

CANADIAN HOME CARE ASSOCIATION

2017 Home Care Summits®

Making home care better

ACCOUNTABLE CARE

NOVEMBER 14-15

HALIFAX

The Westin Nova Scotian

ON-SITE PROGRAM



2017

HOME CARE
SUMMITS®

Making home care better

SOMMETS

DES SOINS À DOMICILE®

Améliorer les soins à domicile

OCTOBER 16-17
EDMONTON
Sustainable Care

OCTOBER 30-31
TORONTO
Integrated Care

NOVEMBER 14-15
HALIFAX
Accountable Care

Increased blood flow
generates a
natural healing response

gekoTM
wound therapy

Wound Therapy

Providing increased blood circulation to promote
wound healing naturally from the inside



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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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MAKING HOME CARE BETTER ACCOUNTABLE CARE

WHAT'S NEW AT THE 2017 HOME CARE SUMMITS®?

Welcome to the Canadian Home Care Association's final of three regional Summits. Each Summit builds on a local priority to achieve the goal of "making home care better". On October 16 & 17, in Edmonton, Alberta, home care leaders explored ways to ensure Sustainable Care. On October 30 & 31, in Toronto, we learned about Canadian and international approaches to Integrated Care. Over the next two days stakeholders in Halifax will examine Accountable Care.

Think National – Act Local

Thank you to Perfuse Medtec and CBI Health Group, our National Summit Partners. Through their involvement and support, the CHCA can showcase international and pan-Canadian initiatives.

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Practical Approaches to Accountable Care

Explore strategies to improve and embed 'appropriate care' into frontline clinical practice in the home setting.

Live-Streaming – Virtual Delegate

This year's plenary sessions, think-tank and specific priority topic forums will be live-streamed to audiences across Canada. Accessed through a private video channel, all live-stream presentations will be available "on demand" for CHCA members and participants.

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Canadian Foundation for **Healthcare Improvement**
Fondation canadienne pour l'**amélioration des services de santé**

Priority Action Tables

Each 1½ hour forum provides new perspectives on common challenges and gives 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 better 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 throughout the event. Remember to include **#CHCASUMMIT** in your tweets.

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Using the power of data

To make home care better . . .



At the point of care

To support evidence-informed clinical practice and care planning



At the organization level

To improve quality, plan programs and allocate resources



At the system level

To compare health data across regions and provinces



For everyone

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KEYNOTE SPEAKERS



ANNA GREENBERG, Vice President, Health System Performance, Health Quality Ontario

As Health Quality Ontario's Vice-President, Health System Performance, Anna Greenberg is responsible for designing and implementing a comprehensive strategy to improve performance monitoring and public reporting in Ontario. Prior to joining Health Quality Ontario, Anna was Director, Strategic Policy at the Ministry of Health and Long-Term Care where she led a branch of policy professionals in the development of policy in a wide variety of areas including mental health and addictions, health care quality and safety, clinical and social service integration, and reproductive technology. Anna holds a Masters in Public Policy from the Goldman School of Public Policy at University of California at Berkeley, and a Bachelor of Arts from McGill University. Ms. Greenberg previously served on the Board of Directors at the Davenport Perth Neighbourhood and Community Health Centre, including serving as its inaugural Chair of the Quality Committee of the Board.



GREG LAMOTHE, Partner & Director Health Consulting, MNP LLP

Greg Lamothe, MBA, BMR (OT), CMC, is a Partner with the Consulting team in MNP's Winnipeg office. Greg coordinates teams of experts and consultants from across Canada to bring their collective experiences to bear on projects. He specializes in the health care sector and in executing large complex projects involving multiple stakeholders. Trained as an occupational therapist, Greg has held senior management positions in health care organizations with supervisory responsibility for teams as large as 150 individuals. He was also a regional consultant for the consulting subsidiary of a leading U.S. health care provider. Greg was designated a Certified Management Consultant (CMC) in 2010 and is a member of the Canadian Association of Management Consultants, the Canadian Evaluation Society and the College of Occupational Therapists of Manitoba. He has a Master of Business Administration degree and a Bachelor of Medical Rehabilitation (OT) from the University of Manitoba.



