

EMBRACING THE FUTURE
*BUILDING A STRONG HOME CARE FOR
TODAY AND TOMORROW*

2007: A YEAR IN REVIEW



EMBRACING THE FUTURE

BUILDING A STRONG HOME CARE FOR TODAY AND TOMORROW

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 stay in their homes with safety, dignity and quality of life.

Members of the Association include organizations and individuals from publicly funded home care programs, not-for-profit and proprietary service agencies, consumers, researchers, educators and others with an interest in home care.

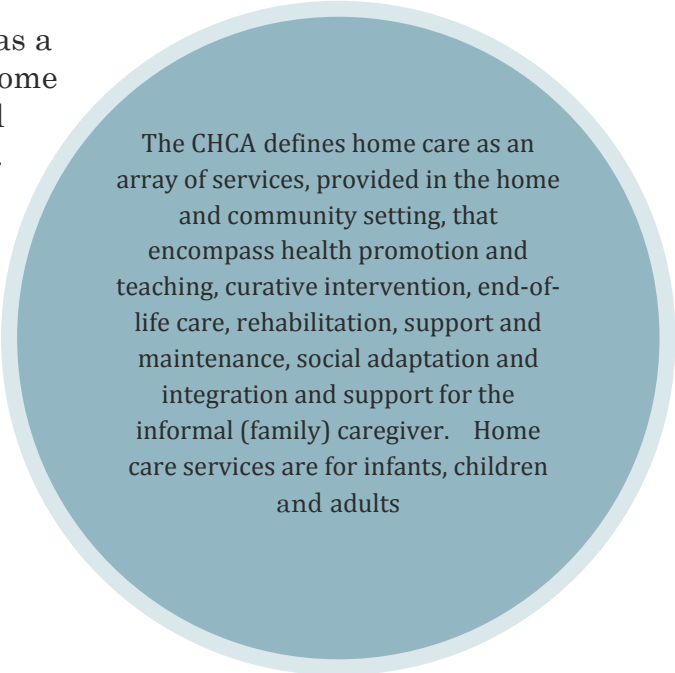
Through the support of the Association members who share a commitment to excellence, knowledge transfer and continuous improvement, CHCA serves as the national voice of home care and the access point for information and knowledge for home care across Canada.

CHCA MISSION

The Canadian Home Care Association, as a national voice, promotes excellence in home care through leadership, awareness and knowledge to shape strategic directions.

CHCA VISION

Accessible, responsive home care and community supports which enable people to stay in their homes with safety, dignity and quality of life.



The CHCA defines home care as an array of services, provided in the home and community setting, that encompass health promotion and teaching, curative intervention, end-of-life care, rehabilitation, support and maintenance, social adaptation and integration and support for the informal (family) caregiver. Home care services are for infants, children and adults

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STRATEGY DIRECTIVES AND PRIORITIES

As a national Association, the CHCA is a "unifying force" which amplifies our members' individual voices to influence policy directions on key professional and system issues. On behalf of our membership, the CHCA provides:

- **Leadership:** Demonstrating leadership in home care by identifying and promoting "High Impact Practices"
- **Awareness:** Expanding the understanding and recognition of home care's function, role, issues and value
- **Advocacy:** Informing and influencing Federal, Provincial and Territorial home care policy and direction
- **Knowledge:** Facilitating learning through innovation, partnerships and information dissemination

Guided by our strategic directives the Association focused on the following strategic priorities for 2007, which were identified by our Board of Directors on behalf of our members.

- **An Aging Population:** Examining our aging population and the resultant impact on social, financial and health policies that will shape the direction and evolution of home care within the health care sector.
- **Information and Communication Technology:** Building a national knowledge base on technology in the home and community sector and exploring challenges and opportunities for current and future applications.
- **Systems Integration:** Exploring the continuum of care and the broad role and contribution of a strong home care sector to systems integration as it applies to key areas such as chronic disease management and primary health care.

This report highlights some of the major initiatives and activities undertaken by the CHCA to advance our strategic priorities and support provinces and territories to realize the potential of home care within their health care strategies.

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LEADERSHIP: THE CHCA WILL DEMONSTRATE LEADERSHIP IN HOME CARE BY IDENTIFYING AND PROMOTING “HIGH IMPACT PRACTICES”.

To support the CHCA’s commitment to facilitating learning and development and to promote innovative practice in home care, the Association launched our High Impact Practices Initiative in 2006.

During our National Home Care Summit, a number of practices were identified by our membership to be ones that stakeholders wanted to hear more about and were eager to better understand and explore potential application in their jurisdictions. With the goal to build upon the “ripple effect” and share these practices beyond the Home Care Summit, the CHCA documented the details of each initiative and launched a series of High Impact Practices.

These practices are innovative and creative programs in the home and community setting, that demonstrably and tangibly improve the quality of life for individuals. They are the result of home care and other sectors of the health care system achieving effective collaboration; and they are designed to be sustainable.

