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2017 Home Care Summits®

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INTEGRATED CARE

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2017

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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 INTEGRATED CARE

WHAT'S NEW AT THE 2017 HOME CARE SUMMITS?

Welcome to the Canadian Home Care Association's second 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. Over the next two days in Toronto, we will discuss and learn about Integrated Care and in Halifax on November 14 & 15, stakeholders will share ideas on achieving Accountable Care. We strongly encourage you to join the discussions in each event, either in-person or through the new virtual delegate feature.

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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 national initiatives.

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Core Elements of Integrated Care Think Tank

Building on work currently underway in Canada and Europe, participants will discuss new ways and approaches to successful integration.

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Live-Streaming – 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, all Toronto Summit attendees will receive complimentary virtual delegate access to the Halifax Summit (November 14 & 15).

Sponsored by

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

Priority Action Tables

Each 1½ hour workshop 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 integrated 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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KEYNOTE SPEAKERS



TIM ANFILOGOFF, Head of Community Resilience, Herts Valleys Clinical Commissioning Group, Hertfordshire, UK

Tim Anfilogoff is Head of Community Resilience with Herts Valleys CCG, where he designed the Community Navigator Scheme, a social prescribing (SP) service which now takes 2,000 referrals per year, mainly from GPs. Navigators link patients whose challenges are predominantly social back into their communities, producing improved wellbeing and freeing up GP and other professionals' time. The scheme is locally and nationally recognised (Hertfordshire High Sheriff Award 2017, National Health Service Journal Awards (Community Health Services Redesign) 2016. Tim managed the National Carers' Strategy and Carers Grant for the English Department of Health during 1999 – 2001.



TOM CARTER, National Director of Clinical Education, CBI Health Group; Adjunct Lecturer, Faculty of Medicine, UofT

Tom Carter is the National Director of Clinical Education for CBI Health Group, a national provider of home care, rehabilitation, and transitional living services. He is responsible for the design, development, and implementation of education and training initiatives that enable integrated care by interdisciplinary care teams working in the community and clinic settings. Tom is a physiotherapist that has practiced across Canada in various settings, he is a published researcher and his areas of research interest include the interdisciplinary team management of health conditions and the integration of health services.



DAVID EVANS, Director of Commissioning, Herts Valleys Clinical Commissioning Group, UK

David currently leads on commissioning services for the planned care (including older people's services), mental health and learning disabilities, children, young people and maternity services and acute hospital reconfiguration. David is Lead Director for the transformational change programme 'Your Care' Your Future' within Herts Valleys CCG.



TIM HADWEN, Assistant Deputy Minister, Ministry of Health and Long Term-Care, Ontario

Tim Hadwen is working to continue to advance the Patients First transformational agenda through collaboration with the LHINs and health system stakeholders. Tim joined MOHLTC from the Ministry of Education where he was the ADM of the Education Labour Relations Division. In this role, he successfully led the Division in working with the school boards to negotiate central agreements with Ontario's teacher and education worker unions. Originally a labour lawyer, Tim is co-author of the legal text on Ontario Public Service Employment and Labour Law.



CONNIE HARRIS, Clinical, Education and Research Consultant, Perfuse Medtec

Connie has been a Wound Consultant for Hamilton Niagara Haldeman 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.



NANCY NAYLOR, Associate Deputy Minister, Delivery and Implementation, Ministry of Health and Long-Term Care, Ontario

Nancy is the ministry's lead for LHIN Renewal, with a portfolio consisting of Primary Care, Home and Community Care, and Local Health Integration Networks. Nancy is also a member of the Canadian Institute for Health Information (CIHI)'s Board of Directors. Before joining the MOHLTC in 2014, Nancy served as an ADM in the ministries of Finance, Education and Training Colleges and Universities and has held other senior positions in the Ontario government.



