



# IMPACT REPORT

*ИМПАКТ ВЕБОВІ*



Health

# OUR IMPACTS



**Empowering Patients  
and Caregivers**



**Educating for  
Excellence**



**Mobilizing  
Communities**



**Honouring End  
of Life Journeys**

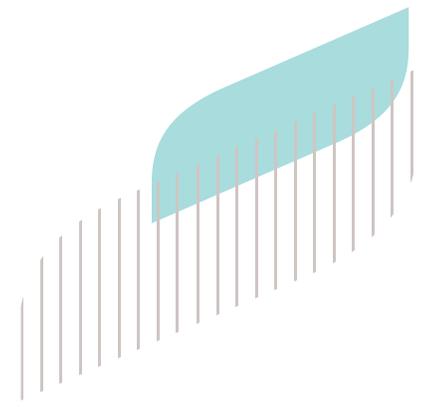


**Transforming  
Care Systems**



**Inspiring  
Possibilities**

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About Us





# CEO Remarks COME INTO OUR HOME

## At SE Health, 1 + 1 = 3.

**Come into our home. Work with us. Let us care for you and your family.**

Join our community. Our strength is not individual, as Greek philosopher Aristotle said: "many things have a plurality of parts and are not merely a **complete aggregate** but instead **some kind of a whole beyond its parts.**"

## Why SE Health? How are we different?

- We harness synergy in the health care sector and beyond to make the world a better place. We are linked to build strength and capacity for everyone – our staff, our customers and our community members.
- Our history is both deep and expansive. For 111 years, SE Health has been dedicated to people and social impact in conjunction with top quality service and clinical leadership.
- Innovation and our broader community consistently makes a dent in the universe and spreads hope and happiness.

## Our home is powered by people.

We are honoured to serve clients, retain top talent and make an ongoing and tangible contribution to social impact. Making the world a better place may sound cliché but it's not – it's our generator. We use this vision to align our teams and bring innovative ideas to life.

I hope you are inspired by our 2019 Impact report. It is full of evidence of our numerous social impact successes. It's backed by 11 decades of organizational knowledge, muscle memory and strong community. With our history and focused vision – we are deeply committed to a brighter future.

**Shirlee Sharkey**  
Chief Executive Officer &  
President, SE Health

# One Powerful Team

**93%** of staff are motivated by our mission of Spreading Hope and Happiness.

We live this in the care we provide to **21,000 people daily** across Canada.

**9,000** = **ONE POWERFUL TEAM!**  
Leaders of Impact

## Celebrating our work and achievements



**Accredited with Exemplary Standing**



**Most Admired Corporate Cultures Award**

Waterstone  
CANADA'S  
**MOST ADMIRED**  
CORPORATE  
CULTURES

2018



**Canada's Best Employers 2019**

**Forbes**



**Customer Obsessed Team Award**



**3M Health Care Quality Team Awards\***



**2018 Minister's Medal\***



\*With Trillium Health Partners

A woman with voluminous, curly grey hair is shown in profile, looking towards the right. She has a thoughtful expression and is wearing a dark green, long-sleeved top. The background is a soft-focus indoor setting with a window and a plant. A teal diagonal graphic element is overlaid on the left side of the image, containing the text.

# THE FUTURE OF AGING



### **CHALLENGE:**

People today are living longer than ever before, and society is not well prepared for the profound challenges and massive opportunities this change will bring.

### **APPROACH:**

As a social enterprise, SE Health is Canada's leader in re-framing aging, taking bold actions to create a better future for older adults at home.

Together with clients, families, staff, the health system and community collaborators, we're helping to co-create a future where Canadians age with health, vitality and dignity – instead of pain, sickness, loneliness and dementia.

This year, we advanced this goal by:

**Engaging in 36 research projects across eight provinces and territories.** Through a life course approach to aging in society, the SE Research Centre is actively exploring topics such as:



