



2014 ANNUAL REPORT

View from the Co-chairs

We are delighted to celebrate the first year of HealthCareCAN and to present this *Annual Report* for 2014.

We launched our new brand last June knowing that Members and stakeholders had high expectations of what we could accomplish.

Our new *Strategic Plan* was approved by the Transitional Board of Directors on October 27. The plan guides our future directions, yet recognizes the need to respond to our ever-changing health care system. Bold and Member-focused, this is one *Strategic Plan* that will not be left sitting on the shelf.

HealthCareCAN has asserted itself on Parliament Hill on a number of issues important to Members securing sustainable funding for health research, reporting on adverse drug reactions (Vanessa's Law) and limiting the adverse impact of GST/HST on health research. We have also been actively engaged in the work of the Federal Advisory Panel on Healthcare Innovation and are urging governments to make strategic investments in healthcare innovations to help vulnerable Canadians – mothers and children, those facing mental health challenges and the frail and near-frail elderly and their unpaid caregivers.

We are shining a light on our Members and their wide range of health research innovations through the *Innovation Sensation* database. We are working with partners on strengthening and improving clinical trials and on streamlining processes for capitalizing on pathbreaking research. We are pressing for stable and consistent funding for health research through ongoing conversations with the Canadian Institutes of Health Research and the Canada Foundation for Innovation.

CHA Learning now offers a full menu of “online, on-demand” professional development courses by healthcare experts, for healthcare professionals. The *Integrated Quality Management Program* was successfully launched in the fall and new programs, such as *Management Essentials*, are slated to be launched early in the new year to develop the skill mix needed for leaders and managers to effectively lead change across our complex health system.

We are proud of what we have accomplished so far and look forward to tackling the many new challenges that lie ahead in 2015. Thanks are due to the Transitional Board of Directors, and staff led by President and CEO Bill Tholl, for bringing our *Strategic Plan* to life. Thanks also to our many Members, for compassionately delivering the quality patient care Canadians expect and need, and for having the confidence in HealthCareCAN to be their voice in Ottawa and around the world.

Alice Downing and Chris Power
Co-chairs



Alice Downing



Chris Power

View from the President and CEO



Bill Tholl

As reported by the Co-chairs, what a difference a year can make. The merger of ACAHO and CHA demonstrated bold leadership and a shared commitment to building a better Canadian healthcare system; one supported by a vibrant research and innovation ecosystem.

As the founding President and CEO, it has been my privilege to lead a talented team in executing the bold vision: “Leading. Innovation. Together.” This involved embarking on an initial “90-day challenge” to listen for direction from current and prospective Members and to invite suggestions on how to make HealthCareCAN more relevant and more accessible. The result was the development of a “Statement of Strategic Intent” (approved in June 2014) followed by the approval of a three year *Strategic Plan*. Our plan features three key value streams or “Key Result Areas” (KRAs), with highlights of progress provided below.

Executing the merger has also involved making some key investments to reposition our assets: people, programs and properties. One-time transition costs of the merger provide context for the financials that follow in this report. Going forward, a priority is being placed on raising awareness of our value-added activities, building recognition and loyalty in our new brand, and broadening our membership base. Notwithstanding the ongoing reforms that occurred in 2014, the vast majority of our founding Members have maintained their commitment for 2015 – Thank you! We have already begun to see a broadening of our membership to reflect the full range of healthcare institutions across the country.

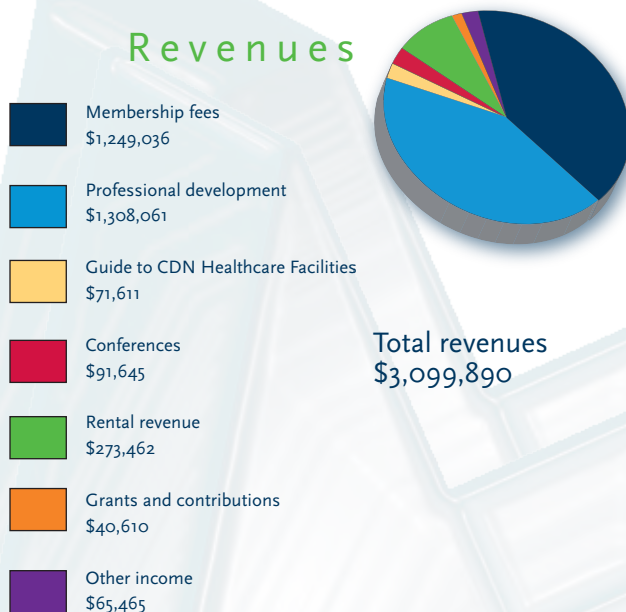
As we head into 2015, the future for HealthCareCAN looks very bright. I want to take this opportunity to thank all the dedicated staff at 17 York Street and the Transitional Board of Directors for all the encouragement and support that I have received over the course of 2014.

