

CANADIAN HOME CARE ASSOCIATION

2017 Home Care Summits®

Making home care better

SUSTAINABLE CARE

OCTOBER 16-17

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2017

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MAKING HOME CARE BETTER SUSTAINABLE CARE

WHAT'S NEW AT THE 2017 HOME CARE SUMMITS?

Over the next two days, home care leaders will share new ideas, explore strategies and develop actions to build sustainable home care. On behalf of the Canadian Home Care Association, we welcome you to the first of our three regional summits on making home care better. This new format provides opportunities for home care leaders to engage in conversations and learn from colleagues across the country.

Think National – Act Local

Thank you to Perfuse Medtec and CBI Health Group, our National Summit Partners. Through their involvement and support of the Home Care Summits, the CHCA can showcase national initiatives and new programs from other jurisdictions that will impact home care across Canada.

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Self-Directed Care Think Tank

Building on the work currently underway in many jurisdictions, we invite you to attend the 1/2 day think-tank and share your experience and thoughts on self-directed care for home care clients.

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Connecting Home Care Leaders – Virtual Delegate

This year's plenary sessions, think-tank and specific priority topic workshops will be live-streamed to audiences across Canada. Accessed through a private video channel, you will be able to join in the discussions in Toronto (October 30 & 31) and Halifax (November 15 & 16). Learn more and sign-up to be a virtual delegate at the registration area.

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Canadian Foundation for **Healthcare Improvement**
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Priority Action Table

Each 1 1/2 hour workshop will provide new perspectives on common challenges and give delegates an opportunity to discuss how they can be involved and implement new ideas in their local areas.

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Building Better Home Care – Summit Registration & Thought Board

The CHCA is excited to partner with HIROC to challenge delegates to share their ideas on how to build sustainable home care. Located in the main registration area, this interactive display will help prioritize opportunities for home care leaders across Canada.

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Networking & Communicating – Summit WiFi

Don't miss an opportunity to share your experiences of the Summit through your social networks. Complimentary WiFi is available for all delegates through the event. Remember to include **#CHCASUMMIT** in your tweets.

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KEYNOTE SPEAKERS



COLIN BUSBY, Associate Director, C.D. Howe Institute

Colin Busby was appointed Associate Director of Research in 2016. Colin focuses his attention on the Institute's healthcare policy and human capital research. Colin holds a BComm from the University of Alberta and an M.A. in Economics from the University of Ottawa.



ANDRÉ PICARD, Health Columnist, The Globe and Mail

André Picard is one of Canada's top health and public policy observers and commentators. He is the health columnist at The Globe and Mail, where he has been a staff writer for more than 30 years. He is also the author of numerous books and has received much acclaim for his writing and for his dedication to improving healthcare.



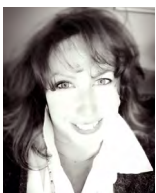
CONNIE HARRIS, Education and Research Consultant, Perfuse Medtec

Connie has been a wound consultant for Hamilton Niagara Haldimand Brant and Waterloo Wellington CCACs, was the Project Lead for the South West Regional Wound Care Framework project, Clinical Nurse Specialist (wound and ostomy for Care Partners 2007-2016), Owner/Partner ET NOW 1996-2007, past member Board of Directors CAWC and CAET.



MARILYN SING, Partnership Development, CanAssist at the University of Victoria

Marilyn has been with CanAssist since May 2016. In her partnership development role, she utilizes her background in marketing, communications, business development and project management to support the development and implementation of assistive technologies, which will help keep seniors living in their own homes for as long as safely possible.



KATRINA FILLMORE, Program Lead, Self Managed Care and Persons with Developmental Disabilities, Edmonton Zone, Alberta Health Services

Katrina Fillmore has over 15 years' experience working for provincial home care programs in Alberta and New Brunswick. Katrina oversees the Self-Managed Care and Extraordinary Care Services Programs for the Edmonton Zone; her role includes policy development, media/MLA concerns and program change management.



EUGENE TSE, Lead, Provincial Home Care Development, Alberta Health Services

Eugene plays a critical role in supporting the five different zones in AHS with the standardization and enhancements of Home Care services. Eugene was previously a Lead with the Edmonton Zone Continuing Care Education team. Eugene holds a MSc in Occupational Therapy from the University of Alberta.