DAWN MOYNIHAN, Director of Standards and Systems, CBI Health Group

Dawn Moynihan joined CBI in 2009 as a Care Coordinator and over an 8 year period progressed through local, provincial and national operational roles to her current role as Director of Standards and Systems. Dawn is passionate about leveraging her exposure of day to day operations to identify, develop and implement practical, scalable solutions to enhance service delivery and quality of care.



GRAHAM FAST, Emergency Department Wait Times & Patient Flow Initiative Lead, Saskatchewan Health Quality Council

Graham was seconded to HQC in April 2013 from the Saskatoon Health Region, where he has worked as a Director of Acute and Complex Medicine and, most recently, as interim Vice-President of Integrated Health Services. Graham has clinical and administrative experience in both the private and public sectors of health care; he owned and operated rehabilitation clinics in Saskatchewan prior to moving into public health care administration. Graham graduated with a degree in physical therapy from the University of Saskatchewan in 1989.



FRANCESCA GROSSO, Health Policy Consultant and Communications Expert

Francesca Grosso is responsible for developing and executing strategy, public affairs and communications to assist clients achieve legislative, regulatory and policy change at the federal and provincial levels of government. She has also given strategic advice on health care issues to both the federal and provincial governments. Grosso has been immersed in health care strategy, policy and communications for more than 15 years. She served as a Director of Policy to the Ontario Minister of Health and Long-Term Care. Grosso was Vice President of Health Care at Environics Research Group. Her work includes numerous studies of key health issues, including a review of legislation pertaining to private health clinics, coauthored with Tom Archibald.

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TUESDAY NOVEMBER 14

07:00

Registration & Continental Breakfast

Location: Atlantic Ballroom

08:00 – 08:15

Welcome and Opening Address

Location: Atlantic Ballroom



LIVE-STREAMED SESSION

08:15 – 09:15



LIVE-STREAMED SESSION

Making Home Care Better – A Journey and Destination

ALICE KENNEDY, Vice-Chair, Canadian Home Care Association Board of Directors; CEO and Registrar, Newfoundland & Labrador Council of Health Professionals

Keynote Plenary: The New Era of Health Care Accountability – Adjusting to The New Normal

GREG LAMOTHE, Partner & Director Health Consulting, MNP LLP

Accountable care is a top priority for the home care sector; but what does this mean for governments, administrators and providers of home care? Implemented thoughtfully, accountability efforts can help health care organizations deploy their limited resources efficiently and effectively to fulfill their mission with the best outcome possible. Mr. Lamothe will share his insights and expertise on three key elements needed to ensure a proper level of accountability: (i) clearly defined responsibilities and performance targets, (ii) accurate and timely reporting of performance measures or indicators and results and (iii) an oversight body with the power and authority to impose consequences when an organization achieves, or fails to achieve, agreed targets.

09:15 – 10:15



LIVE-STREAMED SESSION

Keynote Challenge Panel: To Measure or Not to Measure – That is the Question

ANNA GREENBERG, Vice President, Health System Performance, Health Quality Ontario

DAWN MOYNIHAN, Director Business Standards and Systems, CBI Health Group

Ensuring effective, quality care in home care is important. The need to measure, compare, monitor and improve the quality of patient care are becoming increasingly important. To this end, validated and relevant clinical and operational indicators have huge potential to substantially improve the quality and efficiency of home care across the country. Our guest panelists will share their experience in developing processes and collecting data to support accountable home care.

- › **Systems Accountability:** Ms. Greenberg will provide an overview of the work currently underway to measure and publicly report on home care performance in Ontario. This work includes tracking home care patients waiting for nursing services, patients with complex needs waiting for personal support services, and other measures of home care patient experience.
- › **Provider Accountability:** Ms. Moynihan will share a national provider's experience in developing and implementing a quality indicator dashboard that provides a comprehensive, high-level view of operational, clinical and customer service indicators. This dashboard is the core operational management tool for the organization, integrating a balanced approach to efficient, effective quality care and motivating action at the local, regional and national level.