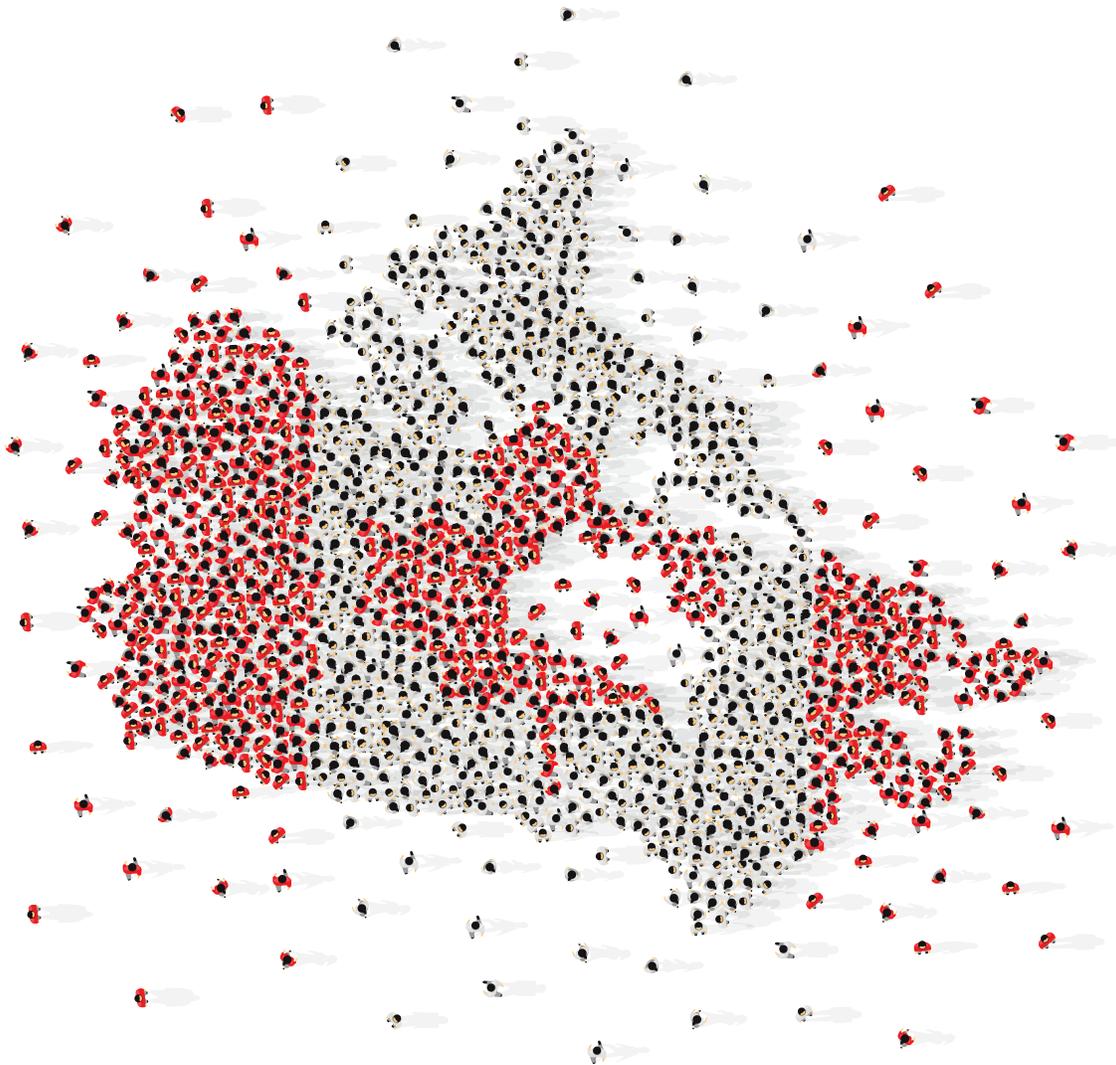
age-friendly communities,



intergenerational connections,



and health and social care for frail older adults.





**Co-authoring a new book with design firm Idea Couture.**

Through the use of strategic foresight, *The Future of Aging* is designed to spark rich and provocative conversations and help diverse stakeholders craft a better future for older adults.

**Collaborating with 40+ organizations** including Sidewalk Labs, SvN Architects + Planners and Mahogany Management, to explore emerging needs and new models in the seniors' housing market to enable aging in place.

**Co-hosting a thought leadership event with Longwoods on home care and the future of aging**, which brought together influencers and decision makers from 115 national and provincial health care organizations.

**Leading five technology validation projects**, including Ring of Support, a personalized digital engagement platform developed by MEMOTEXT that leverages voice-enabled smart assistant technology combined with an innovative community response program to prolong independence for older adults.

A photograph of an elderly woman with short, wavy blonde hair and glasses, wearing a light brown cardigan over a white top. She is seated in a black wheelchair, looking towards the right. A healthcare professional with curly brown hair is partially visible on the right side of the frame, holding a grey medical device (likely a blood pressure cuff) on the woman's left arm. The background is a bright, sunlit room with large windows and green foliage. A teal and grey diagonal graphic element is overlaid on the left side of the image.

# **BRIDGING HOSPITAL AND HOME**



### **CHALLENGE:**

Home and community supports are often insufficient before and after hospitalization, contributing to unnecessary Emergency Department (ED) visits, hospital admissions, capacity challenges and avoidably high costs.