ROD MACDONALD, Regional Manager – Community Resource Team, Health Services for Community Living and Choice in Supports for Independent Living, Home Health Portfolio, Fraser Health Authority, British Columbia

Rod MacDonald is the Regional Manager for the Choice in Supports for Independent Living program in Fraser Health Authority. He has a Master in Social Degree from Dalhousie University in Halifax, and has worked in the disability field for 30 years in Halifax and the Lower Mainland of British Columbia. Recently he served as the Regional Manager of the Acquired Brain Injury Services in Fraser Health.



ADRIAN SCHAUER, Chief Executive Officer, AlayaCare

Adrian is a serial technology entrepreneur having built two successful mobile software companies; both achieving leadership positions in their respective markets before being acquired. Adrian is an active Angel Investor and sits on the boards of several companies including fast-growing technology firms like the point-of-care medical device company Chipcare, the SaaS company TrackTik, and the GRC software provider Resolver. Adrian is also the co-founder of the Madiro Fund, a charitable organization created to support innovative solutions to the health problems in low-income countries.



JOSIE MCGEE, National Director, Healthcare Innovation, CBI Health Group

Josie graduated from McMaster University with a Bachelor of Science Degree in Occupational Therapy. She worked as a pediatric therapist in both public and private settings before joining CBI Health Group in 2000. Josie has 17 years of experience in senior/executive management and has demonstrated proven results in operations management, business development, project management, financial planning and forecasting.



LYNNE ZUCKER, VP, Clinical Systems Integration, Canada Health Infoway

Lynne is responsible for the Digital Health Alliance, a collection of programs, tools and services associated with digital health standards and clinical interoperability. She also has executive responsibility for the Electronic Medical Record (EMR) and Clinical Adoption programs. She is a professional engineer, holding a BASc in systems design engineering and a MASc in the management of technology, from the University of Waterloo.

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- ✓ Remain Value, Quality & Outcome Focused
- ✓ Deliver Client Centric Experiences

MONDAY OCTOBER 16

12:00

Registration

Location: William Tomison Foyer

PRIORITY THINK-TANK BUILDING SUSTAINABLE SELF-DIRECTED CARE OPTIONS

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Location: William Tomison This session will be live-streamed

12:50 – 13:00

Welcome and Think-Tank Context

NADINE HENNINGSSEN, *Chief Executive Officer, Canadian Home Care Association*

This think-tank will explore the following considerations in designing, developing and implementing self-directed care options:

- › Core legalization and program components that support client choice and quality care
- › Challenges in implementation and the impact and role of home care providers
- › Client experience and level of satisfaction with self-directed care
- › Support mechanisms needed to successfully implement and sustain self-directed models of funding and care

13:00 – 14:30

Designing a Comprehensive Self-Directed Care Model

COLIN BUSBY, *Associate Director, Research C.D. Howe Institute*

ADRIAN SCHAUER, *Chief Executive Officer, AlayaCare*

Several countries, such as France, Germany and Australia, have implemented self-directed models of care delivery, boosting patient satisfaction by giving individuals and families a greater say in their care packages. Two of the biggest challenges in implementing these care models are: (1) impact on government budgets and (2) ensuring quality, accountable care.

- › **Colin Busby** will present the findings of his research and discuss the ways countries are addressing these challenges, and how their experiences can impact policy and practice here in Canada.
- › **Adrian Schauer** will draw upon his expertise and experience supporting providers in Australia and the US. He will share his insights into how service providers can use a multi-faceted approach to successfully transition their organization to respond to a new paradigm in care delivery and need for increased reporting and monitoring of client outcomes.

14:30 COFFEE BREAK

15:00 – 16:45

Self-Directed Care Models in Canada: Lessons from the Frontline

ROD MACDONALD, *MSW, Regional Manager – Community Resource Team, Health Services for Community Living and Choice in Supports for Independent Living, Home Health Portfolio, Fraser Health Authority, British Columbia*

KATRINA FILLMORE, *Program Lead, Self Managed Care and Persons with Developmental Disabilities, Edmonton Zone, Alberta Health Services*

EUGENE TSE, *Lead, Provincial Home Care Development, Alberta Health Services*

Self-directed care is a principle that flows naturally from the ethic of normalization. Yet models of self-directed care involve the same types of challenges that exist in all other human services. There are benefits and shortcomings for the individuals, administrators, providers and funders of this new way of home care provision. This discussion will share the experiences of self-directed care in British Columbia and Alberta and explore some of the opportunities and challenges on the path to true partnership and service excellence.