10:15 COFFEE BREAK

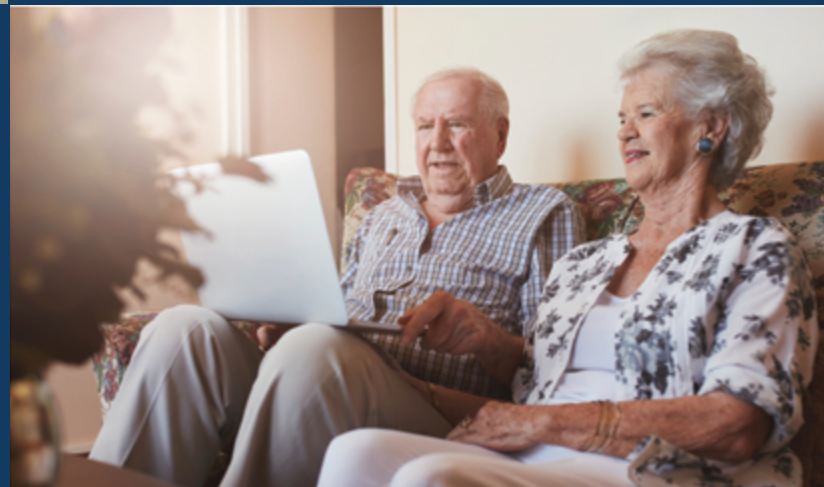
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INTEGRATED



ACCOUNTABLE



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**.

10:30 – 12:00

PRIORITY ACTION TABLES

National Principle-Based Standards – Supporting Accountable Care

Location: Harbour Suite A

CATHERINE SURIDJAN, *Senior Policy Analyst, Canadian Home Care Association*

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. 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.

Creating Common Indicators for Home and Community Care

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Location: Harbour Suite B

DOREEN MACNEIL, *Project Lead, Performance Improvement and Capacity Building, Canadian Institute for Health Information*

TRACEY FISHER, *Program Lead, Home and Continuing Care, Canadian Institute for Health Information*

This workshop will explore the role of health indicators and their use in informing quality of home care services and reporting for public transparency. Participants will learn about approaches for developing and using standardized health indicators to support quality improvement, including the use of conceptual frameworks for indicator selection and priority setting. During this workshop real-life examples from different sectors will help inform how home care indicators can be used to improve quality of care.

Electronic Medical Record – Application and Functionality to Support Accountable Care

Sponsored by



Location: Atlantic Ballroom

DR. STEWART CAMERON, *Program Advisor, MyHealthNS*

KATHRYN HULL, *Deployment Specialist, RelayHealth/McKesson Canada*

STEVE MARQUIS, *Regional Director of Architecture, Atlantic Region, Canada Health Infoway*

GOSIA RADACZYNSKA, *Vice President, Client Success, AlayaCare*

What strategies and actions need to be employed to enable authorized home care providers to have timely access to their clients, comprehensive up-to-date health information to support clinical decision-making and integrated patient management across the continuum of care? Participants will learn about the progress on Electronic Medical Records (EMR) across Nova Scotia and Canada. An exploration of the critical success factors that need to be in place to implement and support an EMR will be conducted.

12:00 LUNCH

In celebration of Digital Health Week, the CHCA will be live-streaming the keynote presentation from the 2017 Infoway Partnership Conference in Calgary, Alberta.

Moving to Virtual Mental Health Services at Scale

Guest speaker Andrew Slater, CEO Homecare Medical, New Zealand, is one of those rare disruptive visionaries when it comes to delivering meaningful at scale solutions. His presentation will focus on “building a large-scale service change” and will explore the journey undertaken to converge many helplines and develop, using emerging patient co-design techniques, many new innovative virtual mental health services for the country. In its first 16 months, the service has connected with more than 1 million New Zealanders.

This event will take place during the luncheon (12:00 – 12:50).



