

Canadian Foundation for Healthcare Improvement

Fondation canadienne pour l'amélioration des services de santé

# MORE IMPROVEMENT, FOR MORE PEOPLE, THAT LASTS

THE STORY BEHIND OUR STRATEGY  
2019-21

## VISION

To be an indispensable partner in shaping better healthcare for everyone in Canada.

## MISSION

We work shoulder-to-shoulder with partners to accelerate the identification, spread and scale of proven healthcare innovations.

## IMPACT

Lasting improvement in patient experience, health, work life of healthcare providers and value for money.

Better patient experience of care, improved health outcomes and greater value for the money we invest in our health systems are important to Canadians. **Better** should fuel the joy of the people who provide our care. **Better** means laying a foundation for long-term success, not just short-term improvements. And we can only know what **better** looks like by partnering with patients and families<sup>1</sup> to tap into their lived experience.

Fortunately, there is no shortage of innovation and creativity in Canadian healthcare: the challenge facing everyone committed to improvement is to spread proven innovations across the country and scale them to all who could benefit.

The Canadian Foundation for Healthcare Improvement engaged with hundreds of stakeholders across the country to refresh our corporate strategy for 2019-21. This strategy focuses on making change happen by delivering more improvement for more people – and making it last – with a renewed emphasis on delivering better care closer to home and community.





## THE IMPORTANCE OF PARTNERSHIPS

Improvement is a team sport and this strategy reaffirms CFHI's commitment to partnerships. We aspire to be an indispensable partner in shaping better healthcare, working shoulder-to-shoulder with you to identify, spread, sustain and scale innovations. Our partners include patients, families and caregivers; health and social service providers; governments; and many other people and organizations – from both the public and private sectors – committed to healthcare improvement.

Together, we can shape better healthcare for everyone in Canada – now and in the future.

<sup>1</sup> Throughout this document the terms "patients" or "patients and families" are intended to include patients/residents/clients, family members, other caregivers and those with lived experience.

# OUR STRATEGIC PILLARS

OUR GOALS	 <b>Find and promote innovators and innovations</b>	<b>OUR EMPHASIS</b>  <b>Drive rapid adoption of proven innovations</b>	 <b>Enable improvement-oriented systems</b>	 <b>Shape the future of healthcare</b>
OUR OBJECTIVES	<ul style="list-style-type: none"> <li>› Identify promising innovations that deliver better care closer to home and community</li> <li>› Broaden awareness of these innovations to catalyze further improvements</li> </ul>	<ul style="list-style-type: none"> <li>› Lead partnerships to spread and scale proven innovations that deliver better care closer to home and community</li> <li>› Co-design, test and share tools for implementing healthcare improvements</li> </ul>	<ul style="list-style-type: none"> <li>› Work with teams across Canada to enhance capacity and readiness to implement ongoing sustainable improvements</li> <li>› Connect leaders across health systems to share, learn and improve together</li> </ul>	<ul style="list-style-type: none"> <li>› Catalyze improvements in health systems by supporting leaders to share policy insights, identify levers for change and drive implementation</li> <li>› Guided by the perspectives of First Nations, Inuit and Métis peoples, foster shared learning and enhanced relationships that enable cultural safety and humility in health systems</li> <li>› With other pan-Canadian organizations, advance shared federal, provincial and territorial health priorities</li> </ul>
OUR WORK	<p>Where there are problems that don't yet have solutions, we identify innovators and incubate innovations through:</p> <ul style="list-style-type: none"> <li>› Open calls for innovations like this one in <a href="#">Palliative and End-of-Life Care</a></li> <li>› Innovation Challenges like our <a href="#">Priority Health Innovation Challenge</a> focused on home and community care, and mental health and addictions</li> <li>› Our <a href="#">Open Doors policy</a> providing free workspace for the healthcare improvement community when visiting Ottawa</li> </ul>	<p>Where there are solutions that are not yet being widely used, we lead partnerships that help you spread and scale proven innovations, such as:</p> <ul style="list-style-type: none"> <li>› <a href="#">Paramedics and Palliative Care</a>: A collaboration with the Canadian Partnership Against Cancer training paramedics to provide urgent palliative care at home</li> <li>› <a href="#">Embedding a Palliative Approach to Care</a>: A collaborative supporting long-term care staff to have earlier palliative conversations and planning</li> <li>› <a href="#">Momentum Challenge: An Innovation Challenge</a> supporting teams that have recently completed CFHI programs to grow their gains and reach more people: <ul style="list-style-type: none"> <li>• <a href="#">INSPIRED COPD collaborative</a>: Chronic disease care delivered at home and in the community</li> <li>• <a href="#">Connected Medicine collaborative</a>: Remote consult solutions like phone and e-consult</li> <li>• <a href="#">Appropriate Use of Antipsychotics collaboratives</a>: Person-centred dementia care and more appropriate use of medications</li> </ul> </li> <li>› New collaboratives to improve frailty care and mental health and addictions services</li> </ul>	<p>We enhance the capacity of your teams and organizations through programs such as:</p> <ul style="list-style-type: none"> <li>› Our team-based <a href="#">EXTRA: Executive Training Program</a></li> <li>› <a href="#">Canadian Northern and Remote Health Network</a></li> <li>› A new network for alumni, faculty and other improvement leaders</li> </ul>	<p>To shape the future of healthcare, we support you to share and advance policy insights and levers that accelerate system transformation, through programs such as:</p> <ul style="list-style-type: none"> <li>› <a href="#">The Canadian Harkness Fellowships</a></li> <li>› <a href="#">Promoting Life Together Collaborative</a></li> <li>› <a href="#">Value-Based Healthcare</a></li> <li>› Our commitment to reconciliation and supporting cultural safety and humility in health systems</li> </ul>

