

Annual Report

April 1, 2002 – March 31, 2003

Community Care Access Centre (CCAC) - Oxford

2002 – 2003 Board of Directors



*Standing l to r: Nelda Kiddie, Elizabeth Mayberry, Carolyn Streefkerk, Don Shelton (Secretary), Ernie Wilson (Treasurer) and Gail Puddicombe
Seated l to r: Ferne Woolcott (Vice Chair), John Oosterink (Executive Director), Wayne Garner (Chair)*

Strong Governance Sets Direction – a message from the Board Chair – Wayne Garner

2002-2003 was a significant year for the Board members of the Community Care Access Centre (CCAC) – Oxford. Under the Community Care Access Centres Corporation Act, 2001, CCAC -Oxford became an Operational Service Agency, an important component of the health care system in Ontario. As a statutory corporation board members are appointed by order-in-council through the Public Appointments Unit of the Ministry of Health and Long-Term Care. Board Members bring a blend of unique skills and attributes along with a desire to provide the community with the best in home health care.

A new framework for accountability was established as the board restructured itself to ensure fulfillment of its obligations under the Memorandum of Understanding. The Board adopted new by-laws, reviewed its governance policies and developed a service plan that would align with Ministry guidelines and directives and establish its direction for the future.

An exciting initiative was the introduction of the Community Advisory Council (CAC) in September 2002, with representatives from the CCAC-Oxford, local hospitals, long-term care facilities and community support agencies. One of the key objectives of the council is to promote better communication between the sectors and to forward common system concerns in the Oxford healthcare community to the Minister of Health and Long Term Care. CACs will play an important role in CCACs work in the community.

As the board chair, I had the privilege to work with an extremely dedicated Board of Directors and staff. Through their commitment and efforts, CCAC-Oxford was able to balance many new initiatives while continuing to provide quality services to our clients. We look forward to the opportunities ahead for CCACs as we continue to respond to the needs of our community.

A Commitment to Quality Service - from John Oosterink, Executive Director

As the health care sector has grown, so has the foundation and strength of community health care services delivered through Community Care Access Centres across Ontario.



In an environment where responsiveness to change is vital, CCAC-Oxford Board Members and staff approached the challenges of 2002-03 with vigour and a commitment to the delivery of quality home care programs and services. Home care is recognized as an important component of the health care system and with that, the Community Care Access Centres Corporation Act, 2001 and implementation of CCAC Reform is setting the building block for a solid infrastructure, built on accountability and quality-driven programs and services.

Reform goals affected four major areas of CCACs including: governance, long-term care placement regulations, case management and business management.

A Memorandum of Understanding (MOU) was signed between the Ministry of Health and Long-Term Care and the CCAC, shaping the future direction of community care.

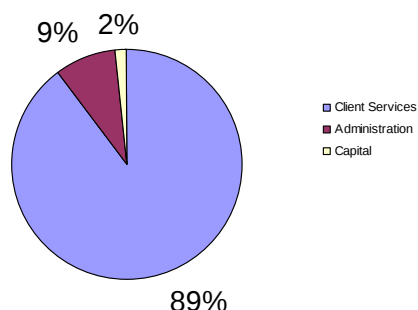
The LTC Priority Project was launched in 2002 and with that the implementation of the common assessment tool (RAI-HC). The assessment tool is used across Ontario to assess all clients whose eligibility for Long-Term Placement is to be determined, or where home health care services are anticipated to be greater than 60 days.

Implementation of the Management Information System (MIS), which establishes a standardized data collection and reporting method for CCACs, will enhance reporting requirements and support solid decision-making around programs and services.

Partnerships with the local hospitals and health care services have provided opportunities to be both innovative and resourceful in responding to the needs of the community. Over the past year community networks like Oxford County Cancer Care Services Network, Dementia Network and the Stroke Strategy Network were established to support a growing need in the community, and joint educational workshops were held. We look forward to further developing these partnerships to foster innovative initiatives within the community.