LIVE-STREAMED SESSION



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13:30 – 15:00

PRIORITY ACTION TABLES

Patient and Family Engagement: Enabling Accountable Care

Location: Harbour Suite A

CAROL FANCOTT, *Director of Patient and Citizen Engagement, Canadian Foundation for Healthcare Improvement*
ANGELA MORIN, *Patient Partner*

Recognized as an international leader through their work in patient and family engagement, the Canadian Foundation for Healthcare Improvement (CFHI) champions partnerships with patients and families to improve quality across the continuum of care. By harnessing the tremendous potential of engagement to drive improvement, CFHI helps organizations understand and create the winning conditions to accelerate healthcare improvement. Learn how CFHI supports initiatives that engage patients and families in designing, delivering and evaluating health services, with the goal of improving accountability and quality of care.

Accountable Procurement

Location: Harbour Suite B

CONNIE HARRIS, *Clinical, Education and Research Consultant, Perfuse Medtec*
ROCHELLE DUONG, *Manager, Clinical Programs - Wound Care, Mississauga Halton Local Health Integration Network*
PERRY SANKARSINGH, *Senior Executive Director, Contract Management and Client Services, Government of Nova Scotia*

Accountable and sustainable adoption of new innovations into home care requires the active involvement and input from senior leadership, operational management and clinical teams. This forum will take participants through the strategic, value-based approach employed by a home care program in Ontario, to first evaluate a new technology for wound care, and in the process, develop a sustainable program and processes for future product evaluations. Participants will learn how this new model became the nucleus for strategic procurement and management of a medical supply and equipment formulary. The outcome was a structured and accountable approach to formulary supply listing, frontline staff awareness and understanding and more effective use of medical supplies in the home. This accountable, value-based strategy supports the adoption and diffusion of new health technologies in the Mississauga Halton Local Health Integration Network, through to current uptake, outreach and sustainability activities.

Creating a Culture of Safety – National Improvement Collaboratives

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Location: Atlantic Ballroom

JEANNE BANK, *Safety Lead, Canadian Home Care Association*
MIKE CASS, *Patient Safety Improvement Lead, Canadian Patient Safety Institute*
GLENDA KEENAN, *Director, System Performance, Continuing Care, Nova Scotia Health Authority*

In February 2017, eight leading organizations from across the country began a journey to improve safety and quality in home care. Led by the Canadian Home Care Association (CHCA) and Canadian Patient Safety Institute (CPSI), the collaborative is modeled on the Institute for Healthcare Improvement's (IHI) breakthrough improvement model which is designed to improve quality and value of health care. Participants will explore the unique process of structured learning sessions, action periods and interactive coaching. The presenters will share the importance of accessing and analyzing data to support the teams in their testing of change ideas that impact safety in the home.

15:00 COFFEE BREAK



LIVE-STREAMED SESSION



Discover a Truly End-to-End Home Health Software Solution

AlayaCare is a provider of revolutionary cloud-based home health care software. With an end-to-end solution spanning clinical documentation, back office functionality, client and family portals, remote patient monitoring, and mobile care worker functionality, we offer a platform for agencies to propel towards innovation and home care of the future.

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- ✓ Benefit from Advanced Technology
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- ✓ Optimize Operations & Increase Margins
- ✓ Provide Better Care
- ✓ Remain Value, Quality & Outcome Focused
- ✓ Deliver Client Centric Experiences

15:30 – 16:30

Keynote Plenary: Navigating Canada's Health Care – The User Guide to Getting the Care You Need

Location: Atlantic Ballroom

FRANCESCA GROSSO, *Health Policy Consultant and Communications Expert*

Health care ranks as one of Canadians' top social concerns. Yet until a health problem presents itself, few Canadians know how challenging or bewildering the options for treatment and care can be. Francesca will share her experiences and practical advice on how to get the best care within the existing system. Observing and interacting with the health care system through the three stages of life: the early years (including pregnancy and early childhood), the middle years (staying healthy and understanding benefit plans), and the senior years (managing chronic disease, taking care of aging relatives, palliative care, and end-of-life supportive care). Francesca offers concrete strategies on how health care consumers can become better advocates and what to expect from an accountable health care system.

16:30

Closing Remarks: Making Home Care Better – The Challenge of Accountable Care

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

STREAMING THE HOME CARE SUMMIT

The CHCA Virtual Summit streaming enhances the conference experience for individuals who are unable to travel to the event. Offered for each of the regional Summits – Edmonton, Toronto and Halifax, the live-streamed session will be available "on demand" for Summit delegates and CHCA members. Visit the CHCA website at www.cdnhomocare.ca in early December.



