

Summary: CAPHC Project Grant Request to Bell Canada  
*The Knowledge Exchange Network in Continuity of Care for Children and Youth with Complex Care Needs*

**Background**

At the CAPHC 2005 Annual Meeting in Newfoundland, family members and health professionals from various disciplines explored continuity of care and the integration of services for children and youth with complex health care needs. Participants agreed that in our current fragmented system transitions points are especially difficult; it is often at these times in a child's care that coordination breaks down and critical gaps in service appear. Working together, and in response to identified challenges and opportunities, delegates identified key components of an effective and supportive continuum of care, and began the discussion on interventions and changes that would positively affect the care of children and youth, and lend support to families.

CAPHC, in partnership with the Child and Youth Home Care Network, the Canadian Family Advisory Network and the Canadian Network of Child and Youth Rehabilitation was subsequently encouraged to take the lead to develop a national strategy to improve transitions and continuity of care. CAPHC responded by launching a national multi-sectoral initiative entitled "Bridging the Gap between Health Centres and the Community". Phase 1 of this project was generously supported by a grant provided to CAPHC from Bell Canada, and concluded in December 2006 with the dissemination of a national resource entitled "Finding Our Way Home".

In October 2006 the "Finding Our Way Home Resource" was launched at CAPHC's Annual Meeting in Vancouver and proved to be a catalyst for focused discussions among child and youth health professionals, researchers and family members from across Canada. This group endorsed the value of the national resource in sharing knowledge and providing guidance for needed practice change and went on to identify the evaluation of these promising practices as the critical next steps to lead system-wide improvements.

CAPHC has recently requested a second grant from Bell Canada, as a means of supporting the second phase of this project.

**Proposed Project Outline**

Phase 2: Project Activities for July 2007 - September 2008

The aim of Phase 2 is to build on the achievements and strengths of our work to date and our system's expertise to achieve consensus on leading practices that will address processes and points of care transition between sites, sectors and community health agencies.

The Steering Committee for this project has further identified an opportunity to partner with The Canadian Council on Health Services Accreditation (CCHSA), in setting new national standards that can be implemented through the established accreditation process within the healthcare sector.

To this end, CAPHC has successfully initiated a Memorandum of Understanding with CCHSA.

Both organizations are eagerly anticipating the identification of leading practices arising from this project to inform the standards development process.

### **Anticipated Project Outcomes**

Through the implementation of new national accreditation standards, all health care facilities and providers will be regularly self-assessing their adoption of leading practices in delivering optimal services to children and youth with complex care needs. In addition the accreditation process facilitates the adoption of an ongoing quality improvement focus and increases responsive service delivery.

More specifically, the expected outcomes of the initiative are as follows:

- Practitioners and families collaborating on system improvements
- Health centres and continuing care sectors planning system improvements
- Discussion, debate of promising practices
- Research and evaluation of promising practices
- Creation of an evidence based interactive on-line knowledge resource in continuity of care across the continuum comprising of: tools, templates, inventories, links, practice alerts, and national program updates
- Engagement of leading experts in four regional knowledge exchange sessions (East, Central, West and Aboriginal)
- A national web based symposium to present transforming national practices in continuity of care
- Dissemination and uptake of promising practices
- Collaboration with CCHSA to establish standards in continuity of care across the continuum
- CAPHC will work in collaboration with CCHSA and the hospital and continuing care sectors toward operationalizing new standards (i.e. leading practices) across paediatric health care settings, ultimately resulting in significant improvements in health care for children and youth with complex care needs
- Directly benefit 400,000 children across Canada

### **Project Indicators and Evaluation**

The following indicators of success have been identified:

1. Unprecedented regional meetings engaging leading experts and families to present evidence based leading practices validated by expert peer reviews, strong theoretical framework, consistent with principles of family centred care.
2. Launch of the first national on line knowledge exchange resource that provides one stop access to tools, templates, research, training and education for health providers and families in issues related to improved continuity of care across different sites of care (i.e. hospitals, home, rehabilitation centres).

3. Developmental work leading up to the creation of national standards (i.e. leading practices) in partnership with CCHSA arising from multiple project activities. Ultimately these standards will become new accreditation requirements for the overall healthcare system. This system improvement will benefit all children and youth with complex care needs.

An evaluation of the project is to be completed by the end of September 2008. The outcomes of the project will be evaluated as follows:

1. Creation of Knowledge Exchange Network
2. Attendance of approximately 200 expert leaders and family members at the regional development launch in October 2007
3. Leadership and participation of multi-disciplinary health professionals and family members in the 3 virtual regional development sessions
4. Attendance of approximately 200 expert leaders and family members at the Transforming Practices Symposium in June 2008
5. Number of leading practices submitted to Knowledge Exchange Network
6. Qualitative survey of users of knowledge exchange network
7. Quantitative data regarding utility of knowledge exchange network
8. Number of leading practices identified
9. Effective collaboration between CAPHC and CCHSA.

## **Project Launch and Communications**

Several upcoming opportunities lend themselves to an appropriate project launch. At CAPHC's annual conference in Montreal in October 2007, CAPHC will be honouring Bell Canada with a Corporate Citizenship Award; this might be an ideal venue to launch this initiative. Alternatively and/or in addition, a focused event at a CAPHC member site where leading practices in continuity and coordination of care are successfully driving system change may be a forum within which families, children and youth could thank Bell Canada for contributions in improving care for this priority population.

A "Bridging the Gap" session, planned for the October 2007 CAPHC conference, and showcasing promising practices from diverse regions of Canada presents an alternate venue for a launch. Additionally, the Project Steering Committee has begun to identify seeding regional development networks that will be the medium through which news of our knowledge exchange resource will be disseminated. The schedule for the sessions is as follows:

- Session #1: Western Region, December 4, 2007 (teleconference)
- Session #2: Central Canada & Quebec Regions, February 6, 2008 (teleconference)
- Session #3: Atlantic Region, April 9, 2008 (teleconference)
- Symposium on Transforming Leading Practices, June 18, 2008 (web-based)