



Brightshores
Research
Institute

CarePartners

Home Care is Primary Care:

Designing Canada's Future of Health at Home

Inspired by lessons from rural innovation and community-based care

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Chief Executive Officer

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MEET YOUR SPEAKERS



Neil MacLean

Executive Director, Brightshores Research Institute

Neil is the inaugural Executive Director of Brightshores Research Institute. With over two decades of leadership experience in health system transformation, innovation, and research integration, he brings a strong commitment to driving equitable and sustainable solutions for rural communities.



Josephine DesLauriers

Chief Executive Officer

Josephine is an award-winning health-care executive and current CEO of CarePartners, a leading national provider of home and community health services. She is widely recognized for her leadership in modernizing health systems, strengthening health-human resource resilience, and advancing care quality across hospital, community, and senior care sectors. As Vice Chair of Home Care Ontario, she continues to champion equitable access to care, innovation, and workforce sustainability across Canada's healthcare landscape.

Ontario at a Crossroads

Home Care for the Future

- Aging population, rising complexity, and fragmented pathways demand rethinking care delivery.
- Home care is now the first point of contact for thousands without primary care.
- The shift from hospital to home must be intentional, data-driven, and equitable.



Why We're Here

- Hospitals can no longer be the front door of care.
- Home care is primary care for many Ontarians.
- In rural regions, home care is often the only line of care.
- We must design for trust, technology, and connection — not just transactions.



The Ontario Reality

- 1M Ontarians receive home care each year.
- 40% of LTC admissions could be avoided with stronger home supports.
- 525K+ Ontarians without a family doctor rely on home care as their primary link.
- 600+ temporary rural ED closures in 2022-23 highlight home care's role in maintaining access.



Ontario's Connected Care Landscape

Home care is the connective tissue linking every community



Why Home-Based Design Matters

- Home ≠ Hospital Lite — it's where prevention, trust, and recovery intersect.
- Designing for context means designing for geography — models must work for Toronto and Tobermory alike.
- Relationship-based and data-driven innovation.
- Systems must fit people's lives, not the other way around.



Lived Experience as Evidence

- Lived experience is data.
- Clients and caregivers reveal what works in real life.
- Shift from consultation → co-design
→ co-delivery.