Bill Tholl

President and CEO

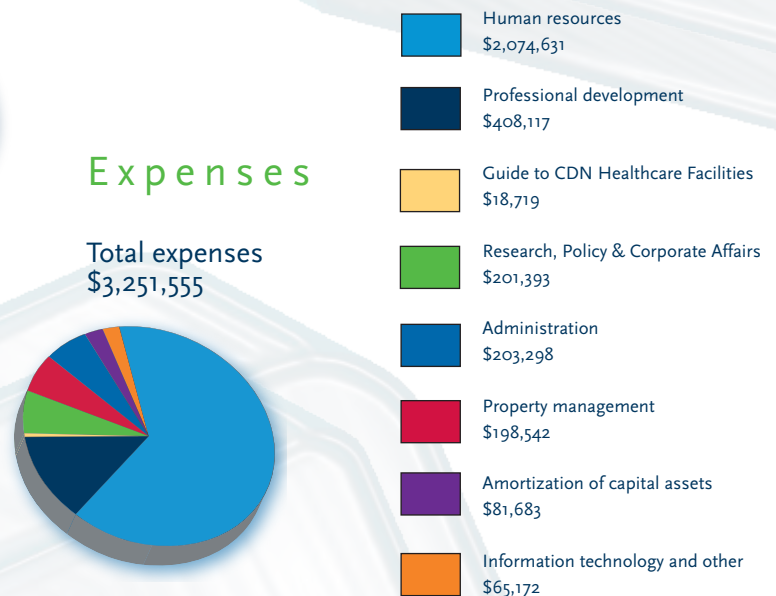
HealthCareCAN Revenues and Expenses 2014

Revenues



Total revenues
\$3,099,890

Expenses



Total expenses
\$3,251,555

Key Result Areas

HealthCareCAN's biggest accomplishments in 2014 were the rebranding of the two legacy organizations and the development of a first **Strategic Plan** with three Key Result Areas:

Advancing Science & Technology in Service of Health

HealthCareCAN co-hosted the 2014 Academic Health Sciences Network Symposium, resulting in a 9-point action plan to advance policy and funding conditions for health research and innovation. Our submission to the Advisory Panel on Healthcare Innovation proposed the creation of a Canadian Health Innovation Network and Health Innovation Fund to create new pathways for innovation. We launched the Canadian Clinical Trials Coordinating Centre and developed a new communications stream between CIHR and HealthCareCAN Members that parallels that of the universities.

HealthCareCAN's *Innovation Sensation* database was launched on Parliament Hill. This database consolidates over 6000 reputable print media stories about research and innovation from member organizations. A Strategic Communications and Science Advice Committee was struck to leverage the database. Our goal is to showcase research excellence across Canada.

HealthCareCAN received a 2014 Community Outreach Award from CIHR to establish an "e-Dragon's Den" to facilitate the spread of leading practices. We are also partnering with the Canadian Patient Safety Institute, Accreditation Canada, and the Canadian Home Care Association to launch a \$50,000 research competition for applied research in the area of patient care transitions for the frail elderly.

Supporting Service Excellence

HealthCareCAN and the Mental Health Commission of Canada co-hosted a roundtable discussion with Ontario-based healthcare organizations to increase uptake of the *National Standard of Canada for Psychological Health and Safety in the Workplace* in the health sector. This was an opportunity to learn from organizations that are early adopters of the *Standard* and will set the stage for future roundtables in Atlantic Canada and Western Canada.

HealthCareCAN co-hosted a very successful National Health Leadership Conference in Banff, Alberta. The conference, themed, "Raising the bar: A critical time for bold leadership," brought together 700 health system leaders to share strategies and solutions to the most pressing health system challenges in Canada. The importance of providing a forum to debate key healthcare policy challenges was identified as a goal for NHLC 2015.

Bill C-17, an *Act to Amend the Food and Drugs Act - Protecting Canadians from Unsafe Drugs Act* (Vanessa's Law), received Royal Assent on November 6, 2014, and will substantially affect the reporting of adverse drug reactions by healthcare institutions. HealthCareCAN is representing its Members with Health Canada to ensure that these reporting requirements do not result in an unnecessary administrative burden.

Developing People

In the fall of 2014, CHA Learning launched a succession of interactive, fully-online programs that are built on the nationally adopted LEADS framework. This includes the Integrated Quality Management program, which incorporates key Accreditation Canada standards, and Canadian Patient Safety Officer Online, developed in partnership with the Canadian Patient Safety Institute.

A fully-refreshed, fully-online Food Service and Nutrition Management certificate program was unveiled in September. It remains the only program of its kind that is "by healthcare, for healthcare."

Significant progress was made towards the development of a fully-refreshed Management Essentials program that will prepare new and emerging managers to meet the real world challenges of leadership in the health sector.

Visit www.healthcarecan.ca to learn more.

Members

Alberta Health Services
Baycrest
Bruyère Continuing Care
Capital Health
Catholic Health Ministry of Saskatchewan
Centre for Addiction and Mental Health
Central Health
CHEO
Eastern Health
Hamilton Health Sciences
Health Employers Association of BC
Health Association Nova Scotia
Health PEI
Hôpital Montfort
Horizon Health Network
Holland Bloorview
Island Health
IWK Health Centre
Jewish General Hospital
Kingston General Hospital
Labrador Grenfell Health
London Health Sciences Centre
McGill University Health Centre
Mount Sinai Hospital
Ontario Hospital Association
Providence Health Care
Provincial Health Services Authority
Regional Health Authorities of Manitoba
Royal Ottawa Health Care Group
Sick Kids
St. Joseph's Health Care London
St. Joseph's Healthcare Hamilton
St. Michael's
Sunnybrook Health Sciences Centre
The Ottawa Hospital
Thunder Bay Regional Health Sciences Centre
University Health Network
Vancouver Coastal Health
Vitalité Health Network
Western Health
Winnipeg Regional Health Authority
Yukon Hospital Corporation