16:45 – 17:00

Think-Tank Wrap Up

A proceedings report will be available to all delegates

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May 1 – 15
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FALL

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November 1 – 15
CNA certification exam window

January 10 – November 1
renewal by continuous learning

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June 17, Ottawa

Annual meeting of members
June 18, Ottawa

Biennial convention
June 18-20, Ottawa



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TUESDAY OCTOBER 17

07:15

Registration

Location: William Tomison Foyer

07:15 - 08:15

Buffet Breakfast

08:15 - 08:45

Welcome and Opening Address



Location: William Tomison This session will be live-streamed

Making Home Care Better – A Journey and Destination

CAROL ANDERSON, CHCA Board Member, Representative for Alberta

Address from the Honourable Sarah Hoffman, Minister of Health, Alberta (invited)

08:45 - 09:45

**Keynote Plenary: Modernizing Health Care
“What Does this Mean?”**

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INFIRMIÈRES ET
INFIRMIERS DU CANADA

ANDRÉ PICARD, Health Columnist, *The Globe and Mail*

Where does our health care system stand? What are the challenges and opportunities to improve coordination and effectiveness of services across the nation? How do we re-orient our attention and investments to build a true “health system” rather than the current illness-treatment system? What is the special role and opportunity for community-based agencies, including community health centres? One of North America’s foremost thinkers, André Picard will share his insights and experience, drawing from his work at the *Globe and Mail* and as an author of five books, including *Matters of Life and Death: Public Health Issues in Canada*, and *The Path to Health Care Reform: Policies and Politics*.

09:45 - 10:45

Keynote Challenge Panel: Connecting the Dots Along the Care Continuum

LYNNE ZUCKER, VP, Clinical Systems Integration, Canada Health Infoway

JOSIE MCGEE, National Director, Healthcare Innovation, CBI Health Group

Delivering safe client care is challenging in an environment with considerable financial pressure, increasing demand, human resource challenges and major changes, such as transitioning from a paper-based environment to an electronic health record (EHR), to name a few. Enhancing client experience of care (both quality and safety), improving the health of populations and reducing the per capita cost of health care requires stakeholders to explore not only who should provide care, but how and where services should be delivered. This challenge panel will focus on new ideas to address the “how” and “where”.

- › Lynne Zucker (Technology Across the Continuum) - discover how telehealth has impacted home care clients and providers across the country.
- › Josie McGee (Alternate Care Settings) - Learn about a new model of care, “Transitional Care”, which aims to provide a cost-effective alternative to acute care, and support high needs clients in a safe and secure environment.

10:45 COFFEE BREAK

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At the system level

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11:00 – 12:30

PRIORITY ACTION TABLES

Better Data, Better Decisions = Sustainable Care

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Location: Winterlake

LIAM DESSUREAULT, Program Lead, Home and Continuing Care, Canadian Institute for Health Information
HUI WANG, Methodologist, Home and Continuing Care, Canadian Institute for Health Information

Good quality and comparable information is crucial to achieving a high-performing and sustainable health care system that is also safe and responsive to the needs of Canadians. Working together toward a shared vision of better information for improved health can help us achieve the best possible health, the highest-quality care and a sustainable, efficient health system. This workshop will profile the use of interRAI assessment systems for home and continuing care across Canada, and the benefits of a standardized approach to point-of-care data capture. Participants will learn about their clinical applications, the new interRAI home care quality indicators and how they can be used to support clinical and policy decisions.

Am I Safe? Supporting Client Safety Conversations in the Home

Sponsored by



Location: Rowland

WAYNE MILLER, Patient Safety Improvement Lead, Canadian Patient Safety Institute
CATHERINE SURIDJAN, Senior Policy Analyst, Canadian Home Care Association

Supporting an individual's choice to live at risk in their home is a complex and challenging issue for health care providers, patients and their carers. Understanding and accepting "what is safe?" requires achieving a balance between the patient's and family's concept of risk and the health care provider's knowledge and perception of acceptable risk. Participants in this workshop will be provided with sample tools to support regulated and unregulated health care professionals in having safety conversations with the patients and their family caregivers. Attendees will be asked to draw upon their front-line experiences and discussion how these innovative tools can be applied and adopted by home care providers across the country.

