care Knowledge Network [Knowledge Network] addresses pan-Canadian priorities and advances excellence in home care. The Knowledge Network helps decision-makers identify gaps and issues when developing policies and designing service delivery models, and provides easy access to resources and information to address issues. It leverages the experience and expertise of health care and home care leaders and researchers to collaboratively solve problems in the home care sector across Canada.

The Knowledge Network is a multi-stakeholder forum that provides decision-makers with:

- A mechanism for the sharing of information, practices and experience across jurisdictions and providers.
- Quick and easy access to emerging practices, practical models and tools to support evidence-informed policy and program delivery.
- A vehicle to share the expertise and experience of home care experts across Canada.
- A catalyst for policy and service delivery evaluation and continuous improvement.



**Home Care
Knowledge
Network**

HOME CARE KNOWLEDGE NETWORK

The Home Care Knowledge Network stimulates collaborative engagement, identifies issues and gaps and provides easy access to resources and best practices. Through the Knowledge Network, policy, program and frontline decision-makers gain access to new knowledge and change management strategies to address identified challenges and provide better care, better outcomes and better value for investment.

WHY ENGAGE IN THE CHCA HOME CARE KNOWLEDGE NETWORK?

Through active engagement in the Home Care Knowledge Network, health ministries, home care policy planners, administrators and service providers will achieve:

- Accelerated and integrated policy and program delivery;
- Shared experience and assets through enhanced knowledge transfer and collaboration between stakeholders and across jurisdictions; and
- Increased engagement and involvement of stakeholders across the continuum of care.

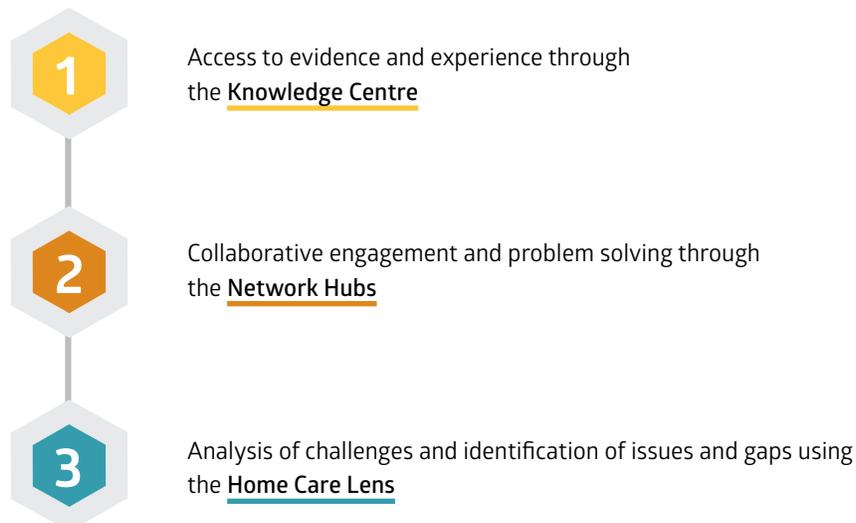
BENEFITS OF THE CHCA HOME CARE KNOWLEDGE NETWORK

Involvement in the Knowledge Network will provide the following benefits for individual participants, their organizations and the health system:

- Continued learning and professional development;
- Access to expertise (within the individual network hub and broad knowledge network);
- Reduction in time/cost to retrieve information;
- Improved communication with peers (within a jurisdiction and across Canada);
- Improved knowledge sharing and distribution and enabled innovation;
- Reduced rework and reinvention, resulting in increased productivity and quality of work;
- Benchmarking against best practices;
- Building of alliances within the individual network hub and broad knowledge network; and
- Access to a network to keep current in the home and community care sector.

HOW DOES THE CHCA HOME CARE KNOWLEDGE NETWORK WORK?

