



# VHA RESEARCH VISION 2025

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# VHA RESEARCH

Fueling Curiosity & Discovery

**2020-2025**

**Strategic Vision**

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## our commitment

By 2025 we will be a **transformational leader** in the home and community health sector **creating solutions** for clients, families and providers that embody our **values**, **expertise** and **experiences**.

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## foundational priorities

Data First

Powerful Partnerships

Creating Home Care Scientists

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# letter from the director



Sandra McKay, PhD, MBA  
Director of Research

VHA Home HealthCare's (VHA) Strategic Research Vision 2025 is a living document that sets a course for our way forward and reflects our deep commitment to a culture of inquiry through investments in people, processes and partnerships that will transform the provision and receipt of home care services. As we know, healthcare in Ontario continues to experience change as we experiment with how to best organize for a more integrated system that can meet the demands of high-quality care and sustainable practices. This shift has introduced uncertainty as well as exciting opportunities

across the health continuum. As we launch this strategic vision for research, we are keenly aware of the ongoing change around us coupled with the inherent complexity of delivering home care services. With these realities in mind, it is crucial that planning documents – like Research Vision 2025, are also considered opportunities for hypothesis testing. It is vital that we critically evaluate the data that are all around us to ensure this document continues to chart us on a path to bring out the best in our people and our partnerships for the benefit of all our clients, families and providers.

Integral to the success of this vision is embracing data in the service of learning and driving improvements in clinical, organization and system level evolution-our data first strategy. Valuable data exists in our clinical and operational processes and in the voices and experiences of our clients, families and providers. Collectively these sources of rich data will help VHA achieve our strategic goals within the research focus areas of Better Care, Safer

Teams and A More Connected System. We rely on the ingenuity, engagement and voices of our clients, families, colleagues and partners to continually push us to learn, improve and grow through the exploration of ideas and possibilities that will impact our essential work that enables people to remain safe in their homes and communities. Solving our most challenging problems begins with listening.

Together we will continue to build our successful team of researchers, clinicians and client partners who are passionate about home care and passionate about making things better for our team members and those we are here to serve. The excitement of this document exists in the knowing that we can, and will, do more to drive transformation in home care. VHA's Strategic Research Vision charts a way forward where we will grow and influence an evolving system to better reflect the values and priorities of people and organizations like VHA to ensure our voices are representing home care.

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# contents

Section

1

Data First

8 - 9

---

2

Powerful Partnerships

10 - 11

---

3

Creating Home Care Scientists

12 - 13

---

4

Areas of Research Focus

14 - 15

# data first

Today we have access to more data than ever before. We have an opportunity to leverage that data to drive improvements at VHA and in the broader home care sector.

Our multiple complementary data sources allow us to share and further develop a rich understanding of the realities and potential of home care. By committing to our data, we will generate meaningful insights to transform home care.

We will harness our data to create insights that drive clinical and operational decision making for VHA and the sector - for the benefit of clients, providers, and the healthcare system.



Engagement with clients and providers will ensure that the research we conduct and insights we generate are relevant and reflective of their experiences and perspectives.

# powerful partnerships

We will maintain key partnerships and establish new strategic partnerships to mobilize our research capacity on significant initiatives as we move towards transforming home care.

Cultivating these **relationships is essential** to being valued partners and influencing decisions that will impact our clients, providers and our ability to deliver services that reflect our vision of home care.

We will continue to identify strategic research partnerships and funding opportunities in Ontario and the GTA to ensure we engage with key groups such as Ontario Health Teams and other Integrated Service Delivery Systems and seize opportunities to raise the profile of home care more broadly.

VHA Research will continue to match our strengths and opportunities with academic, health system and community partners to participate in open, critical discussions to create health system solutions.

We have established beneficial partnerships with organizations such as **AGEWELL, Michael Garron Hospital and Women's College Hospital**. Each of these partnerships has proven vital to advancing our research efforts within the academic and health system networks.

# creating home care scientists

We have a tremendous opportunity to invest in those who possess the **skills, experience and passion** required to shape the future transformation of home care to be better, safer and more connected.