As we reflect on the past year, we are mindful of the continuing need to be responsive to the ongoing development of programs and services to meet our mandate, but also to the changing needs of our clients.

In 2002-2003, the total revenue for the year was \$12,302,318 and total expenditures of \$12,183,929. Subsequent to budget approval, increased funding was received from the Ministry of Health and Long-Term Care - \$19,786 for private and home schools and \$112,380 for other client services.



CONTINUOUS QUALITY IMPROVEMENT ACHIEVEMENTS:

In our last annual report we stated that the organization would continue to evaluate how we're doing and look for ways to improve client service in the community.

Client Satisfaction: During 2002-03, CCAC-Oxford randomly sampled clients for feedback on service delivery. 97% of clients surveyed demonstrated overall satisfaction with the services they received. Survey questions pertained to accessibility of services, timeliness of service, continuity of care, communication of information, participation in care planning, and respect and caring.

Improved Business Processes: New Client Service and Administrative Delivery models were adopted to streamline and improve efficiency and effectiveness of service delivery, manage reform initiatives, and improve accountability to the Ministry and the community. CCAC-Oxford completed a site expansion project that supports the delivery models, created an excellent work environment and increased client accessibility for service.

Contract Monitoring: In 2002/03, CCAC-Oxford worked with service providers to develop a collaborative process for monitoring the delivery of quality client services. A shared occurrence reporting process was established as well as a framework for reporting service utilization.

Community/Partner feedback: As part of the strategic planning process, internal and external focus groups were conducted to gather information about the current environment including service delivery and partnership building.

Accreditation Awards: A three-year Accreditation was awarded to the CCAC – Oxford for 2001- 2004. Monitoring, evaluation and identification of opportunities for improvement are ongoing, in preparation for a CCHSA survey scheduled for 2003/04.

Heroes in the Home: CCAC-Oxford was very successful in recognizing the important role of caregivers in the community. Over 70 nominations were received from across the county, recognizing extraordinary dedication and commitment to providing care to others.

Type of Service	Number of Visits	% of Services Provided
Case Management	5763	22%
Placement Coordination	962	1%
Nursing	75889	23%
Personal Care & Home Support	201178 (hours)	29%
Occupational Therapy (O.T.)	3556	2%
Physiotherapy	4588	2%
Speech Therapy	1481	1%
Social Work	1382	1%
Nutrition	173	.08%
Geriatric Assessment Program	2310 (hours)	2%

SERVICE STATISTICS:

In 2002/2003, CCAC - Oxford served 5,763 individual clients with in-home services and 597 were processed for placement in long-term care. 385 clients were served in the Geriatric Assessment Program. The average caseload for 2002-2003 was 2,240 clients per month.

SERVICE PROVIDERS BY SERVICE:

- **Nursing Providers:** Care Partners and St. Elizabeth Health Care
- **Personal Care and Home Support:** Community Health Services – Canadian Red Cross and Tillsonburg and District Multi-Service Centre.
- **Therapies:** Physical Relief Health Care; Thames Valley Children's Centre; Alexandra Hospital; Carol Harrison, Speech & Language Pathologist, London Speech & Language Centre; Karen Cook, Nutritionist; Anne Heppel-Fleck, Nutritionist; Dorothy Drake, Occupational Therapist; Carolyn Fink, Physiotherapist; Dianne Blair, Social Worker; Dan Davis, Social Worker; Jane Hedges, Social Worker; Carol Ann Whitney, Occupational Therapist.
- **Medical Supplies and Equipment:** Clark's Pharmasave
- **Other Medical Resources:** Dr. Carter – Geriatric Consultant, Dr. Nichols – Medical Advisor

Contact Information

John Oosterink, Executive Director
1147 Dundas Street, Woodstock, ON N4S 8W3
Telephone (519)539-1284 1-800-561-5490
Fax: (519)539-0147 www.oxccac.ca