



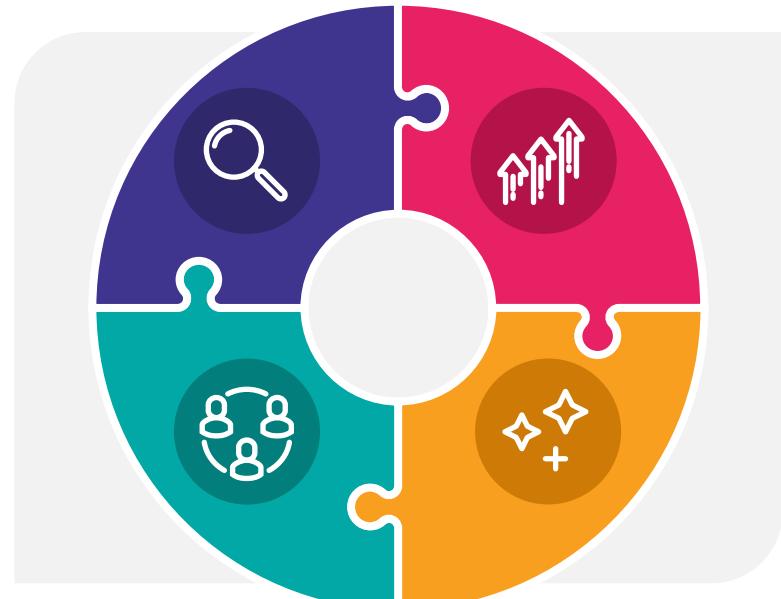
**Shaping the future of
healthcare quality
and safety. Together.**

Hina Laeeque

HEC's Purpose

Healthcare Excellence Canada (HEC) works with partners to spread innovation, build capability and catalyze policy change so that everyone in Canada has safe and high-quality healthcare.

Through collaborations with patients, caregivers and people working in healthcare, we turn proven innovations into lasting improvements in all dimensions of healthcare excellence.



Land Acknowledgement

HEC honours the traditional territories upon which our staff and partners live, work and play. We recognize that the standard of living that we enjoy today is the result of the stewardship and sacrifices of the original inhabitants of these territories.

Acknowledging the territories and the original stewards of these lands is a fundamental responsibility of our organization and part of our commitment to work towards Truth and Reconciliation.

Our corporate office is located on unceded, unsurrendered Algonquin territory (Ottawa).

How We Got Here



Canadian Foundation for **Healthcare Improvement**

Fondation canadienne pour **l'amélioration des services de santé**

2021-26 Strategy

OUR PURPOSE

To shape a future where everyone in Canada has safe and high-quality healthcare.

OUR HOW

Working with people across the country, we:

Find and promote innovators and innovations

Drive rapid adoption & spread of quality and safety innovations

Build capabilities to enable excellence in healthcare

Catalyze policy change

OUR FOCUS

Care of older adults with health and social needs

Care closer to home and community with safe transitions

Pandemic recovery and resilience

QUALITY & SAFETY PERSPECTIVES

Lived experience of patients, caregivers and communities

People in the workforce

Value

Culturally safe and equitable care

First Nations, Inuit and Metis priorities

OUR VALUES

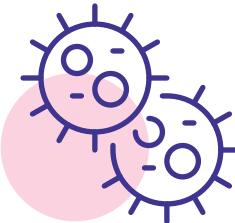
Partner meaningfully

Innovate courageously

Act with integrity

Be inclusive

Our Focus



Care of older adults
with health and
social needs

Care closer to home
and community with
safe transitions

Pandemic recovery
and resilience



Care of older adults with health and social needs

As Canada's population of older adults grows, so does the demand for models of care that meet their diverse needs and lead to better outcomes.

Care closer to home and community with safe transitions

Many people in Canada want safe, high-quality healthcare closer to home.

That's why HEC works to find and expand the reach of innovations that equitably deliver care where people live and when they need it.