### **APPROACH:**

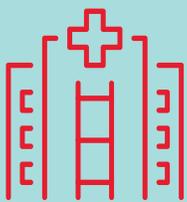
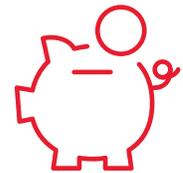
For the past five years, SE Health has been working with hospital partners to design, implement and evaluate new models of care, while improving the patient experience, health outcomes and value for money.

We enabled more patients to receive care in the community, through Emergency Department Admission Avoidance, Bundled Care, and Home and Facility-Based Reactivation, saving:

**15,000**  
hospital bed days



valued at over  
**\$7.7 million**



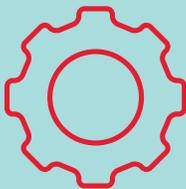
### Better for Patients and Caregivers

Enhanced supports for independence and a safe transition home



### Better for Hospitals

Helped to address Alternate Level of Care (ALC) by freeing up hospital beds for acute care needs



### Better for the System

Delivered better value and efficiency through an integrated team approach



*"It's been great to partner with SE Health to launch Southlake@home. The first program of its kind in Ontario, we are revolutionizing transitions to post-acute care for the most complex patients we treat, and the results are outstanding."*

*– Arden Krystal  
President and CEO  
Southlake Regional Health Centre*



# Partnering to Address Hallway Health Care

## Southlake@home

Despite bed growth, occupancy at Southlake Regional Health Centre in Newmarket, Ontario, remains over 100 per cent. Southlake partnered directly with home care providers, community support services and primary care to create a 'bundled community' transitional care model for seniors with complex medical and social needs. During the first five months of the program:

- 97 patients have transitioned safely home from hospital, saving over **2,300 ALC days** (ALC has been eliminated for patients enrolled into the program during their acute stay at Southlake)
- **100%** of patients had their first home care visit within 24 hours of discharge
- **80-85%** of patients agreed or strongly agreed that they received enough info prior to discharge, that they have been able to work with their care team to adjust their care as needed once home, and that they are receiving the right support at home



## Carriage House Reactivation Program

Carriage House Reactivation Program is an innovative partnership between Lakeridge Health, Carriage House Retirement Residence and SE Health. The program enables people to move safely and smoothly from hospital to the next level of care and, ultimately, to return to the community in better health and with greater peace of mind.

- 120-day pilot program improved transitions for 29 patients and generated approximately **\$438,000** in system savings
- **100%** of patients would use the program again



A close-up photograph of a woman with blonde hair, wearing a white lace-knit sweater, smiling warmly as she looks at a tablet computer. The tablet is being held by another person whose hands are visible at the bottom of the frame. The background is a bright, out-of-focus outdoor setting. The text 'INSPIRING FAMILY CAREGIVER WELLNESS' is overlaid on the left side of the image, with 'INSPIRING FAMILY' in black and 'CAREGIVER WELLNESS' in red.

**INSPIRING FAMILY  
CAREGIVER  
WELLNESS**



### **CHALLENGE:**

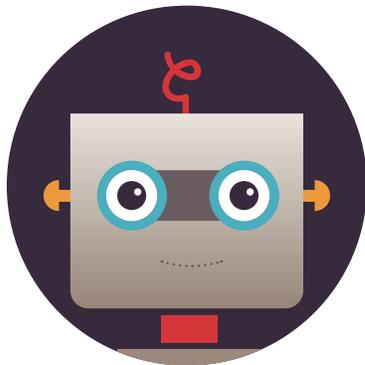
One in three Canadians are family caregivers. The pressures of caring for an aging parent or someone with long-term health needs leaves many caregivers feeling stressed and exhausted.



### **APPROACH:**

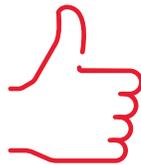
Since 2015, SE Health's family caregiver brand Elizz has brought a fresh, positive approach to family caregiving. With a focus on self-care, practical resources and online engagement, [elizz.com](http://elizz.com) is a lifestyle destination that inspires daughters and sons to live well while caring for their aging parents.

The Elizz network has grown to reach **250,000** caregivers a month across all channels.



elizzbot

With the launch of Elizzbot, the world's first smart chatbot for family caregivers, we're using technology and data to support clients and their families in a new way. More than 4,000 people have interacted with the friendly chatbot, which is powered by artificial intelligence and uses proven therapy techniques to strengthen emotional resilience and wellbeing. This free resource is available on Facebook and elizz.com.



86% of users report conversations with Elizzbot are helpful.



