



CANADIAN HOME CARE ASSOCIATION
2018 Home Care Summits®

goBEYOND

Vancouver, BC October 22-23

VIRTUAL DELEGATE PROGRAM

 **PACIFIC TIME**

12:30 –12:45 Opening Address & Keynote Presentation

ALICE KENNEDY, Board Chair, Canadian Home Care Association

12:45 –13:45 Talking So People Listen and Listening So People Talk (KEYNOTE PRESENTATION)

BARRY POKROY, Clinical Psychologist | Organizational Behaviour and People Performance Expert

This keynote focuses on creating enhanced engagement and increased “employee centricity”. This is done using a psychological model of connection, which highlights the way in which our relational dynamics can shift to create a more positive impact. Delegates will be equipped with the skills and insights to listen, connect and respond differently. A shift in mindset occurs from transactional management (task/process) to relationship management (people). Learn new insight on communication behaviours and the behaviours of others in workplace with an Egogram—a tool utilized in different settings to connect and understand ourselves, our clients and our teams more effectively.

14:00 –15:00 Integrated Home Care and Primary Health Care: Rural and Urban Models

ALISON KERNOGHAN, Research/Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo

AMY GOOD, Director, Integrated Home Care, Calgary Zone, Alberta Health Services

KIMBERLY NICKORIUK, Seniors Health Lead for Quality Initiatives and Program Planning, Central Zone, Alberta Health Services

Alberta’s philosophy for health and health care is an approach that emphasizes staying healthy and well, while also supporting people who need care. Their goal is a health system that provides the right care, in the right place, at the right time, by the right health professionals, with the right information. Within this framework, the importance of integrated home care and primary health care models is reinforced both in rural and urban areas. The panelists will share their experiences in both these settings and provide insights into the essential elements of successful integrated models delivering the right care, at the right time in the right place.

15:00 –16:10 Operational Excellence In Home-Based Palliative Care (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

› **Collaboration and Inclusion: Refining the Palliative Circle of Care**

ELISABETH ANTIFEAU, Regional Clinical Nurse Specialist, Palliative Care, Interior Health

› **Utilizing Interpreters to Support Culturally Sensitive Goals of Care/Advance Care Planning Discussions**

SARAH LAU, Educator Palliative Approach to Care Project, Vancouver Coastal Health

› **Responding to Policy Issues: How a Provincial Advance Care Planning/Goals of Care Designation Community of Practice Promotes Excellence**

SHARON IVERSEN, Educator; Palliative & End of Life Care; Community, Seniors, Addictions & Mental Health, Alberta Health Services

› **Using Electronic Clinical Management Systems to Drive Best Practices in Palliative Care**

MITAL PATEL, Clinical Pharmacist, Bayshore Pharmacy

16:10 –17:00 The Journey to Building Better Home Care: Evidence-Informed Decision-Making

(KEYNOTE PRESENTATION)

ALICE KENNEDY, Board Chair, Canadian Home Care Association (CHCA)

DORACE RAMAGE, Education and Clinical Consultant, Perfuse Medtec Inc

In partnership with our member organizations, the CHCA identified key national priority areas that reflect the current and future challenges facing home care programs across Canada. Exploring the three strategic foci of people, programs and policy, the keynote speakers will share their experiences in developing and implementing new innovations in home and community care. In addition to the national directions and projects, the keynote speakers will share the journey to introduce the geko™ device. This experience sets a new standard for evidence development and implementation using advanced methods including online learning modules which recognizes the challenges of traditional in-service training

08:00 – 09:30 **How Patient and Caregiver Experiences are Shaping our Approach to Health and Care** (KEYNOTE PLENARY)

SHELAGH MALONEY, Executive Vice President, Digital Health Engagement and Marketing, Canada Health Infoway

IOANA POPESCU, Senior Program Manager, Canadian Patient Safety Institute

JEANIE LACROIX, Manager, Performance Improvement and Capacity-Building, Canadian Institute for Health Information

JESSIE CHECKLEY, Senior Improvement Lead, Canadian Foundation for Healthcare Improvement (CFHI)

ALEXANDRA HARRISON, Co-Chair, Steering Committee, CFHI Bridge-to-Home Collaborative

This plenary will explore how the voice of the patient and caregiver is shaping national initiatives that are enabling better home care. Through engagement and partnerships, patients and caregivers are sharing their experiences and providing unique insight into a broad range of health care challenges and opportunities. The keynote panelists represent four of the pan-Canadian, federally funded organizations:

- › Discover the **Canadian Foundation for Healthcare Improvement's** Bridge-to-Home Spread Collaborative that will improve the quality of care and patient and caregiver experiences of care during transitions from hospital to home.
- › Understand how the **Canadian Institute for Health Information** reflects patient experience in their goal to provide essential information on Canada's health systems and the health of Canadians.
- › Learn about the ways **Canada Health Infoway** ensures the patient voice is heard in every conversation about digital health and the 'Citizens Vision for Better Health through Digital Solutions'.
- › Hear how patients and caregivers are influencing the national safety agenda at **Canadian Patient Safety Institute** and how their experiences inspired the Engaging Patients in Patient Safety – a Canadian Guide.

09:30 – 10:30 **Operational Excellence In Home-Based Palliative Care** (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

- › **Provincial Palliative Care Consultation Phone Line**

ANN HANSSON, Family Physician, Vancouver Coastal

- › **Rural in-home Palliative Care Program**

BEVERLY BERG, Director, Palliative and End of Life Care Seniors, Palliative and Continuing Care, Alberta Health Services

- › **Integrating a Palliative Approach to Care by Having Conversations Early (IPACE)**

INGRID SEE, Clinical Nurse Specialist, Vancouver Home Hospice Palliative Care Service

11:00 – 12:00 **Integrated Home Care and Primary Health Care: Essential Elements**

ALISON KERNOGHAN, Research/Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo

MARTINA ROZSA, Vice President, Home and Community Care, Hamilton Niagara Haldimand Brant, Local Health Integration Network

VIKAS SETHI, Executive Director, Integrated Primary and Home Health Service, Winnipeg Regional Health Authority

A truly person-and-family-centred home and community care sector must be fully integrated with other parts of the health care system. Achieving meaningful health outcomes and quality services for individuals with complex conditions and/or frailty requires seamless transitions across the health care continuum. This includes building stronger connections between home and community care and other care providers, particularly primary health care. This panel presentation will feature two integrated models of home care and primary health care from Ontario and Manitoba. The essential elements, challenges and opportunities for integration will be discussed.

13:00 – 14:00 **Operational Excellence In Home-Based Palliative Care** (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

- › **Advance Care Planning Framework for the Health Care Provider**

DR. CHARLIE CHEN, Program Medical Director at Palliative Care Program, Fraser Health

- › **Continuum of Care for Clients with Advanced Heart Failure (HF)**

LAURIE-ANNE NGUYEN, Palliative Care Fellow, Institut de Cardiologie de Montréal AND Société des Soins palliatifs à Domicile du Grand Montréal

- › **The New Normal: The Palliative Clinical Resource Nurse Role in Community Home Health in Vancouver, BC**

LAURA HARMSE, Palliative Clinical Resource Nurse, Vancouver Coastal Health

RUTH LEGACY, Palliative Clinical Resource Nurse, Vancouver Coastal Health

14:30 –15:30 Integrated Practice Units: An Innovative Approach to Collaborative Care

JOANNE CÔTÉ, Associate Director, Innovation, Integrated Health and Social Services University Network for West-Central Montréal (CIUSSS West-Central Montréal)

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

Achieving better care, better outcomes and better value requires a different approach to team-based care that is venue agnostic. Integrated practice units include a team of clinical and nonclinical personnel trained to provide both hospital and community-based care for a particular medical condition or set of related conditions. The interdisciplinary team within a designated territory works closely together to deliver coordinated, integrated, and high-quality care regardless of the setting. Learn how one integrated health and social services centre in Québec is implementing this innovative approach to integrated care

15:30 –16:30 A Cup of Mindfulness for the Busy and Restless (CLOSING PLENARY)

DR. LISA BÉLANGER, Behavioural Change Expert | Researcher

The science supporting mindfulness and meditation is overwhelmingly contributing to both performance and health benefits. The struggle: how to fit these practices into an already busy day. Dr. Bélanger discusses what you can do during your coffee break — and other simple actions — that can increase your mental health, help you effectively deal with challenging people, and create the optimal cognitive situation for you to make tough decisions. Don't worry, there will still be coffee. In this interactive keynote, Dr. Bélanger examines how mindfulness changes the brain, behaviour, and why practicing it can provide a competitive advantage.

THANK YOU TO OUR SUMMIT PARTNERS



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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