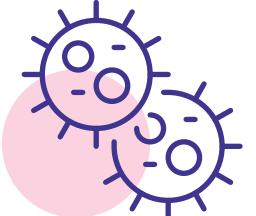




Pandemic recovery and health system resilience

Health systems have responded to the pandemic with tremendous innovation, but COVID-19 has further exposed gaps in both care and equity.

Together, we can learn from the effects of the pandemic and build safer, more resilient and equitable ways of delivering care in the future.



Quality and Safety Perspectives



Lived experience of patients,
caregivers, and communities



People in the
workforce



Value



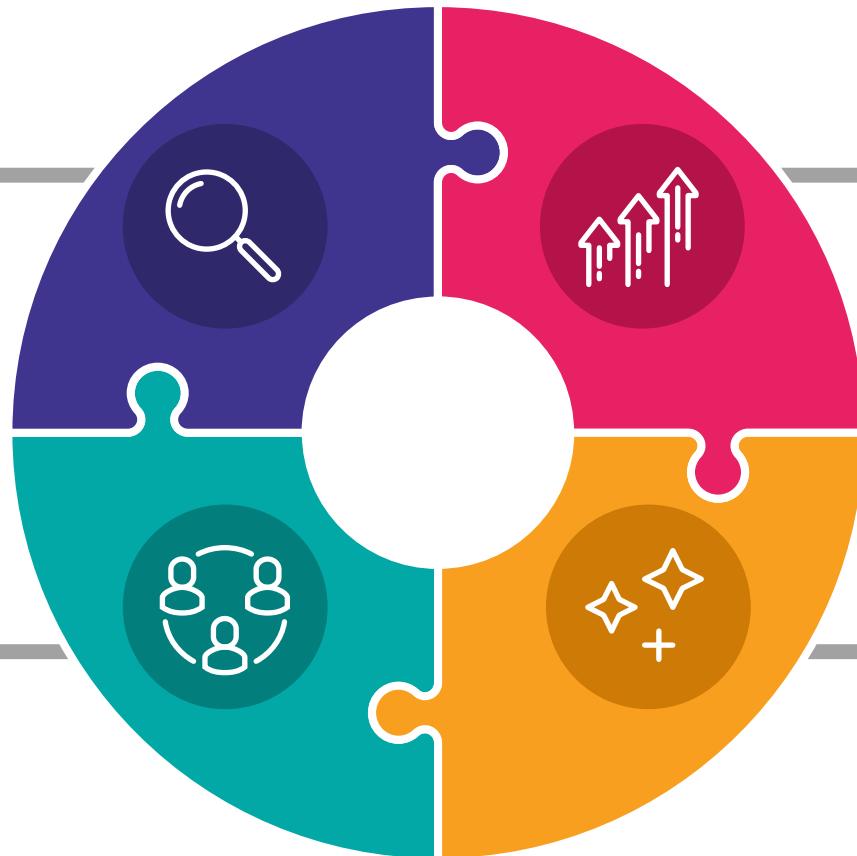
Culturally safe and
equitable care



First Nations, Inuit,
and Métis priorities

Our How

Working with people across the country, we:



Find and promote
innovators and innovations

Drive rapid adoption
and spread of quality and
safety innovation

Build capabilities
to enable excellence in healthcare

Catalyze
policy change

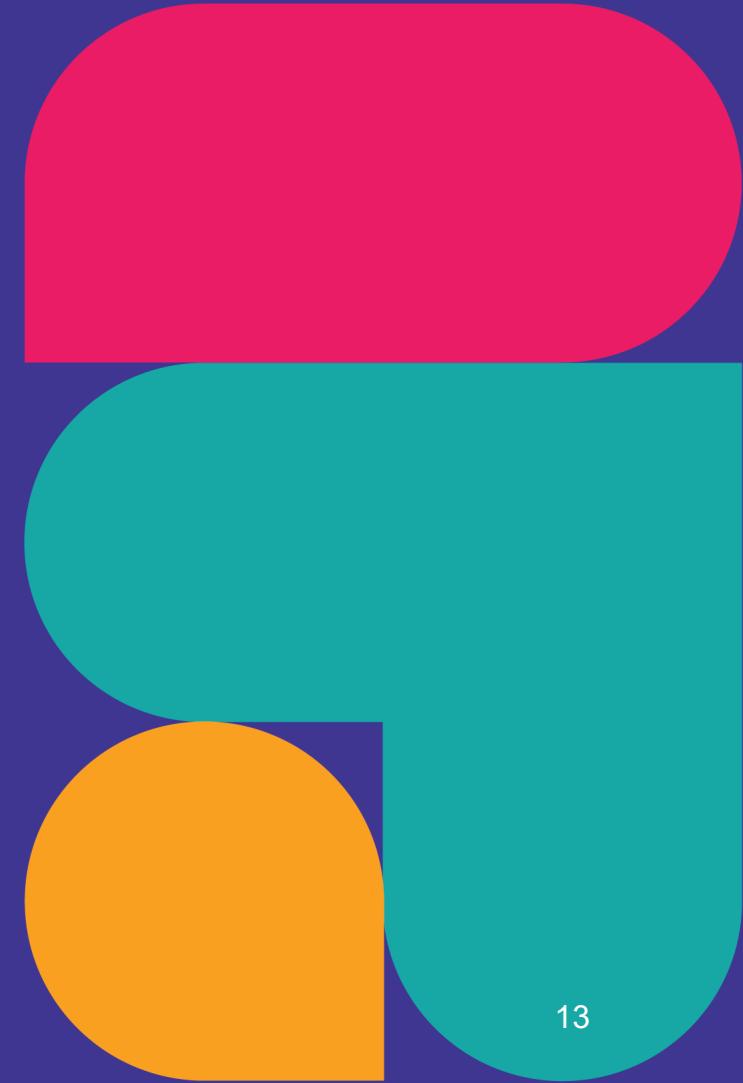
Partnerships

We work with people from coast to coast to coast, including:

- patients, families and caregivers
- healthcare providers and leaders
- healthcare quality and safety organizations
- First Nations, Inuit and Métis
- governments and health regions