## BETTER CARE CLOSER TO HOME AND COMMUNITY

Our emphasis is on driving the adoption of proven innovations that deliver better care closer to home and community, which can include:

- › Better transitions from hospital to home
- › New models of care that enable providers to provide services outside of hospital and specialty care
- › Better identification of high-risk patients and integration of services with primary care
- › Community outreach models of chronic disease care
- › And more

## SUPPORTING SHARED HEALTH PRIORITIES

To ensure that health systems continue to respond to the needs of everyone in Canada, governments and other stakeholders are advancing shared health priorities that include:

- › Home and community care
- › Mental health and addictions
- › Indigenous health
- › Health innovation
- › Affordability, accessibility and appropriate use of prescription drugs

We look forward to moving the dial on these shared health priorities with our fellow pan-Canadian health organizations and other partners.

### OUR VALUES



Put people  
first



Collaborate  
for improvement



Be  
transparent



Focus on  
results



Celebrate  
innovation





## OUR PRIORITIES AND PROGRAMS

Wondering how we set our priorities and choose our programs? As an independent, not-for-profit organization funded by Health Canada, CFHI focuses on advancing shared federal, provincial and territorial health priorities and the priorities identified by our stakeholders.

When we engaged with stakeholders to refresh our strategy, we heard:

- › CFHI is recognized for its unique expertise in spreading and scaling innovations and building capacity for system transformation.
- › Shifting care from hospital to home and community, primary care reform and integration are key priorities.
- › Improvement programming should focus on the needs of those living with multiple and complex chronic conditions, the elderly and frail, those living with mental health issues and Indigenous populations.
- › Patient, family and community engagement should be embedded across all quality improvement programming.

These priorities are reflected in our strategy.

## PROGRAM SELECTION CRITERIA

### STRATEGIC FIT

How will this program leverage our unique capabilities, and align with shared health priorities and our emphasis on spread and scale?

### IMPACT

Will this program drive system change co-designed with patients by integrating services across settings and shifting care closer to home? How many people will benefit from better care, health, value and work life (in healthcare)?

### FEASIBILITY

Are there jurisdictions across the country ready to participate and strong partners willing to collaborate to design and/or deliver the program?

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## Join us. Let's make change happen!

To find out more about how you can work shoulder-to-shoulder with us to create more improvement, for more people, that lasts, visit [cfhi-fcass.ca](http://cfhi-fcass.ca).

*The Canadian Foundation for Healthcare Improvement is a not-for-profit organization funded by Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.*