As part of our investment in the future of home care research, we will continue to create opportunities for academic scholarship by identifying and supporting early career researchers in graduate school and point-of-care providers within VHA, through our successful fellowship programs:

## VHA-UHN Research Fellowship Program for Rehab Providers

### Champions of Change PSW and Nursing Integrated Fellowship

We remain committed to creating opportunities for mentorship, leadership, professional development and capacity building for Personal Support Workers, Nursing and Rehab providers. Point-of-care providers bring with them vital insight into not only care delivery but also the most pressing needs of their clinical teams. Our fellowship programs offer clinicians support and mentorship in developing the skills they need to drive quality improvement and become leaders in their field.

## Junior Researcher Development Award (JRD)

It is our belief that cultivating relationships with academics is vital to diversifying the research capacity and expertise of the home and community sector. Partnering with promising young scientists allows us to bridge the gap between academia and the point-of-care through offering greater context, understanding and awareness of the realities of home care.

The extension of our JRD award will give students an opportunity to not only test and build their skills but also enrich the academic process through experiential learning that will allow them to thrive as academics in the home care sector, and drive transformational change.

# areas of research focus

We will leverage our growing, multi-disciplinary team to tackle these important areas of research focus:

**Better Care  
Safer Teams and,  
A More Connected System**

We have identified key challenges in each area of research focus to make rapid advances that set us on a path for transformational change. A shared focus on better care, safer teams and a more connected system will sharpen our collective effort resulting in improved support and care for our clients, families and providers.

## better care

Better care begins with listening and learning from the point-of-care, client partners and the needs of the system to support good clinical decision-making and improve the care experience. Working closely with our best practice teams, the focus on better care includes examination of documentation practices, care delivery, education & operational improvements.

## safer teams

To support VHA as a terrific workplace we will partner with the Quality Team and Human Resources to drive internal research questions that prioritize improvement of worklife integration and workplace health and safety not only within our organization but throughout the home care sector.

## a more connected system

To inform and evaluate ongoing efforts to increase integration throughout the healthcare system, we are prioritizing research on integrated care and its impacts on clients, families, point-of-care providers, and the health care system at large. Our efforts to create a more connected system will continue to require collaboration with academic and system partners to support their understanding of the realities and unique contributions of home care.



## ABOUT VHA HOME HEALTHCARE

Founded in 1925 as the Visiting Homemakers Association, VHA Home HealthCare (VHA) is a not-for-profit, charitable organization that offers 24/7 health care and support services to people of all ages and cultural backgrounds. Our goal is to provide clients with spectacular service when, where and how they want it to support their independence. Our caring team of professionals includes nurses, occupational therapists, physiotherapists, personal support workers, home support workers, cleaners, social workers, dietitians, and speech-language pathologists. We deliver the highest quality client support at home, in the community and in long-term care facilities.

## VISION, MISSION & BELIEFS

**Vision:** High quality care delivered with great heart - for every person, every time, everywhere

**Mission:** Creating possibilities for more independence, championing the needs of our clients and families and delivering high quality, integrated care

**Core Beliefs:** Our care must be:

**Client-driven** because what matters most to clients and families is what counts  
**Spectacular** and continuously focused on quality improvement and safety  
**Integrated** and collaborative to unearth innovative answers to complex challenges

**Inclusive** and committed to serving the most vulnerable in our communities  
**Inspired** and creative, delivered by a skilled team that has tremendous heart

As a charitable not-for-profit organization led by a volunteer Board of Directors, VHA is committed to:

- Valuing and supporting our staff and care providers
- Fiscal responsibility
- Driving positive change in community support and home health care
- Ethical practices in all our operations

## President and CEO

Carol Annett

## Board Members

Karen N. Singh, **Board Chair**  
Ian Brunskill  
Sheree Davis  
Eitan Dehtiar  
Michael Kenigsberg  
Adrienne Largo  
Joseph Mayer  
Paul Moroney  
Patrick Tallon  
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