Building Improvement Capacity in Home Care

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Location: William Tomison This session will be live-streamed

JEANNE BANK, Home Care Knowledge Network Lead (CHCA), Master Trainer Team STEPPS
SUSAN SCOTT-GABE, Co-Founder, Managing Director, Care at Home Services
NARDIA BROWN, Clinical Lead, Care at Home Services
JENNIFER CAMPAGNOLO, Special Projects Lead, Canadian Home Care Association
ROSANNA GARVIN-DOLINKI, National Senior Manager, Clinical Practice, CBI Health Group
CÉLYNNE (PILON) SHIPLEY, National Manager, Clinical Quality Improvement, CBI Health Group

Quality improvement collaboratives are an increasingly common strategy for implementing evidence-based practices in health care. This workshop will showcase the development, implementation and outcomes of quality improvement collaboratives in the home care sector. While, both collaborative approaches were modeled after the Breakthrough Series model, developed by the Institute for Healthcare Improvement, the implementation methodology was adapted to meet the unique needs for home care stakeholders. Learn about the national safety improvement collaborative currently in its 2nd iteration and the experiences of an improvement team. Participants will also be introduced to an adaptation of the Model for Improvement and how a national home care provider is using improvement, collaboration and engagement techniques to support sustainable program implementation.

12:30 - 13:30

BUFFET LUNCH

Location: William Tomison

Am I Safe?



Supporting conversations about patient safety in the home

Am I Safe? helps healthcare providers, patients, and caregivers work together to evaluate and manage risk when receiving care at home.

Understanding and accepting "what is safe" means balancing the patient's and family's understanding of risk with the healthcare provider's knowledge and perception of acceptable risk. If all parties involved can have the right conversations, establish trust, share information and knowledge, and support one another, they greatly increase their chances of successful, safe care in the home.

Canadian Patient Safety Institute has worked with the Canadian Home Care Association to find tools and resources to guide safety conversations between health care providers and patients when receiving home care services. The result is the Am I Safe? report.

Download report at patientsafetyinstitute.ca

 Canadian Home Care Association
canadienne de soins
et services à domicile


Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

13:30 – 15:00

PRIORITY ACTION TABLES

Sustainable Home Care for Children with Complex Care Needs

Sponsored by



Location: Winterlake

JENNIFER CAMPAGNOLO, *Special Projects Lead, Canadian Home Care Association***GWEN TRAVERSE**, *Director of Health, Pinaymootang First Nation Health Program***APRIL SANDERSON**, *Case Manager/Ninijaaanis Nide Program (My Child, My Heart)*

Children and youth with complex care needs are among the most vulnerable populations served by our health and social care systems. Provinces and territories are initiating strategies to address challenges and maximize opportunities to improve and enhance care and services for children with complex care needs and their families. This workshop will highlight some of the work being done across the country that is certain to have an impact on sustainable care. Workshop participants will receive a national view of the services, gaps and opportunities in provinces and territories, as well as a hands-on experience of the Pinaymootang First Nation and First Nations and Inuit Health Branch to facilitate access to comprehensive community-based services that support the health and well-being of children and their families.

Empowering Clients and Caregivers

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Location: William Tomison *This session will be live-streamed***KATRINA FILLMORE**, *Program Lead, Self Managed Care and Persons with Developmental Disabilities, Edmonton Zone, Alberta Health Services***BRENT BOYD**, *Owner, Managing Director, East Edmonton Senior Care LTD, Home Instead Senior Care***DR. JASNEET PARMAR**, *Associate Professor, Department of Family Medicine, University of Alberta; Medical Director, CH-Network of Excellence in Seniors' Health and Wellness; Medical Lead, Edmonton Zone Home Living and Transitions, Continuing Care, Alberta Health Services*

Building on the Priority Think-Tank discussions (Monday Oct 16) on self-directed care, this workshop will share a variety of approaches to empower and inform clients and caregivers. Participants in this workshop will discuss how different funding models, information campaigns and support resources can result in enhanced client choice and quality care. Experiences from funders, providers and caregivers will set the foundation for this interactive dialogue.