ARTEM SAFAROV, Director, Health Policy and Government Relations, College of Family Physicians of Canada

Artem Safarov is the Director of Health Policy and Government Relations with the College of Family Physicians of Canada. His previous work features leading the National Physician Survey. A significant part of his work relates to the Patient's Medical Home - a vision of family practice in Canada that emphasizes the central role of family practice in patient care. Interprofessional collaboration is a key component of the Patient's Medical Home model and a concept the CFPC strongly advocates for. Artem's background includes a degree in Psychology from York University as well as Project Management certifications from University of Toronto and Project Management Institute.



DR. SAMIR K. SINHA, MD, Director of Geriatrics, Sinai Health System and the University Health Network in Toronto; Associate Professor of Medicine, University of Toronto and the Johns Hopkins University School of Medicine

A Rhodes Scholar, Samir is a highly regarded clinician and international expert in the care of older adults. He has consulted and advised governments and health care organizations around the world and is the Architect of the Government of Ontario's Seniors Strategy. In 2014, Maclean's proclaimed him to be one of Canada's 50 most influential people.



CINDY STARNINO, Director of Academic Affairs, Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal)

As a Director, Ms. Starnino develops an advanced academic and learning environment in hospital and community services, with the goal of delivering the highest quality of services for the population. She ensures that there is a strong orientation towards innovation within CIUSSS West-Central Montreal and oversees the implementation of innovative procedures and practices. Ms. Starnino strongly promotes the integration of services along the continuum of care with a primary focus on the care-receiver and their family.



DR. VIKTORIA STEIN, Director of Education and Training, International Foundation for Integrated Care

Dr. Viktoria Stein is responsible for delivering the Foundation's education and training programmes. Viktoria holds a PhD in health economics and in her work focuses on health systems and their organization, specifically how to design contextualized integrated models of care and how to manage the change process towards such models. She previously worked with the WHO Regional Office for Europe coordinating the development of the Framework for Action on Coordinated/Integrated Health Services Delivery.



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MONDAY OCTOBER 30

07:00

Registration & Delegate Breakfast

Location: Garden Two, 16th Floor

Toronto Summit Sponsor



08:15

Welcome and Opening Address

Location: Garden Hall, 16th Floor



LIVE-STREAMED SESSION

08:30 - 09:30



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: Building Blocks for Successful Integration of Services Across Sectors and Professions

VIKTORIA STEIN, Director of Education and Training, International Foundation for Integrated Care

Over the past decade, many definitions, concepts and theories on integrated care have emerged. Drawing from the experiences in multiple European countries, Dr. Stein will share her perspective on the most influential concepts, lessons learned and key considerations when addressing the complexities of designing integrated systems at a local, regional and national level. Practice examples and innovative research on integrated models of health and social care around the world will be presented. Stakeholders will learn about “SELFIE” (Sustainable intEgrated care modeLS for multi-morbidity: delivery, Financing and performancE), a multi-country initiative working to develop a framework that will support the development, implementation, description, and evaluation of integrated care programs for patients with multi-morbidity.

09:30 - 09:45 COFFEE BREAK

09:45 - 11:00



LIVE-STREAMED SESSION

Keynote Challenge Panel: Successful Integration Requires Innovation, Creativity and Diplomacy

TIM ANFILOGOFF, Head of Community Resilience, Herts Valleys Clinical Commissioning Group, Hertfordshire, UK
TOM CARTER, National Director of Clinical Education, CBI Health Group; Adjunct Lecturer, Faculty of Medicine, UofT
ARTEM SAFAROV, Director, Health Policy and Government Relations, College of Family Physicians of Canada

By exploring and understanding integrated models of care from multiple perspectives, stakeholders become comfortable with complex situations that have multiple solutions. Attendees will gain new insights into a complex issue and employ new perspectives that stretch and challenge their fundamental assumptions. Our guest panelists will share three perspectives of integrated care:

- › **Social Prescribing:** Tim Anfilogoff will profile how social prescribing is used as a means of enabling GPs, nurses and other primary care professionals to focus on what matters to people, not just what is the matter with them, and improve clinical outcomes through a range of local, non clinical services.
- › **Diverse Team-Based Care:** Tom Carter explores how diversity and collaboration are two main elements of team-based care that provides care solutions to not only manage medical conditions but also help individuals remain healthy, active and social.
- › **Patient's Medical Home:** Artem Safarov shares a vision where every family practice across Canada offers seamless care that is centred on individual patients' needs, within their community, throughout every stage of life, and integrated with other health services.