Presented by *elizz*™

With funding from the Ontario Ministry of Health and Long-Term Care, our research and education team engaged with caregivers and community partners to co-design and create a FREE online portal featuring **100+ training videos** and other resources for family caregivers. The program will be available in English, French, Spanish, Mandarin, and Punjabi, with culturally-diverse content inclusive of the First Nation, Inuit and Métis, Francophone, Hispanic, Chinese, and South Asian communities.



DEVELOPED BY



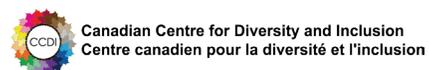
FUNDED BY



IN COLLABORATION WITH



IN CONSULTATION WITH





*Thank you for sharing your story -  
fabulous speaker, very down to earth and relatable!*

*- Samantha Lynn*



*Four-time Olympian Silken Laumann joined Elizz live on Facebook to share self-care tips for National Family Caregiver Day.*



An elderly man with white hair, wearing a grey sweater over a striped shirt, is looking down with a somber expression. A woman with blonde hair, wearing a red shirt, is holding his hand, providing comfort. The scene is set indoors with warm, golden light from a window in the background.

**END OF LIFE CARE FOR  
THOSE MOST  
IN NEED**



## **CHALLENGE:**

Most Canadians want to live and die at home but there is inequitable access to resources and supports for individuals, their caregivers and families that are intensified by social determinants of health such as income, ethnicity, culture, gender, and language.



## **APPROACH:**

Evidence shows that hospice palliative care can significantly reduce health system costs while improving patient care. Together with the Saint Elizabeth Foundation, SE Health is dedicated to expanding access to end of life care in the community for those most in need.

Since 2015, we've committed \$5 million to strengthen services and support people and families in their end of life journey.

SE Health's national nursing team delivered over **250,000 palliative care visits** to more than 10,000 clients in their homes and communities. This care was further complemented by personal support services.

**10,000 people benefited from our spiritual care program**, which helps to build identity, belonging, resilience and peace for those living with a life-limiting illness.

**385 caregivers and families** received a grief and bereavement visit, pro gratis, from a member of their care team following the death of a loved one.

Elizz Paws volunteers and their dogs provided **584 pilot hours of service** in two communities to elderly clients who are living in isolation, in a hospice, or receiving palliative care.



*This team deals with the hardest moments in the lives of families and patients, and do so with gentle words, comforting touch and sad smiles... please tell them to never doubt for a moment that they have made a difference and will not be forgotten!*

*– Family member of SE Health client*



**We invested in 20 palliative care programs throughout the country, including:**

Journey Home Hospice, Toronto, ON  
Port Program, Victoria, BC

Calgary Allied Mobile Palliative Program, Calgary, AB  
The Pan-Canadian Committee on Palliative Care

We delivered in-person and online education to **414 health care providers** from **216 Indigenous communities across Canada**, to support local capacity in palliative and end-of-life care.

**12 end-of-life research projects** across six provinces, including a palliative education program for social care workers supporting people who are dying and homeless.



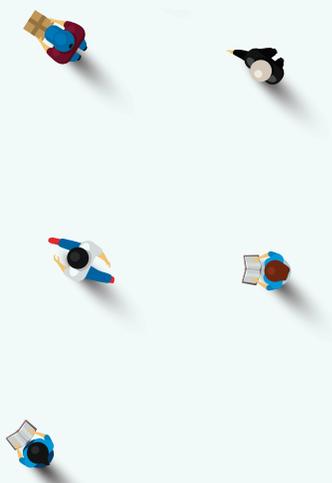
**250,000 visits**

SE nurse providing care.



*SE teams across Canada participate in the annual fundraising event, Hike for Hospice Palliative Care. In the past three years, we've collectively raised \$146,000, with 100% of funds benefiting local hospices and communities.*