National Principle-Based Home Care Standards: Enabling Sustainable Care

Sponsored by



Location: Rowland

CATHERINE SURIDJAN, *Senior Policy Analyst, Canadian Home Care Association***JEANNE BANK**, *Project Lead, Home Care Knowledge Network*

In response to this rapid evolution, stakeholders have identified a need for national standards to support equitable access to high quality home care services across the country. While standardization encourages consistency, it does not imply uniformity. Principle-based home care standards are statements or norms that guide the development and application of home care policy and programs while recognizing jurisdictional autonomy and distinctiveness. Based on recognized and adopted Harmonized Principles for Home Care, the standards provide a consistent framework that articulates aspirational elements which all jurisdictions should strive to meet; thereby, ensuring high quality home care and system efficiency. This workshop will share the consensus process that was used to define the scope, application and development of the standards and get participants input on the research frame, articulation and engagement steps in the development phase.

15:00 COFFEE BREAK

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15:30 – 16:30

Keynote Challenge Panel: Adopting Innovation, Change in Action**Location: William Tomison****CONNIE HARRIS**, *Clinical, Education and Research Consultant, Perfuse Medtec Inc.***MARILYN SING**, *Partnership Development, CanAssist*

Numerous innovations in the assistive technology space are beginning to show potential in improving quality of life, and promoting independence and inclusion. Creative solutions to fundamental challenges are often met with inflexible policy, funding and operational health care systems. How can we make it easier to scale up promising models within local jurisdictions and transfer these innovative practices across markets in ways that can be sustained over the long term? The panelists will provide insights into how innovations can be deployed to address the current and future needs of vulnerable populations in home care.

16:30

Closing: Making Home Care Better – The Challenge of Sustainable Care**NADINE HENNINGSEN**, *Chief Executive Officer, Canadian Home Care Association***CAN'T MAKE THE SUMMIT IN PERSON? JOIN US AS A VIRTUAL DELEGATE**

The CHCA will be live streaming portions of the Home Care Summits® to reach stakeholders across Canada. Our Virtual Delegate feature will create an engaging experience for home care leaders. Keynote plenary sessions and a designated priority topic workshop will be available to virtual delegates in their remote locations.

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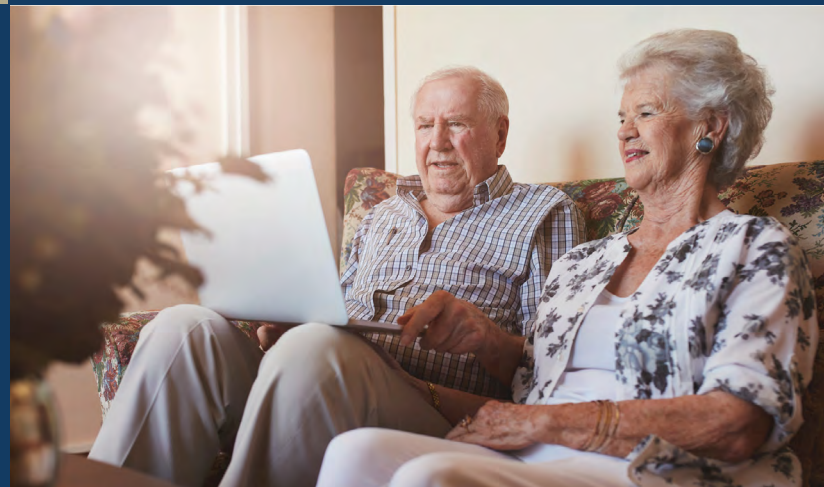
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Canada Health Infoway is helping Canadians improve their health by promoting true and meaningful collaboration between patients, families, and their health care providers through accessible, integrated and sustainable digital health technologies.

Learn more about the initiatives happening at Infoway to support Canadians in their digital health journey at **www.infoway-inforoute.ca**.