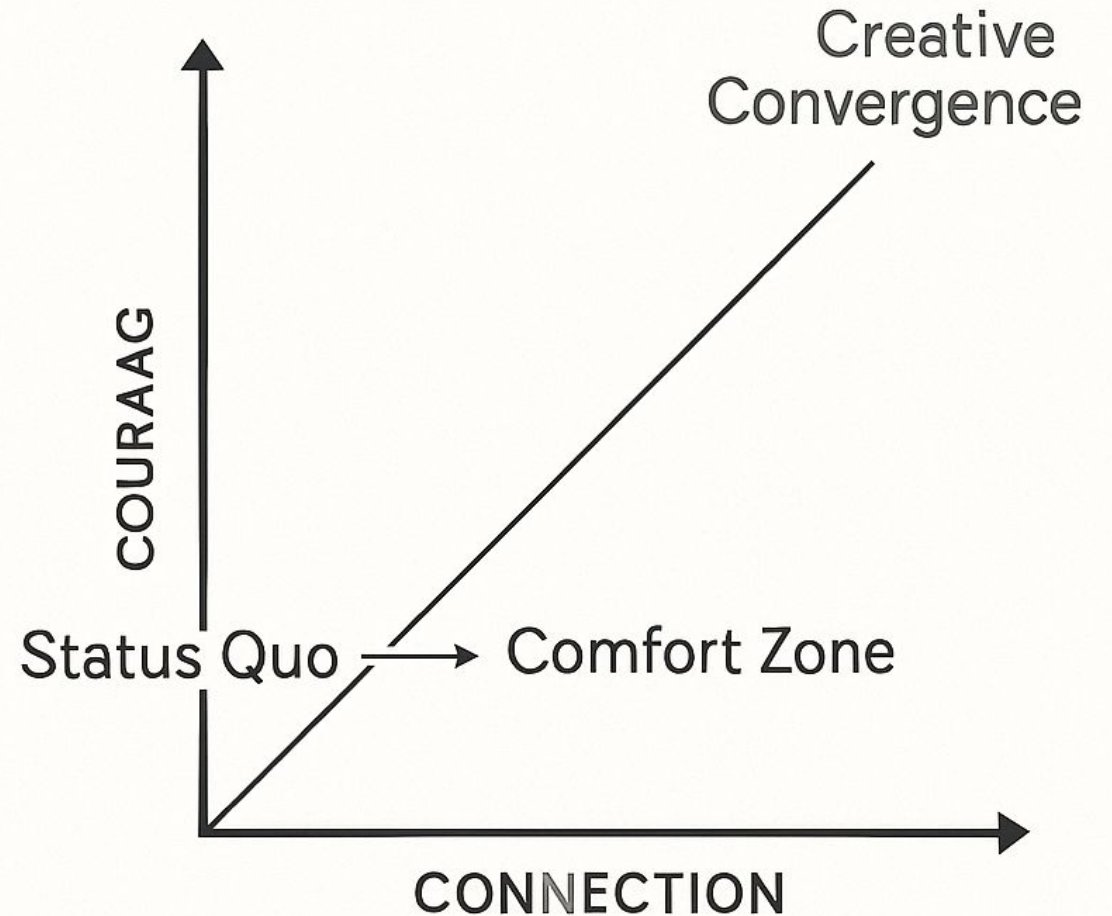


“We want care at home, not hours away.”

Mindset for Innovation:

*Moving from status quo →
Creative Convergence*

- Status quo protects comfort, not progress.
- Courage and connection are engines of transformation.
- Rural testbeds often innovate out of necessity — proving what's possible.
- Real change happens when we move from fear to curiosity and silos to synergy



Innovation in Action:

Scaling Home Care with Own Health

Founded in 2020 by Dr. Asem Saleh, vascular surgeon at Humber River Health, Own Health provides a specialist-led, NP-delivered model shifting care from hospitals to communities for complex and unattached patients across Ontario and PEI.

99%

REDUCTION IN TIME TO
SPECIALIST ACCESS

48hr

RAPID CARE PLAN AND
INTAKE INITIATION

50%~

REDUCTION IN LOS ON
COMPLEX HOME CARE
PATHWAYS

450

PATIENTS MANAGED FOR
ONTARIO HEALTH ATHOME

200~

ER AVOIDANCES FOR
ONTARIO HEALTH ATHOME

400~

FRONT-LINE PROVIDERS
TRAINED (93% AVG
SATISFACTION)



Innovation in Action:

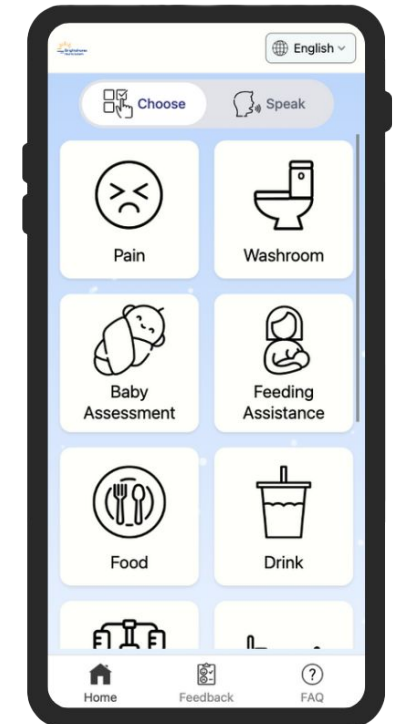
PatientCompanion Digital Call Bell

- Co-developed by BRI and front-line nurses through CAN Health Network.
- Improves responsiveness and patient confidence.
- Model for rapid translation of front-line ideas into system solutions.

Room 101, Bed A
Do you need a nurse? Let them know what you need ahead of time



Scan QR Code



Innovation in Action:

Ultrasound-Guided IV Access at Home

- Hospital-grade procedure delivered at home
- Real-time imaging improves accuracy and safety.
- Collaboration among CarePartners, CBI Home Health, and VON Canada.
- Enhances success rates, comfort, and reduces hospital visits.



Scaling Through Partnership

- Scaling innovation isn't about more pilots — it's about wiring the system differently.
- Align funding, regulation, and delivery so evidence drives policy in real time.
- Rural communities show what's possible when innovation, policy, and delivery align.
- Home care is Canada's testbed for innovation



Call to Action

Whether in a downtown condo or a farmhouse in Grey Bruce, the future of healthcare begins at home.

Let's reimagine home care as Canada's most powerful platform for primary care — where innovation begins, trust grows, and lives are transformed.



Thank you



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