# BUILDING CAPACITY GLOBALLY





## **CHALLENGE:**

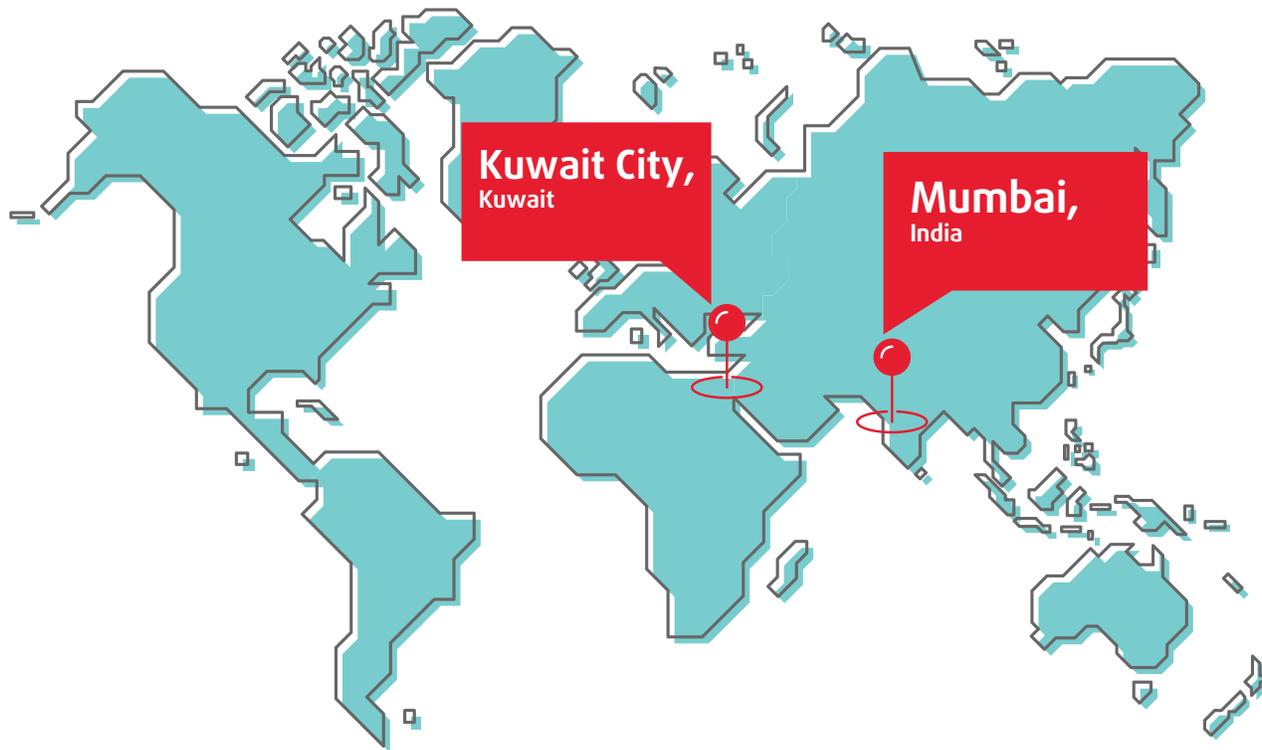
Health systems around the world are facing unprecedented change and opportunity arising from shifting demographics, the growing prevalence of chronic diseases, rising health care costs and an estimated global shortfall of 18 million qualified health care workers by 2030.

## **APPROACH:**

Leveraging 110 years of expertise and innovation, SE Health works with organizations to improve patient experience and outcomes, build human capital, optimize operations, and support business growth and development.

## LOCATION: KUWAIT CITY, KUWAIT

For over a year, SE Health has been working with Royale Home Health in Kuwait to create a luxury home health service aligned with Royale Hayat Hospital. As an international partner for best practice and expertise, SE Health has shared its knowledge resources and mentored local care teams to deliver top-quality care. Royale Home Health began formal service delivery in March 2019.



## LOCATION: MUMBAI, INDIA

Through a partnership with GE Healthcare, SE Health is helping to build a quality talent pool in India. In November 2018, we trained three GE instructors to deliver SE Health's certified Personal Support Worker program in India. This has created the capacity for GE to train local students as Personal Support Workers and be certified by SE Health. Planning for training programs in two additional cities in India is underway.



*Amanda Gibson, SE Health Project Specialist, with Canadian Trade Commissioner Partners from India.*



A group of health executives from Denmark visit SE Health for a knowledge sharing session in Spring 2019.

## Did you know?

In 2018/2019, SE Health engaged with **15 countries**, hosted more than **70 international visitors** and held **15 site visits** to create a knowledge bridge for sharing, learning and best practices.

# ABOUT US

SE Health (Saint Elizabeth Health Care) is a social enterprise applying knowledge, vision and drive to forever impact how people live and age at home, today and into the future. With Canadian roots and 110 years of expertise, the not-for-profit organization brings quality excellence and innovation to home care, seniors' lifestyle and family caregiving. Through its team of 9,000 Leaders of Impact, SE Health delivers 21,000 care exchanges daily, totaling 50 million in the last decade alone.



Members of SE Health Running Club, 2018



# OUR WHY

To spread

**HOPE & HAPPINESS**

# OUR VALUES

**WE** see possibility everywhere

**WE** are collaborators

**WE** believe in the power of people, families and communities



# Creating a Brighter Future of Health at Home

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Health  
[sehc.com](https://sehc.com)