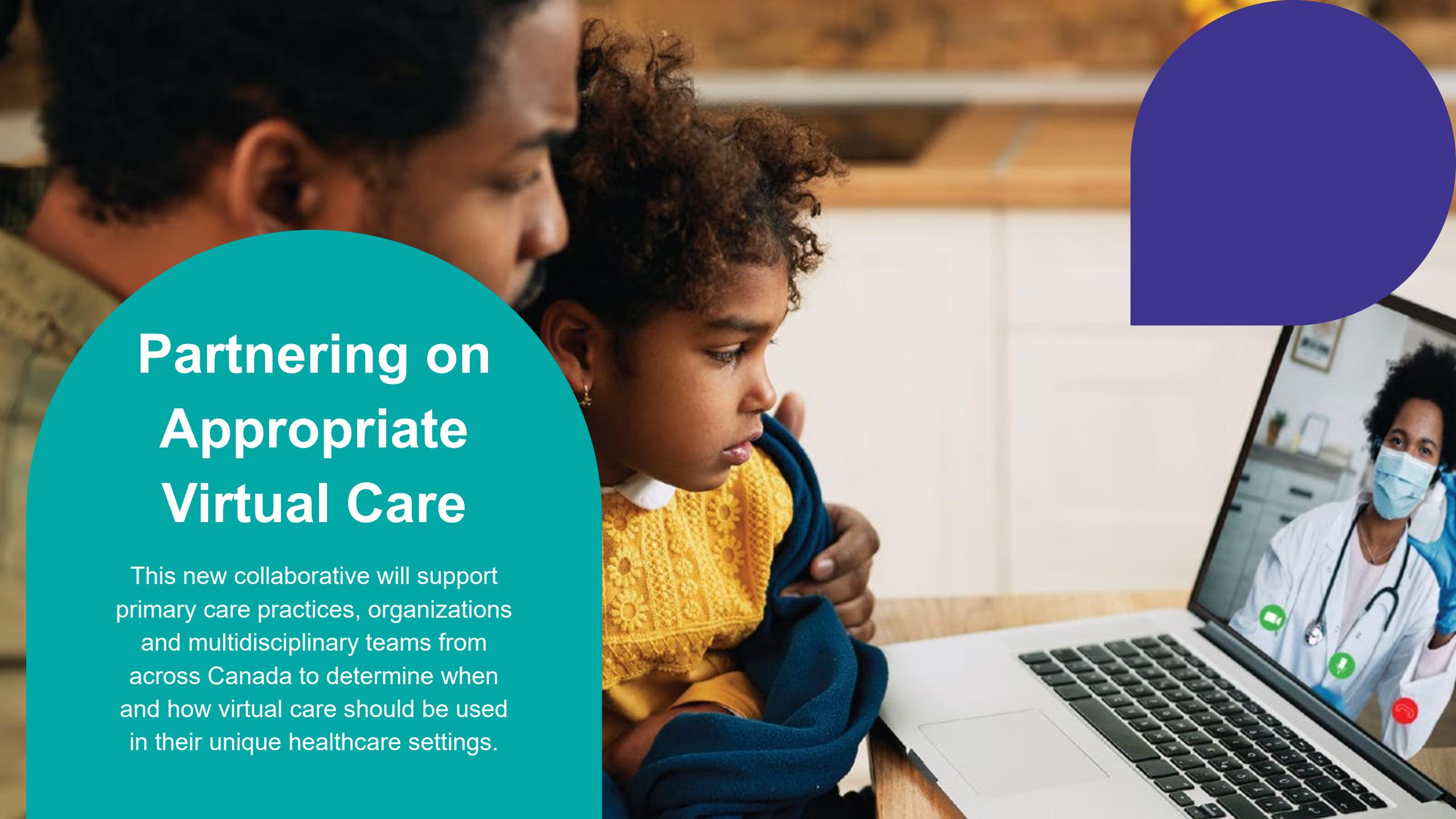


Featured programs and opportunities



Partnering on Appropriate Virtual Care

This new collaborative will support primary care practices, organizations and multidisciplinary teams from across Canada to determine when and how virtual care should be used in their unique healthcare settings.



EXTRA™: Executive Training Program

A team-based, bilingual leadership development program. Designed to help leaders across the country create more resilient organizations better able to address complex problems.

EXTRA focuses on building the capabilities of teams of leaders to improve quality and safety in healthcare.



**Cohort 18
applications
now open.**

Pandemic Recovery and Resilience Self-Assessment and Toolkit

Helps guide healthcare leaders and policymakers to renew health systems strained by the pandemic and better prepare for future health emergencies.