The Knowledge Network stimulates interaction and information sharing by incorporating three fundamental elements to support transformational change in home and community care:





KNOWLEDGE CENTRE

Access to evidence and experience through the Knowledge Centre

BUILT ON THE HARMONIZED PRINCIPLES FOR HOME CARE

The Knowledge Centre is an easy-to-navigate, user-friendly website that provides information to address identified issues as they relate to the six Harmonized Principles for Home Care. Developed in 2013 through a consultation process involving over 350 health care stakeholders, these principles articulate the fundamentals of home care in Canada without prescribing how services are funded, administered or delivered. The Harmonized Principles for Home Care are:

- **Patient- and Family-Centred Care:** Patients and their carers are at the centre of the planning and delivery of care.
- **Accessible Care:** Patients and their carers have equitable and consistent access to appropriate care.
- **Accountable Care:** Patient, provider and system outcomes are managed, met and reported on.
- **Evidence-Informed Care:** Patients receive care that is informed by clinical expertise, patient values and best available research evidence.
- **Integrated Care:** Patients' needs are met through coordinated clinical and service-level planning and delivery across multiple professionals and organizations.
- **Sustainable Care:** Patients whose needs can be reasonably met in the home will receive the services and support to do so.

RESOURCES FOR POLICY PLANNERS AND SERVICE PROVIDERS

The site provides resources for both policy planners and service providers and contains hundreds of resources to address issues identified through the Home Care Lens tools.

	Type of content / resources	Targeted population date
TOOLS	<ul style="list-style-type: none"> • Checklists and Guidelines • Toolkits • Assessment Lenses 	PHASE 1 - September 2015
REPORTS	<ul style="list-style-type: none"> • Policy Papers / Reports • Grey Literature • Essays 	PHASE 1 - September 2015
RESOURCES	Links to research sites and resources	PHASE 2 - November 2015
EXPERIENCE	<ul style="list-style-type: none"> • Webinars / Lectures / Podcasts • Editorials • Practices/Models • Input from Network Hubs 	PHASE 3 - May 2016

Each resource includes a quick reference guide to help users determine the applicability to their work.

The information includes:

- Title of Resource (web link to access online)
- Author, publication, organization and publication date
- Short overview of the objective and goals
- Features and benefits
- Application to health care or, more specifically, home care

NETWORK HUBS

Collaborative engagement and problem solving through the Network Hubs



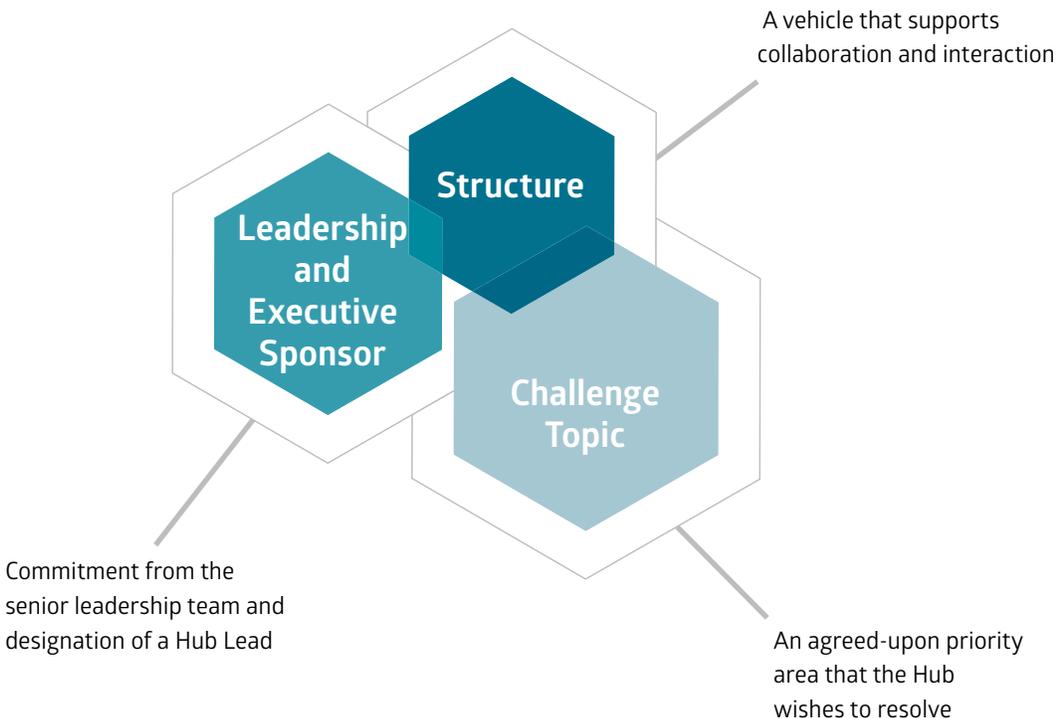
SHARED LEARNING ENVIRONMENT

Network Hubs create an environment of shared knowledge to facilitate the development of new ideas, strategies and opportunities for home and community care. Network Hubs stimulate interaction and discussions between local participants and on a national scale. Network Hubs connect people and organizations that might otherwise not have the opportunity to interact to address issues and attain goals they may not have been able to attain by themselves.