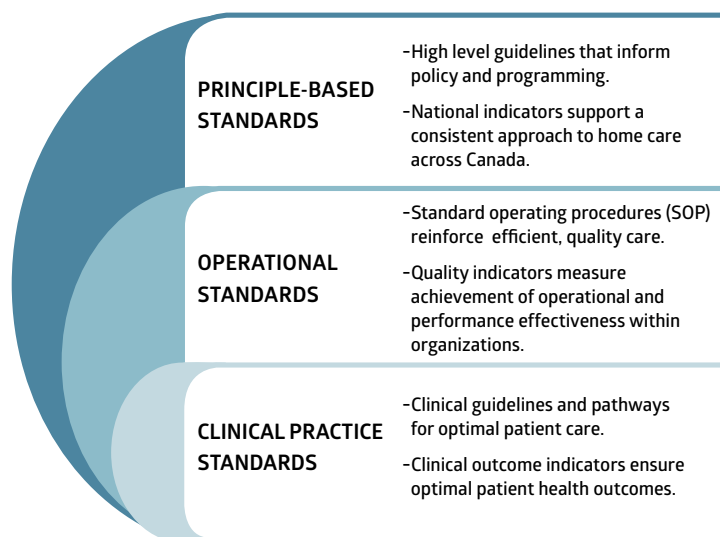
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PRINCIPLE-BASED HOME CARE STANDARDS

HIGH QUALITY HOME CARE should be universal, no matter where it is being delivered, who is delivering it, or who is receiving care. In response to the rapid growth in home care, the Canadian Home Care Association (CHCA) is working with recognized home care leaders to develop national principle-based home care standards.

While standardization encourages consistency, it does not imply uniformity. Principle-based home care standards are statements or norms that guide the development and/or application of home care policy and programs while recognizing jurisdictional autonomy and distinctiveness. Based on recognized and adopted Harmonized Principles for Home Care, the standards provide a consistent framework that articulates aspirational elements which all jurisdictions should strive to meet; thereby, ensuring high quality home care and system efficiency.

A COMPARISON OF STANDARDS AND INDICATORS IN HOME CARE



1. The Harmonized Principles for Home Care are fundamental value statements that reflect publicly funded home care across Canada while respecting unique jurisdictional differences.

2014-15

SETTING THE FOUNDATION

Adoption of the Harmonized Principles for Home Care that articulate shared values for home care across Canada.

2016

CONFIRMING THE COLLECTIVE NEED

National principle-based home care standards identified as a priority through national consultations and the Better Home Care in Canada initiative.

2017

DEFINING THE FRAMEWORK FOR THE STANDARDS

**current work underway*

A consensus process to define the scope, application and development process of the principle-based home care standards. This work is guided by an Expert Advisory Group:

- **Brent Diverty**, Vice President Program Division, Canadian Institute for Health Information
- **Carmen Grabusic**, Director Program Policy and Quality Improvement, Alberta Health
- **Dr. Kathryn Hannah**, Health Informatic Advisor, Canadian Nurses Association
- **Nadine Henningsen**, Chief Executive Officer, Canadian Home Care Association
- **Dr. John Hirdes**, Professor, School of Public Health and Health Systems, University of Waterloo
- **Rik Luneburg**, Vice President, ParaMed Home Health Care
- **Leighton McDonald**, President, Closing the Gap Healthcare
- **Dr. Lori Mitchell**, Researcher, Home Care, Winnipeg Regional Health Authority
- **Wanda Morris**, Vice President Advocacy, CARP
- **Robert Morton**, Former Board Chair, LHIN North Simcoe Muskoka
- **Nancy Naylor**, Associate Deputy Minister, Ontario Ministry of Health and Long-Term Care
- **Lorna Scott**, Caregiver
- **Dr. Samir Sinha**, Director of Geriatrics, Sinai Health System and the University Health Network Hospitals
- **Sue VanderBent**, Chief Executive Officer, Home Care Ontario
- **Susan Stevens**, Senior Director of Continuing Care, Nova Scotia Health Authority
- **Dr. Thuy-Nga Pham**, Physician Lead, South East Toronto Family Health Team
- **Dr. Tazim Virani**, Senior Lead Strategic Initiatives, Saint Elizabeth

2018

DEVELOPING THE PRINCIPLE-BASED STANDARDS

- Source evidence: guidance sources to provide an evidence base for standards.
- First draft of standards— E-Delphi review —Second draft of standards.
- Public review and consultation: feedback from patients, carers and those with a lived experience.
- Guidelines for implementing the standards.
- Publication: standards and implementation guides.



Advancing Excellence in Home Care

The Canadian Home Care Association (CHCA), incorporated in 1990, is a national not-for-profit membership association representing home care stakeholders from governments, health authorities, local health integration networks, service providers, and equipment and technology companies. The CHCA advances excellence in home care through leadership, awareness, advocacy and knowledge.

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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.

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

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