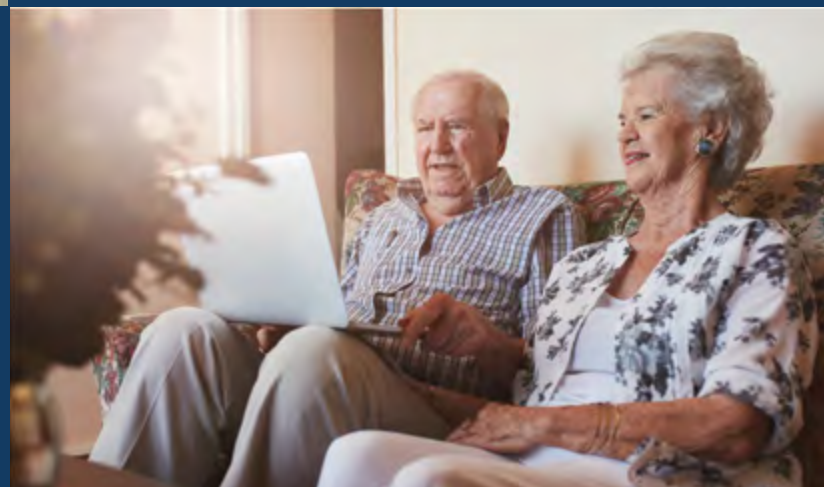
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ACCOUNTABLE



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

11:10 – 12:40



LIVE-STREAMED SESSION

PRIORITY ACTION TABLES

INSPIRED Approaches to COPD Care

Location: Garden Hall, 16th Floor

MARIA JUDD, Vice-President, Programs, Canadian Foundation for Healthcare Improvement

CAROL ANDERSON, Executive Director, Continuing Care, Edmonton Zone, Alberta Health Services

The Canadian Foundation for Healthcare Improvement (CFHI) identifies proven innovations and accelerates their spread across Canada by supporting healthcare organizations to adapt, implement and measure improvements in patient care, population health and value-for-money. In 2014, CFHI worked with 19 teams across 10 Canadian provinces to adapt and implement COPD management best practices. The goal of this work was to improve patient- and family-centred care, coordination of care from hospital to home settings, appropriateness of care as well as reduced ED visits, hospitalizations, length of stay and unplanned readmissions for patients living with advanced COPD and their families. This workshop will examine the innovative program, the engaged teams and the impact on patients, providers and the health care system.

Patient Safety Across Care Transitions



Location: L2, 27th Floor

WAYNE MILLER, Patient Safety Improvement Lead, Canadian Patient Safety Institute

ANDREW COSTA, Assistant Professor, Schlegel Chair in Clinical Epidemiology & Aging, Department of Health Research Methods, Evidence, and Impact, McMaster University

DR. PAUL STOLEE, Professor, University of Waterloo

Despite the efforts to promote integrated care models, our health care system remains highly fragmented. Various settings of care tend to operate independently, leaving professionals unaware of issues that impact care as patients move across the care continuum. Incidents associated with poor transitions of care can lead to patient safety issues, medication errors, and miscommunication among patients, carers, and providers. All of these situations can endanger patients' lives, waste resources, and frustrate health care consumers. This workshop will engage participants in a discussion on the issues and opportunities specific to: (1) improving patient safety through handoffs between acute care and home care; (2) communications with health care team members and (3) empowering patients to manage their safety across transitions in care.