Network Hubs consist of local and/or regional stakeholders that have identified a common challenge in home and community care that they wish to resolve. Network Hubs connect with the Knowledge Centre through the identification and dissemination of new and existing knowledge that addresses issues identified by the Hub members. Hub members work together to:

- Identify and prioritize issues and gaps to address a recognized challenge;
- Access and analyze tools and resources through the Knowledge Centre that will advance their priority area;
- Share ideas and collaboratively develop options and solutions to address their challenge;
- Gain skills and knowledge through involvement with peers; and
- Provide expertise and experience to other Network Hubs across Canada.

THREE ESSENTIAL COMPONENTS:





NETWORK HUBS



1. LEADERSHIP AND EXECUTIVE SPONSOR

A key feature of successful Network Hubs is an engaged and reliable lead who has a strong commitment to addressing the Challenge Topic.

NETWORK HUB LEAD – enables the coordination, facilitation and communication of the Hub members and activities and ensures the group stays focused on its particular Challenge Topic. The Lead interacts with the CHCA Knowledge Network team as the Hub evolves and helps provide solutions as issues arise. Meeting facilitation is part of the Network Hub's responsibilities, which may include organizing meetings, sharing relevant documents, liaising with the CHCA team and shaping the information into knowledge.

EXECUTIVE SPONSOR – legitimizes and champions the Network Hub both internally and externally. The sponsor is a senior leader within one of the Hub organizations who is highly motivated to ensure that the Hub succeeds. This person champions the Hub's successes and advocates for the Hub's needs by providing perspectives and resources from within their organization or from other stakeholders.



2. STRUCTURE

Members of a particular Network Hub may include a variety of organizations and representatives from a range of geographic locations. To maximize participation in the Hub, several communication approaches must be used. The structure to support your Network Hub must include tools that best serve your group's communication and collaboration needs. Initially, these tools should already exist so that the Hub can begin work without incurring additional costs. Various tools and methods to consider include:

- Face-to-face meetings
- Workshops and conventions
- Teleconferences and web conferences
- Email
- Blogs (shared through the Knowledge Centre)



3. CHALLENGE TOPIC

Challenge Topics best-suited to a Network Hub engage a range of diverse stakeholders who otherwise may not have the opportunity to interact or have a mechanism to collaboratively identify issues and gaps, discuss common problems, access and analyze resources and collaboratively develop solutions. Potential challenge topics should address broad priorities for home and community care that align with the six Harmonized Principles for Home Care. The Challenge Topic needs to be relevant not only to your jurisdictional context, but must also be applicable to other home care programs across the country, as your experience and knowledge will be shared through the Knowledge Centre component of the Home Care Knowledge Network.



PARTNERING WITH THE CHCA TO DEVELOP A NETWORK HUB

CHCA KNOWLEDGE NETWORK TEAM ROLE

Through a collaborative process, the CHCA supports the creation and functioning of Network Hubs as they identify and address specific issues that apply to home and community care. The CHCA's role is to stimulate the development of a Network Hub, collaborate with existing Hubs and provide expertise through a robust and responsive Knowledge Centre. The CHCA catalyst role may include:

- Facilitating and guiding the development of a network hub (readiness review, sample hub charter, coaching);
- Providing an in-depth "train the trainer" course on the use of the home care lens and knowledge network;
- Holding web-hosted orientation workshops and introducing the knowledge network and home care lens for groups beyond the direct hub;
- Supporting the hub lead to mentor and foster hub activities with the intention that the hub will, over time, self-manage and coordinate its activities internally;
- Facilitating linkages to the knowledge network and other network hubs; and
- Helping evaluate a network hub.