In 2006, the CHCA released:

- **Quality End of Life Care**, from Hamilton Community Care Access Centre in Ontario
- **Facilitating Community Living for People with Acquired Brain Injury** from Vancouver Island Health Authority in British Columbia
- **Digital Wound Care** from Comcare Health Services, a national service provider
- **Telehomecare for Chronic Disease Management** from Extra Mural in New Brunswick

In 2007, the CHCA launched two new High Impact Practices:

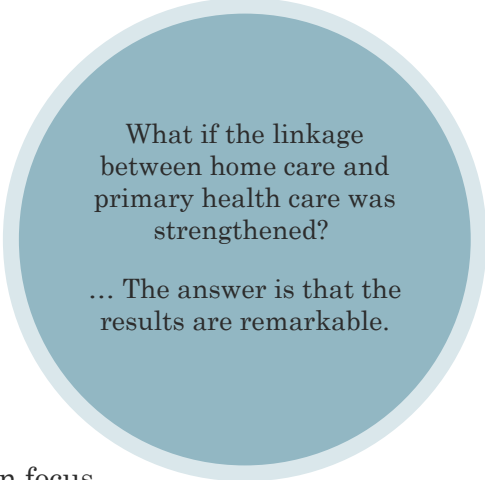
- **Clinical Pharmacy Services in Home Care** - from the South-East Regional Health Authority from New Brunswick
- **Partnering for Patients** - from the David Thompson Health Region (DTHR) Home Care Program and the Red Deer Regional Hospital Emergency Department in Alberta

The CHCA will continue to document and disseminate High Impact Practices and leverage expertise across the sector to improve outcomes and increase quality care to bring benefits to our membership and their clients.

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AWARENESS: THE CHCA WILL EXPAND THE UNDERSTANDING AND RECOGNITION OF HOME CARE'S ROLE, CHALLENGES AND VALUE.

The Canadian Home Care Association (with the support of Health Canada's Primary Health Care Transition Fund) demonstrated the impact of aligning home care with family physicians through our **National Partnership Project**. With a formalized and structured partnership and an expanded role of home care, health care providers were able to serve a broader scope of patients with chronic diseases, who benefited from this collaborative approach.



What if the linkage between home care and primary health care was strengthened?

... The answer is that the results are remarkable.

Implemented in Ontario and Alberta in 2005 -2006, the main focus of the initiative was to explore how an augmented role for home care – through collaborative partnerships with family physicians within a chronic disease management model - could address many aspects of the primary health care agenda, including access, integration, outcomes, and efficiency, all with a fundamental focus on patient-driven care. The project goals were designed to achieve greater proactive patient care with an emphasis on prevention, improved patient empowerment and more effective use of appropriate health care personnel.

In 2007, building on the success of the National Partnership Project, the CHCA released report outlining five fundamental steps to Implementing Case Management as a Strategy for Systems Integration. The report, based on our experience from the National Partnership Project outlines an approach to chronic disease management through the integration of home care and primary health care.

As health care systems continue to evolve and home care plays a significant role in new approaches to primary health care delivery, the outcomes of our work in the National Partnership Project and Case Management reveal new integration and care delivery models and shows that we have the will and capacity to make the changes required to make our system the best it can be.

The Partnership Project Outcome Reports and the Implementing Case Management report are available on the CHCA website at www.cdnhomecare.ca under the CHCA Initiatives Tab – Systems Integration section.

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ADVOCACY: THE CHCA WILL INFORM AND INFLUENCE FEDERAL, PROVINCIAL AND TERRITORIAL HOME CARE POLICY AND DIRECTION.

To support the CHCA's advocacy mandate the Association focused on the development of two key reports.

Aging in Place: A Report to the Special Senate Committee on Aging

Presented on June 2007, this document outlines the key issues and recommendations on approaching an aging population from an “aging in place”, or “aging at home” perspective and the resultant policy options for the federal government. The report outlines key recommendations on:

- **Access to home care** and the role of the federal government in the promoting common standards for home care that include chronic disease management, long term care and preventative care in addition to acute care and palliative home care.
- **Technology and home care** and the federal government's leadership role in supporting jurisdictions in the application of technology and new innovations that will enable seniors to safely reside in their homes.
- **Family caregivers** and the necessity for the federal government to build awareness of caregivers needs and support for caregivers in terms of education and resources.

Copies of the report are available in the Members Only section of the CHCA website at www.cdnhomecare.ca, under the Communications tab.

Portraits of Home Care in Canada

In 2007 the CHCA undertook a pan-Canadian scan of home care services with the intent to build upon our 2003 home care review “*Portraits of Home Care – A Picture of Progress and Innovation*” and to document the evolution and expansion of home care within each province and territory through the assimilation of available data and qualitative information.

The report **Portraits of Home Care in Canada, 2008** will be released in May 2008. All CHCA members will receive a complimentary copy.

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KNOWLEDGE: THE CHCA WILL FACILITATE LEARNING THROUGH PARTNERSHIPS, INFORMATION DISSEMINATION AND INNOVATION.

In 2007 the CHCA facilitated knowledge sharing through a number of vehicles:

User-Friendly, Accessible Information

The CHCA website www.cdnhomework.ca, received over 100,000 hits in 2007 and provided a venue to support membership relations and ensured a responsive Association that represents the collective voice of our membership.

National Annual Home Care Summit

The 2007 CHCA Home Care Summit, in Victoria British Columbia brought together over 450 home care experts and stakeholders from across Canada to share ideas and explore the future of home care in Canada. “*Embracing the Future*”, was the theme of the events which included over fifty educational presentations, seven interactive workshops, three keynote speaker plenary sessions and two senior leadership workshops.

Presentations and interactive workshops are available to all CHCA members through the CHCA website at www.cdnhomework.ca – under the Conference tab.

Collaboration with National Associations – The Pan-Canadian Gold Standards for Palliative Home Care

The Canadian Home Care Association in partnership with the Canadian Hospice Palliative Care Association defined the “Gold Standard” for each of the four palliative care home care services: case management, nursing, palliative-specific pharmaceuticals and personal care at the end of life.

Copies of the Gold Standard report are available through the CHCA website at www.cdnhomework.ca – under the Communications tab.

Public Policy Forum Roundtable on the Future of Home Care

The CHCA shared its knowledge and participated in the facilitation of discussions regarding home care in Canada at the Public Policy Forum’s Roundtable on the Future of Home Care in February 2007. Expert panelists included CHCA Executive Director Nadine Henningsen and past Board Director, Robert Morton.

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