Building Integrated Palliative Care Programs and Services



Location: Inverness, 27th Floor

ROBERT SUTHERLAND, VP Interventional Specialties, BD Canada

MICHELLE PETERSON FRASER, Senior Consultant, Provincial Palliative and End-of-Life Care Team, Alberta Health Services

ROYANNE GALE, Clinical Practice Specialist, Palliative Care and Oncology, CarePartners

Integrated palliative care involves bringing together administrative, organizational, clinical and service aspects to realize continuity of care between everyone involved in the care network of patients receiving palliative care. It aims to achieve quality of life and a well-supported dying process for the patient and the family, in collaboration with all the caregivers—paid and unpaid. This workshop will showcase the integrated palliative care programs and the innovative services offered to patients. The strengths and opportunities for improvement will be shared and participants will discuss ideas for the further development of integrated palliative care in practice.

12:40 - 13:30 LUNCH



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13:30 – 15:00

PRIORITY ACTION TABLES

Integrating Health Information for Evidence-Based Home Care

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**Location: Inverness, 27th Floor****LIAM DESSUREAULT**, Program Lead, Home and Continuing Care, Canadian Institute for Health Information**HELEN WEI-RANDALL**, Reporting and Analysis Lead, Home and Continuing Care, Canadian Institute for Health Information

The analytical products and indicators produced by the Canadian Institute for Health Information (CIHI) aim to inform the public, enlighten policy decisions and answer the most critical questions of health system managers, clinicians and other health stakeholders. This workshop will explore how using health information from different sectors of care can help inform decisions to improve continuity and enhance the quality of care. Participants will see examples of how using a critical thinking strategy for taking a “deeper dive” into data can support clinical and policy decisions.

Building Resilient, Integrated Communities

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**Location: Garden Hall, 16th Floor****TIM ANFILOGOFF**, Head of Community Resilience, Herts Valleys Clinical Commissioning Group, Hertfordshire, UK**DAVID EVANS**, Director of Commissioning, Herts Valleys Clinical Commissioning Group, UK**PETER RICCIARDI**, Chief Operating Officer, Spectrum Health Care, Canada

How can we enhance the patient experience through a streamlined and integrated approach to programming and service delivery? This session will profile initiatives currently underway in the UK and Canada that are working to achieve this goal. Learn how the National Health System (NHS) organisations in West Hertfordshire together with Hertfordshire County Council launched a plan for health and social care needs of the population now and for future years. Examine a Canadian application of integrated care used by Spectrum Health Care to provide clients and families in Ontario with streamlined health services.

Integrated Home Care and Primary Health Care Models

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**Location: L2, 27th Floor****LISA ZETES-ZANATTA**, Executive Director, New Westminster and Tri-Cities Communities, Eagle Ridge Hospital,

Centralized Home Health Services, Regional Home Health Network, Fraser Health Authority, British Columbia

RUBY KNOWLES, Senior Executive Director, System Strategy and Performance, Nova Scotia Department of Health and Wellness

Over the past decade, provinces and territories have been engaged in implementing ways to improve primary and community care at a community level. Numerous practice and service delivery innovations and initiatives have been introduced at all levels - practice, health authorities, and jurisdictional level - with the intent of meeting the population demographic shift and the expanding demand for services that comes with it. This workshop will highlight the innovative strategies, practices and service delivery approaches in British Columbia and Nova Scotia. Participants will explore initiatives designed to improve the quality and accessibility of community based services and to minimize the costs associated with providing care.

15:00 - 15:15 COFFEE BREAK

LIVE-STREAMED SESSION

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15:15 - 16:30



LIVE-STREAMED SESSION

Keynote Expert Panel: Integration in Action: What Have We Accomplished?

Location: Garden Hall, 16th Floor

DAVID EVANS, *Director of Commissioning, Herts Valleys Clinical Commissioning Group, UK*

CONNIE HARRIS, *Clinical, Education and Research Consultant, Perfuse Medtec Inc.*

NANCY NAYLOR, *Associate Deputy Minister, Delivery and Implementation, Ontario Ministry of Health and Long-Term Care*

In response to an aging population and higher rates of chronic disease, there has been a clear policy and practice shift from acute, episodic care to integrated care across the continuum. The question we must ask ourselves is 'are we making progress on integration?' Our guest panelists will share their insights and experience on integrated care and discuss progress from their unique point of view.