HUB CONVENER (PARTNER ORGANIZATION) ROLE

The Hub Lead, sponsor and members support the development and activities of the Network Hub by:

- Securing the key components required for a network hub (leadership, structure, challenge topic);
- Identifying and convening hub members;
- Using the home care lens to review the identified challenge topic and determine issues and opportunities for action;
- Accessing and using the available resources of the knowledge network;
- Contributing to the growth of the knowledge network through the sharing of content and participation in a network hub; and
- Taking ownership for the development and production of any documentation or materials generated or required by hub partner organization(s).





HOME CARE LENS TOOL

Analysis of challenges and identification of issues & gaps using the Home Care Lens

The Home Care Lens tool, consisting of a Policy and a Program Lens, supports decision-making and integrated models of care. It provides a common logic framework that can be used by policy planners, administrators and service providers as they develop and apply effective integrated service delivery approaches. Essentially, the HCL tool supports the goal of delivering the right care in the right place at the right time.

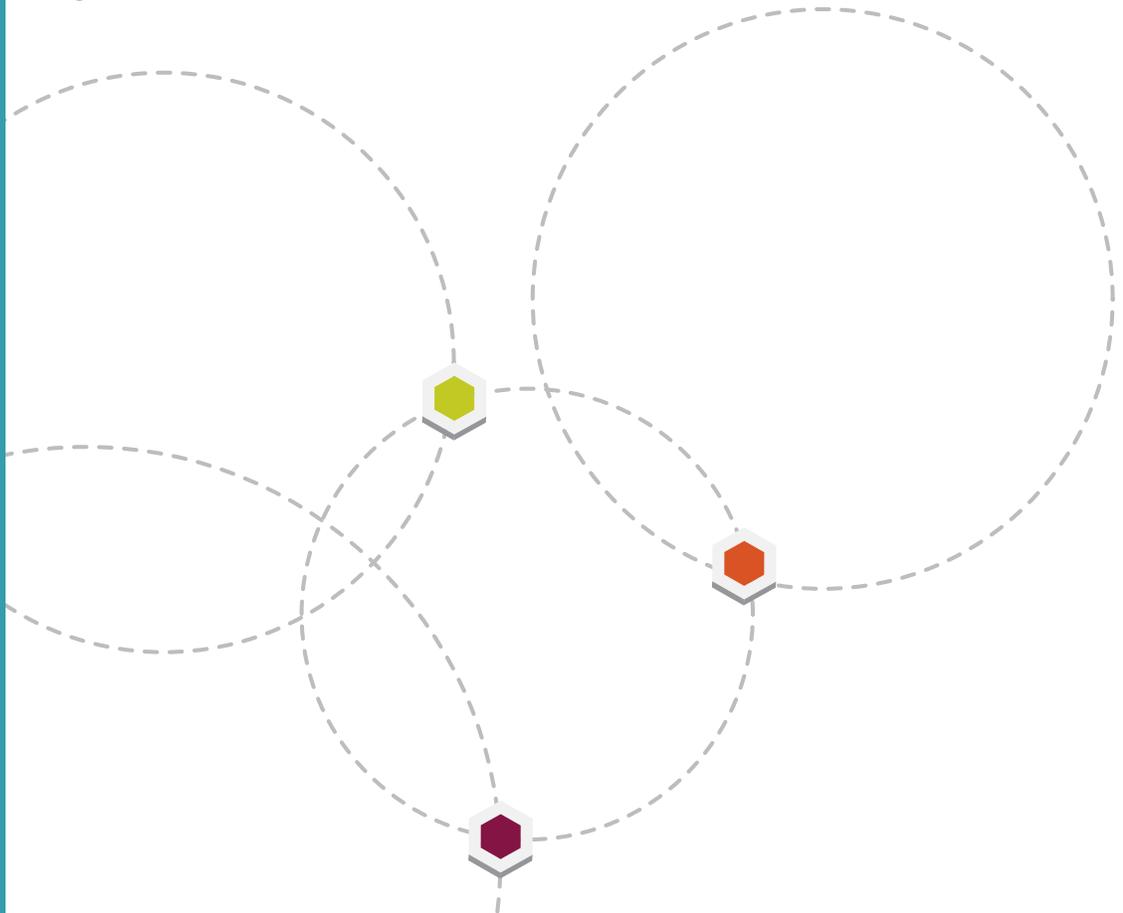
The Home Care Lens tool can result in positive change by:

- Guiding the development of new policies and service delivery models;
- Helping with reviews of existing policies and programs to identify potential gaps and/or unintended negative effects;
- Supporting the evaluation of integrated policies and program delivery models from a home and community care perspective;
- Raising awareness about the role and function of home care within an integrated health system; and
- Supporting quality assurance programs, accreditation processes and service reviews.

