



Building Operational Excellence: Home-Based Palliative Care focuses on meeting patient and caregiver expectations through the continuous improvement of the operational processes and the culture of the home care service provider organizations.

What is the project about?

Supported through a health funding contribution agreement from Health Canada, this 19-month project builds on [“The Way Forward: An Integrated Palliative Approach to Care”](#) by identifying innovative operational practices to address specific service gaps and improve the quality, efficiency and accessibility of home-based palliative care.

Why is it needed?

The project is a catalyst to improving operational infrastructure in home-based palliative care and enhancing access to better home care as outlined in the [Common Statement of Principles on Shared Health Priorities](#) agreed to by federal, provincial, and territorial governments.

What will the project address?

Through a collaborative engagement approach, the project will:

- Explore opportunities for operational process improvement in home-based palliative care, specifically in:
 - assessment and care planning,
 - inclusion of advance care plans into care delivery,
 - management of equipment supplies and medication,
 - effective communication strategies and tactics.
- Identify and promote operational innovations in delivering home-based palliative care.
- Engage and facilitate collaboration with policy-makers, providers, patients and caregivers.
- Support the application of evidence-informed operational practices in home-based palliative care

Who will be involved?

- The Canadian Home Care Association (CHCA) will directly engage frontline home care provider organizations, administrative bodies (regional health authorities, LHIN, CIUSSS), policy-makers, patients, caregivers and primary health care teams (involved in home-based palliative care).
- Specialty palliative care teams will be consulted as the project evolves.
- Non-government organizations (NGOs) involved in palliative care education and training will be invited to attend events and learn from project participants.
- Cultural groups and groups representing LGBTQ communities will be included through direct consultations.

What value will the project provide?

Through the project, key stakeholders involved in home-based palliative care will:

- Access new learning opportunities through the **Palliative Care Experience Mapping Sessions** (June- Aug 2018).
- Learn about innovative operational practices in home-based palliative care at the **Home Care Summits™** (October 2018).
- Acquire new knowledge and skills in operational process improvement from the **High Impact Practices** (March 2019).
- Use acquired knowledge to improve operating processes for home-based palliative care by responding to a **Call for Innovations** (Sept 2018) and an **Early Adopter Challenge** (June 2019).
- Understand the necessary elements to adopt leading practices by using the **Implementation Framework and User Guide** (July 2019).

When will the project be completed?

The project begins in June 2018 and will be completed by December 2019.

Who is the Canadian Home Care Association?

The Canadian Home Care Association (CHCA), established in 1990, 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.

The CHCA is a catalyst for advancing excellence in home and continuing care. On behalf of our membership, the CHCA funds and manages projects that address pan-Canadian priorities in the home care sector. As a recognized and respected facilitator, the CHCA builds connections across the country and coordinates sharing of information and promising practices.

Members of the CHCA include representatives from government (federal, provincial and territorial), administration organizations, service providers, researchers, educators and others with an interest in home care. As a national association, the CHCA is a unifying force that amplifies our members' individual voices to influence national policy directions on key professional and political issues.