- › **A New Approach to Integration:** David Evans will share his experience in Hertfordshire, UK and the impact of Clinical Commissioning Group in assessing local needs, deciding priorities and strategies, and then buying services on behalf of the population from providers such as hospitals, clinics and community health bodies.
- › **Innovation in an Integrated System:** Connie Harris will discuss the collective experience in bringing an innovative idea from concept to application across various health care settings to benefit vulnerable patients. The geko™ device is often referred to as 'innovation through stimulation.' Connie will share the challenges and opportunities experienced when introducing a new technology to health care decision makers and patients in Ontario, and across the country.
- › **Patients First- A Plan in Action:** Nancy Naylor will share the successes and challenges of implementing a strategic and ambitious plan to transform Ontario's health care system into one that puts the needs of patients at its centre. This innovative roadmap to strengthen home and community care engages a multitude of health care stakeholders, patients and caregivers in an exciting journey that will introduce new programs and produce concrete results for Ontarians.

16:30

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

NADINE HENNINGSSEN, *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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Celebrate Canadian Patient Safety Week

October 30th – November 3rd, 2017

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

.....



1 HAVE ANY OF MY MEDICATIONS **CHANGED?** WHY?

2 WHAT MEDICATIONS SHOULD I **CONTINUE** TAKING? WHY?

4 WHAT SIDE EFFECTS SHOULD I **MONITOR** FOR?

3 WHAT IS THE **PROPER** WAY TO TAKE MY MEDICATIONS?

5 WHEN SHOULD I COME IN FOR A **FOLLOW-UP?**



TUESDAY OCTOBER 31

07:15

Registration and Continental Breakfast



LIVE-STREAMED SESSION

PRIORITY THINK-TANK

WHAT IT TAKES TO MAKE INTEGRATED CARE WORK

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Location: Garden Hall, 16th Floor

08:00 – 08:15

Welcome and Think-Tank Context

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

Address from Tim Hadwen, *Assistant Deputy Minister, Health System Accountability, Performance & French Language Services Division, Ministry of Health and Long Term Care.*

08:15 – 09:30

Joint Decision Making - Leadership – Incentives

DR. VIKTORIA STEIN, *Director of Education and Training, International Foundation for Integrated Care*

DAVID EVANS, *Director of Commissioning, Herts Valleys Clinical Commissioning Group, UK*

TIM ANFILOGOFF, *Head of Community Resilience, Herts Valleys Clinical Commissioning Group, Hertfordshire, UK*

International experts will share their experience on three key elements of integrated care. Discussions will include ideas to facilitate joint planning and decision-making; competencies required for integrating care; and new approaches to holistic services.

09:30 – 09:45 COFFEE BREAK

09:45 – 10:30

Patient Empowerment – Information Sharing

SHELAGH MALONEY, *Vice President, Consumer Health, Communications and Evaluation Services, Canada Health Infoway*

LINDA VAN WILL, *Patient Representative*

Health Information Technology (HIT) is creating new opportunities for patients and families to actively participate in their health care. Additionally, HIT is accelerating integrated models of care by enabling health care providers to partner with patients and share information to improve quality of care and health outcomes. This panel will showcase the accomplishments and future for HIT in support of integrated care.

10:30 – 10:45 COFFEE BREAK

10:45 – 12:00

Framework for Accountability - National Principle-Based Home Care Standards

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

DR. SAMIR K. SINHA, *MD, Director of Geriatrics, Sinai Health System and the University Health Network in Toronto; Associate Professor of Medicine, University of Toronto and the Johns Hopkins University School of Medicine*

CINDY STARNINO, *Director of Academic Affairs, Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal)*

A necessary step in ensuring accountable care is the creation and application of standards. The guest panelists will share the work of the Canadian Home Care Association in partnership with stakeholders from across the country to develop national principle-based home care standards.

12:00

Think-Tank Wrap Up



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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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