The HCL tool is comprised of:

- A Policy Lens that is focused on a broader policy and planning environment.
- A Program Lens that is targeted to operational decision making.

Each lens guides the user(s) through the six Harmonized Principles for Home Care and their key elements. A number of questions are posed for each component. These questions reflect a series of actions that are required to take the principle to practice and support the effective role of home care within an integrated model.





PATIENT- AND FAMILY-CENTRED CARE

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

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

ACCESSIBLE CARE

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

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

ACCOUNTABLE CARE

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

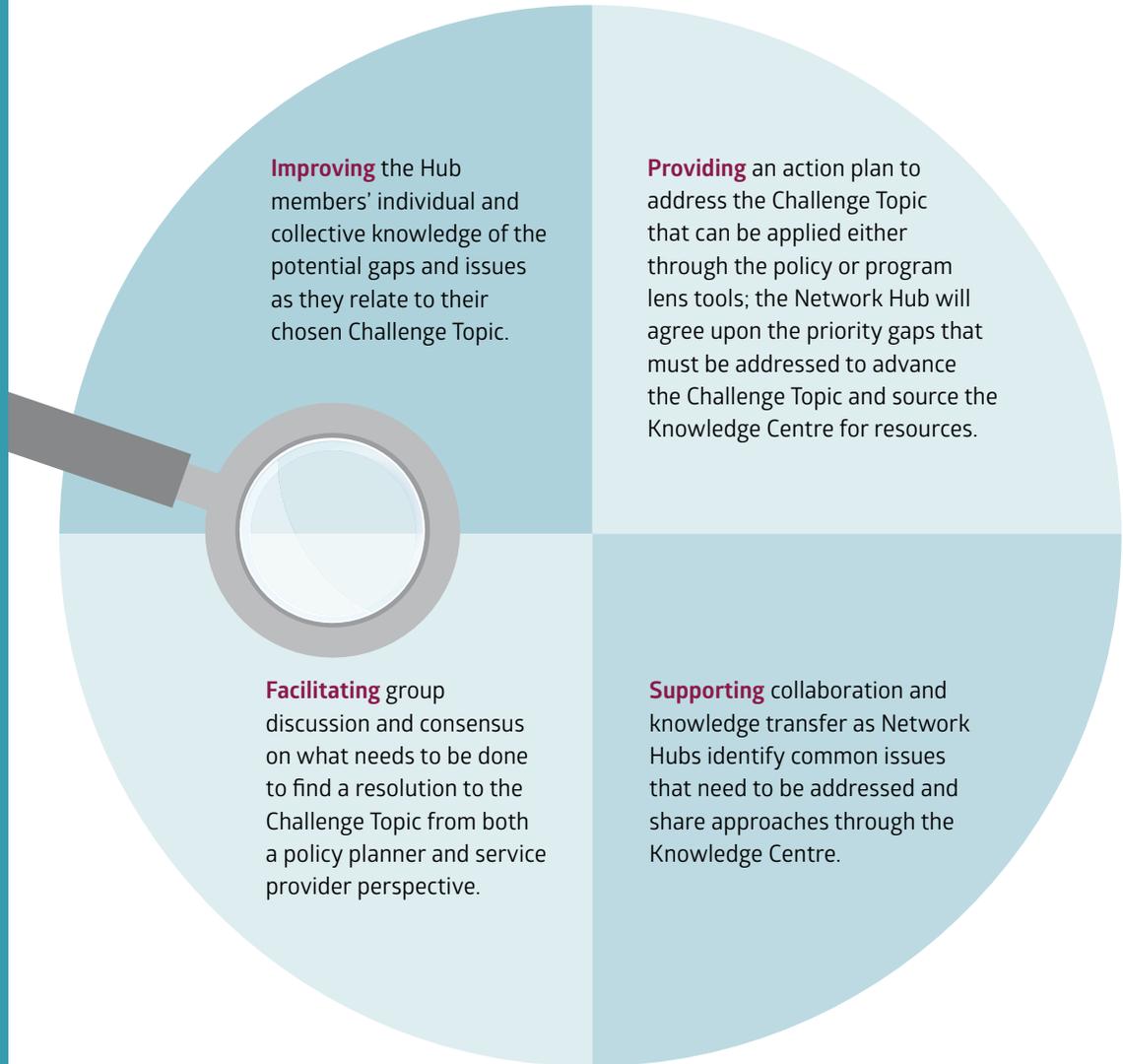
- Use current and future population needs in strategic policy and system planning.
- Modernize delivery through the exploration and testing of new funding and service models.
- Plan and manage health human resources in anticipation of changing supply and future demand.
- Develop strategic procurement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