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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



WEDNESDAY NOVEMBER 15

07:30

Registration and continental breakfast

Location: Atlantic Ballroom



LIVE-STREAMED SESSION

08:15 – 08:30

Welcome

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

Address from the Honourable Randy Delorey, Minister of Health and Wellness, Nova Scotia

08:30 - 09:30

Choosing Wisely Canada

ROBERT STEWART, MD, FRCPC, *Assistant professor, Division of Cardiology, Department of Medicine, QEII Health Sciences Centre*

Choosing Wisely is a campaign to help clinicians and patients engage in conversations about unnecessary tests and treatments, and make smart and effective care choices. This discussion will explore how Choosing Wisely can be used to support accountable home and community care.

09:30 - 10:45

Appropriateness of Care Framework – Accountable Care in Saskatchewan

DEBRA GUDMUNDSON, *Contracted Project Lead for provincial Appropriateness of Care Program Strategic Priorities Branch, SK Ministry of Health*

The Appropriateness of Care Framework is a strategy to improve and embed 'appropriate care' within a broad range of patient-centered clinical areas. The framework includes the following components:

- › a quality improvement methodology to improve Appropriateness of Care at the clinical practice level;
- › a stakeholder engagement and communication plan;
- › a plan that outlines infrastructure requirements for capturing, analyzing and reporting essential data; and
- › a toolkit to support groups or organizations who want to undertake improvement work in any clinical area.

10:45 - 11:00 COFFEE BREAK

11:00 - 12:00

The Connected Care Strategy–The Saskatchewan Journey towards Accountable Care

GRAHAM FAST, *Emergency Department Wait Times & Patient Flow Initiative Lead, Saskatchewan Health Quality Council*
SHEILA ANDERSON, *Executive Director of Urban Primary Health Care, Regina Qu'Appelle Health Region*

Connected Care is a collaborative, team-based approach to enhance communication and coordination of care and provide the right services so patients:

- › are supported to manage their care in the community;
- › are admitted to hospital only when they need this level of service; and,
- › can transition back into the community with all the supports they need in place.

Learn how the Accountable Care framework was used as a foundation for the Connected Care initiative, and the strategies and actions that improve quality of care by shortening length-of-stay in hospital and reducing readmission rates.

12:00

Closing Remarks

BETTER HOW?

SHARE WHAT **YOU** THINK

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The Canadian Foundation for Healthcare Improvement works **#shoulder2shoulder** with you to improve health and care for all Canadians.

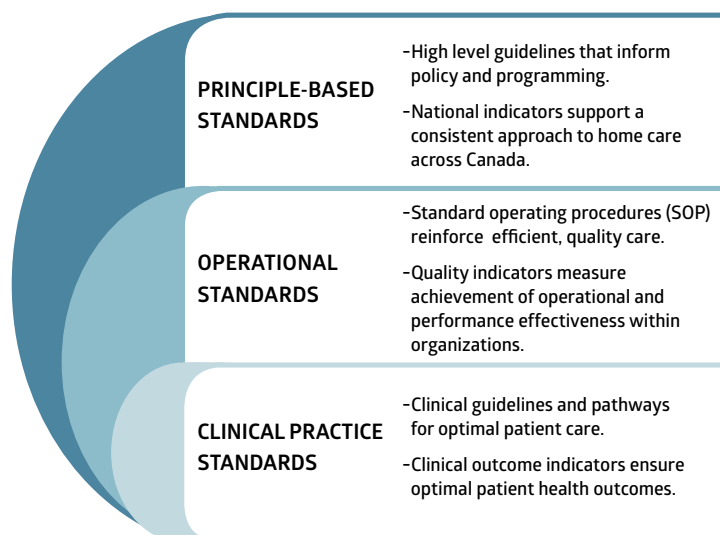
CFHI is a not-for-profit organization funded by Health Canada.
The views expressed herein do not necessarily represent the views of Health Canada.

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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May 1 – 15
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to write or renew by exam

November 1 – 15
CNA certification exam window

January 10 – November 1
renewal by continuous learning

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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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