



# RNAO

Registered Nurses' Association of Ontario  
L'Association des infirmières et infirmiers  
autorisés de l'Ontario

September 17, 2025

Sandra Li-James  
VP Quality Best Practice  
VHA Home Healthcare  
30 Soudan Ave, Suite 600  
Toronto, ON M4S 1V6

Dear Ms. Li-James,

The Registered Nurses' Association of Ontario (RNAO) is pleased to confirm that VHA Home Healthcare has been renewed for 2025-2028. RNAO congratulates you on your efforts to align your BPSO designation with the vision of VHA Home Healthcare.

In terms of VHA's NQuIRE data, there are some gaps in submission. To support you with this, your coach will arrange a meeting to discuss your data and review any gaps, such as historical data that you are no longer reporting on. Together, your coach will work with you to create an action plan to support the achievement of your NQuIRE deliverables, as per your new contract.

RNAO is committed to continued development of the BPSO program to support all our BPSO Designates in their ongoing work to enhance and sustain evidence-based practice cultures. To this end, each BPSO has an assigned coach who provides regular support virtually and starting this year, in-person visits. Coaching support is tailored to the site's needs and may include meetings with change teams, guidance on completing tools such as gap analyses or action plans, or the facilitation of in-person Best Practice Champions' training.

We have attached the Terms and Conditions for the 2025-2028 BPSO designation period. As you will see, the new agreement includes many deliverables that continue from previous contracts and some new ones. In the interim, should you have questions or concerns regarding the agreement or any other BPSO-related matter, please do not hesitate to reach out to your coach. Please sign and return the signed version to the attention of Angela Joyce via [ajoyce@rnao.ca](mailto:ajoyce@rnao.ca) by **October 10, 2025**. We will return an electronic counter-signed copy for your files.

Please extend our sincere congratulations to your team and all those involved for your outstanding work. We recognize the commitment that has been made at all levels of the organization to advance your BPSO Designate activities and are aware of the positive impacts on person and provider outcomes as well as overall quality of care in your organization. We look forward to our continued partnership with you as a BPSO Designate, and member of this global BPSO movement focused on ensuring evidence-based practice for all, everywhere.



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Warmest Regards,

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