HOME CARE LENS TOOL

APPLICATION OF THE LENS

Network Hubs apply the Home Care Lens tool to review their specific Challenge Topic to identify priority areas that they need to collectively address. Network Hub members realize a number of benefits by applying the Home Care Lens tool, including:



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PARTICIPATION IN THE CHCA HOME CARE KNOWLEDGE NETWORK

A 5-STEP PROCESS TO DEVELOP AND ENGAGE A NETWORK HUB AND ACTIVATE YOUR KNOWLEDGE NETWORK

STEP 1: Introduction & Exploration (2–4 weeks)

- Potential Network Hub members gain an understanding of the Home Care Knowledge Network components and how this approach can benefit them (facilitated by the CHCA team).
- Potential Network Hub stakeholders conduct an internal review to ensure the essential Hub components (Executive Sponsor – Structure – Challenge Topic) are in place (Network Hub Readiness Review Checklist).

STEP 2: Challenge Topic & Hub Formation (2–4 weeks)

- Identification of Challenge Topic for the Hub – List potential priority areas within home and community care and agree upon one common challenge that the Hub will address.
- Formation of the Hub (Network Hub Readiness Review – Sample Charter).
- Agree to and sign a Memorandum of Understanding (which outlines partnership with the CHCA).
- Confirm Hub participants and identify Hub Lead and Executive Sponsor.
- Achieve consensus on a purpose statement for the Hub that addresses the “so what” of the common challenge.
- Outline the communication structure (e.g., meetings, information sharing, etc.).

STEP 3: Resources & Tools (Facilitated 2-day workshop)

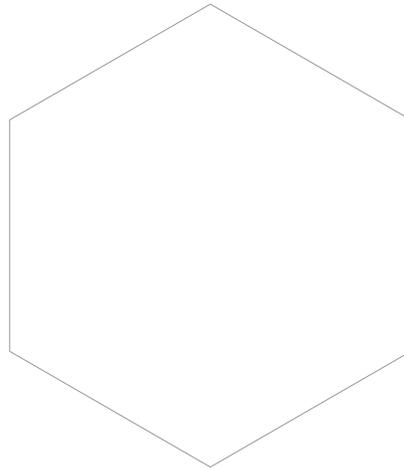
- Apply and use the Home Care Lens (program and policy).
- Develop awareness of the resources and tools available to the Hubs through the Knowledge Network.
- Apply learning and change management strategies for the Hubs.
- Share experiences with emerging Knowledge Network Hubs.

STEP 4: Application and Activation (As per Hub work plan and timeline)

- Apply the lens to the issue and develop a “road map” of issues and opportunities for action.
- Access the Knowledge Centre for resources and tools to address identified issues.
- Access the CHCA resource team with specific information requests, if necessary.
- Access other jurisdictional Hub contacts (CHCA facilitation).

STEP 5: Reflection & Sharing (Ongoing)

- Evaluate the Hub process and outcomes.
- Share process/outcomes through the Knowledge Centre.
- Act as a resource for other developing Hubs.
- Provide feedback on Knowledge Centre content/application and suggest new features.



Canadian Home Care
Association
canadienne de soins
et services à domicile

Advancing Excellence in Home Care

The Canadian Home Care Association (CHCA) 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.

Learn more about the CHCA Knowledge Network

 www.homecarekn.ca www.cdnhomecare.ca
 905-567-7373
 @cdnhomecare