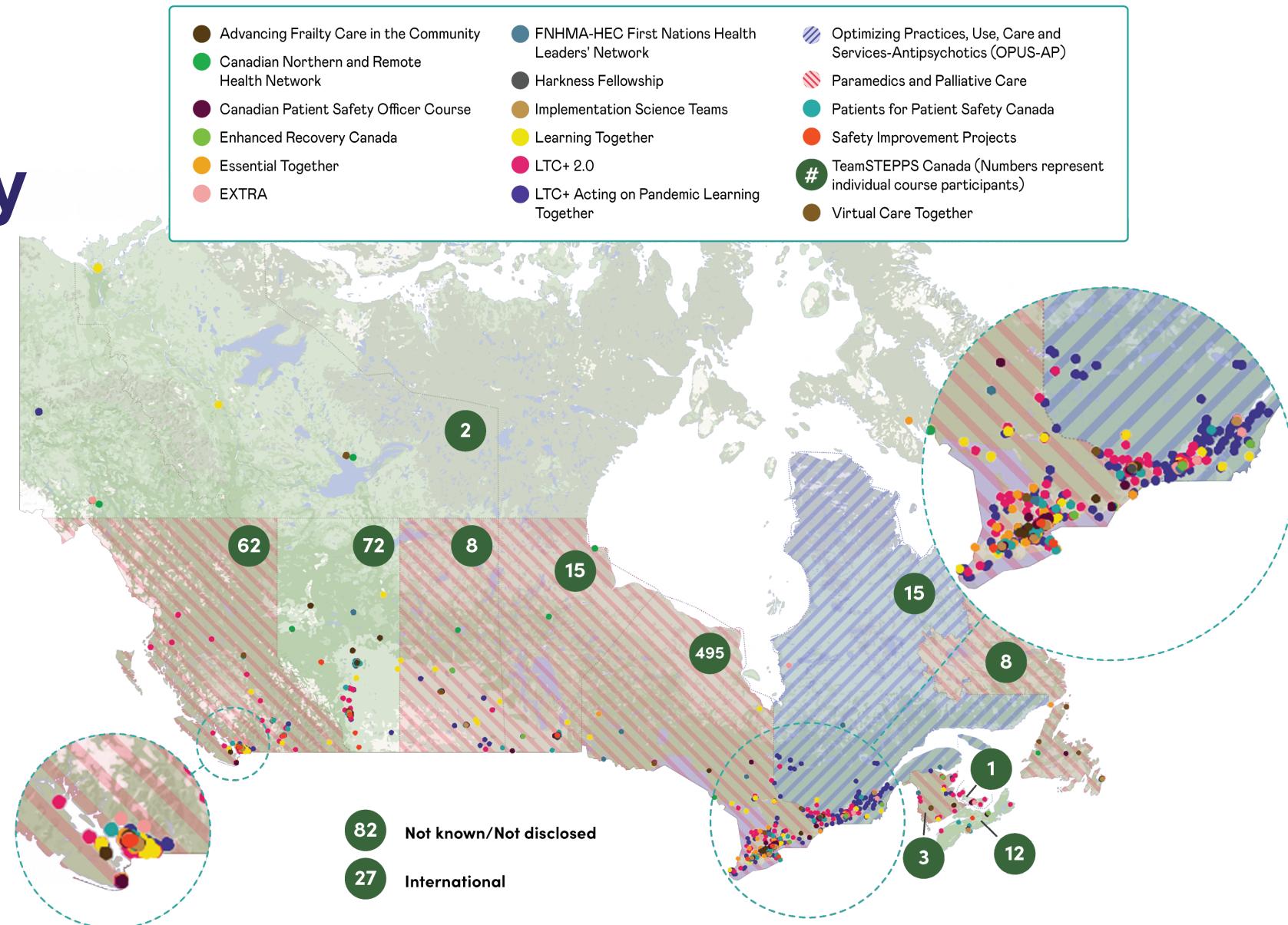
The screenshot displays the homepage of the Pandemic Recovery & Resilience Self-assessment and Toolkit. At the top left is the Healthcare Excellence Canada logo. A woman wearing a white face mask is positioned next to a yellow circular button containing the text "Pandemic Recovery & Resilience: Self-assessment and toolkit". To her right is a large white box with the title "Self-assessment" and a brief description of the tool's purpose. Below this are three circular icons: "Federal, provincial and territorial policy-makers" (yellow), "Hospitals & regional health system leaders" (dark blue), and "Health Human Resources" (light blue). On the far right, there are tabs for "ABOUT", "SELF-ASSESSMENT", and "TOOLKIT". The "SELF-ASSESSMENT" tab is active, showing a "Readiness Score" table with four categories (0 to 4) and a "Health Human Resources" section with several statements and checkboxes. The bottom of the page features a purple footer bar with the text "Version 1.0 | April 2022".

Canadian Harkness Fellowship



Enables some of the best and brightest thinkers and leaders in Canada to participate in the Commonwealth Fund's International Program in Health Policy and Practice.

Partnering Meaningfully Across the Country



The Impact of Partnerships

792,970

patients and residents served in settings reached

52,117

patients and residents directly impacted

94%

of teams improved health of patients and residents

93%

of teams improved work-life of healthcare providers

92%

of teams improved efficiency of care

95%

of teams improved experience of care

11,238

healthcare leaders worked with HEC across the country

2,134

teams supported by HEC

91%

of leaders gained knowledge from programs

85%

of teams guided by people with lived experience as core team members

93%

of teams improved organizational culture related to healthcare practices and/or delivery models

