

How might we test and position for spread and scale a holistic model of community care (the H.O.P.E Model[®]) that leverages emerging technologies, while maintaining compassionate care?

SE Health and AMS Healthcare are collaborating on a four- year project to implement an innovative model of home and community care. The Hope Initiative will create a Living Lab where the H.O.P.E. Model[®] and emerging technologies will be piloted with approximately 1,000 clients, their families and neighbourhoods, and teams of self-directed nurses.

Hope Initiative Goals

- Provide a methodology and sandbox to experiment with new community care models and digital enablement
- Validate and build systemic capacity for adoption of the H.O.P.E. Model[®]

The H.O.P.E. Model[®]

The H.O.P.E. Model[®] aims to address many of the gaps in the current transactional fee for service model of home care. Clients are supported to live their best life by an empowered team of nurses that work to their full scope of practice. Neighbourhood teams focus on leveraging the power of individuals and communities, to take care of health and life care needs. The H.O.P.E. Model[®] was created by SE Health based on inter-national best practices and more than a century of community nursing expertise. The interventions are grounded in the following concepts:

People & Family Needs and Aspirations

Care planning based on client and caregiver life priorities with care-provider continuity.

24/7, Comprehensive Client & Family Care

Life care, not just health care. Addressing social determinants of health while empowering clients and caregivers in their self-management capabilities.

Nurse-led, Self-Directed Accountable Teams

Self-managed, autonomous teams with clear accountability. Empowered to solve problems; the team decides how they organize their work, and make shared decisions.

Informal and Formal Networks

Leveraging community and neighbourhood supports. Integrating community services and social networks into care delivery.

Hope Initiative Key Areas



Living Lab (H.O.P.E Model[®])

Create a sandbox to validate, test, refine the model in Ontario, learning and positioning it for spread and scale; Layering in emerging technologies across three 1 year client cohorts.



Capacity Building and Ecosystem Engagement

Raise awareness, educate and support system wide readiness to embrace new models of care that incorporate emerging technologies through public events, webinars, publications & sharing results.



Developmental Evaluation

A multi-pronged independent evaluation of the H.O.P.E Model[®] implementation with rapid, real-time feedback focused on supporting learning & an ability to adapt to dynamic project environments.