79%

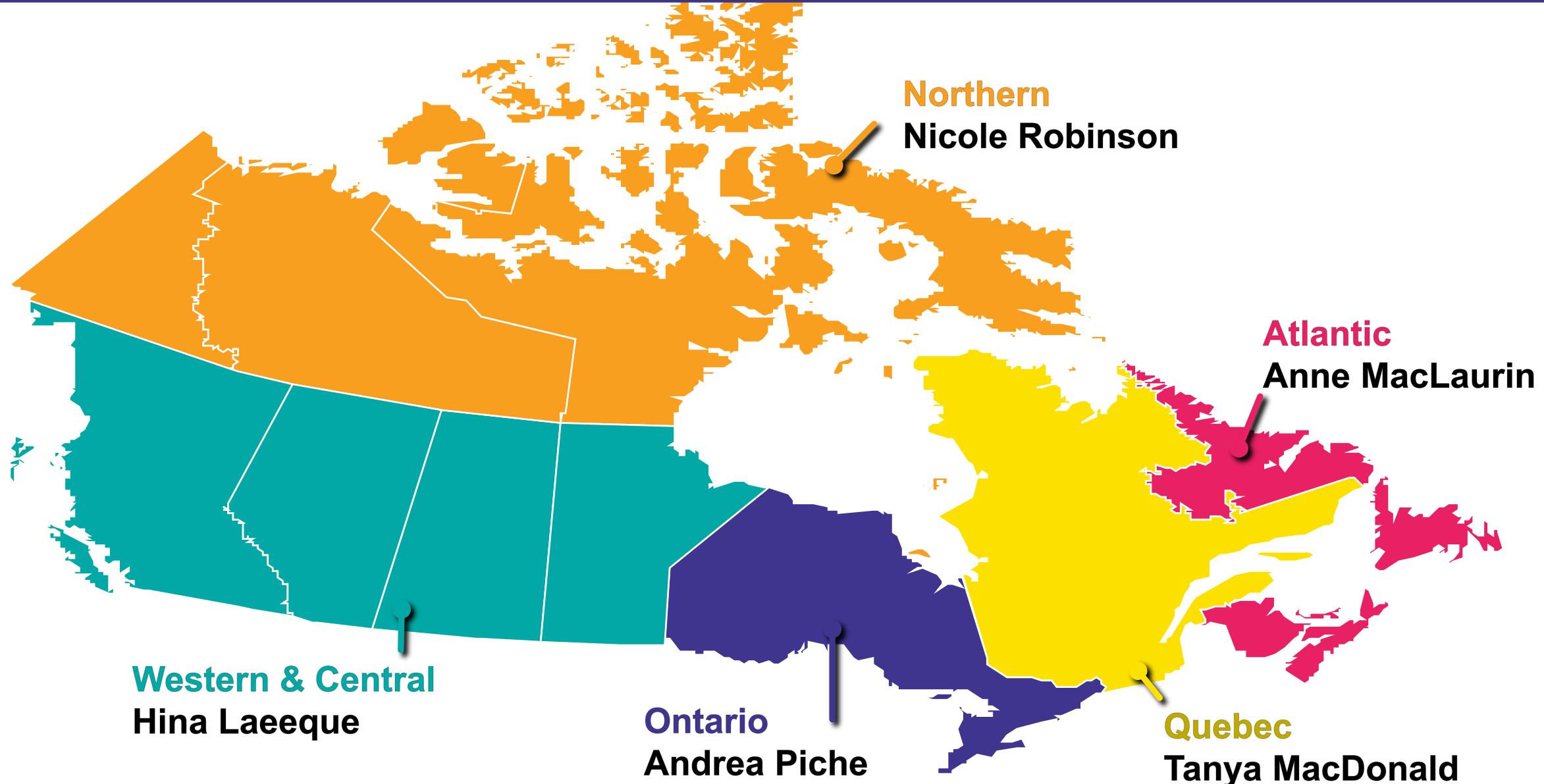
of teams created new, updated or revised policies, standards or guidelines

72%

of teams spread their project beyond the original implementation site



Regional Relations





**Shape a future with safe and high-quality
healthcare for everyone in Canada.**



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Excellence**
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**Excellence
en santé**
Canada