

**Access Centre for
Hastings & Prince Edward Counties**
Coordinating Care, Promoting Independence



2004 - 2005 Annual Report

April 1, 2004 to March 31, 2005

**Access Centre for Hastings & Prince Edward Counties
470 Dundas Street East, Belleville, ON K8N 1G1**

Jackie Redmond, Executive Director

Robert Kitcher, Chair



Access Centre for Hastings & Prince Edward Counties

OUR MISSION

To improve health by providing accessible, integrated and quality services for all.

OUR VALUES

These values reflect the way we will relate to clients, caregivers, staff, providers, volunteers, partners and the community.

MORAL INTEGRITY

We will demonstrate honesty, trust, openness and fairness in our relationships with others.

RESPECT

We will treat all persons with respect and dignity.

EXCELLENCE

We will strive for excellence in all that we do according to our abilities and responsibilities.

RESPONSIVENESS

We will demonstrate creativity, adaptability and flexibility in our response to situations.

STEWARDSHIP

We will accept our responsibility for the well-being of the organization and the larger human service environment of which it is a part.

MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

Created by the Ontario government in 1996 as one of 43 Community Care Access Centres, the Access Centre for Hastings & Prince Edward Counties serves a population of roughly 160,000 people. Operating out of offices in Belleville and Bancroft, the Access Centre coordinates community nursing, personal support/homemaking, physiotherapy, occupational therapy, dietetic counselling, speech language pathology, social work, provision of equipment for home health, supplies and some drugs and access to Adult Day Services. The Access Centre is also the single point of access to all long-term care homes and provides Information & Referral Services.

During 2004/05, we have been busy embracing new technology, implementing privacy legislation, working with our health partners to alleviate some of the long-term care bed pressures, and working with the Ontario government and our health partners to provide patient-focused, results-driven, integrated and sustainable healthcare that will result in healthy Ontarians in a healthier Ontario.

Technology is critical to our evolving health system. As a pilot site for testing new software to assess the needs of long stay homecare clients, we are proud that a team of our case managers has been instrumental in ensuring the assessment best meets the needs of Ontarians. We also forged an agreement with the County of Hastings to use their Digital Mapping System to help us locate clients in the event of an emergency.

Because clients have a right to know how we collect, use and disclose personal health information, a privacy statement was developed and shared with our clients.

In September, we received funding to provide acute services to 494 additional clients to help alleviate local hospital pressures. We also worked with a network of community partners to develop a service delivery model for end of life care to help palliative clients avoid hospitalization and live their final days at home if they choose.

Following implementation of the procurement procedure in May, there were some changes to the list of contracted service providers and we began a relationship with Comcare (Canada) Limited as a nursing provider.

Our clients rated us very favourably in satisfaction survey implemented in June. We are proud to be the high scorer among 21 CCACs on 51 key areas including providing information about other services available, coordination of care between providers and relationship with the case manager.

Our caseload grew throughout the year, but we managed to provide quality service and balance the budget at year end. We are pleased to present this annual report to the community highlighting our achievements for 2004-2005.



2004/2005 Board of Directors

The Board of Directors and the Executive Director are appointed through Order in Council - effective dates are in brackets.

Back: John Hill (February 2006), Hilda Herbert (February 2006), Barbara Holt (February 2005), Jackie Redmond (Executive Director February 2006), Robert Kitcher (Chair February 2005), Seated: June Rickard (March 2006), Mary LeFeuvre (February 2006) and Cathie West (February 2005).

Robert Kitcher
Chair

Jacqueline Redmond
Executive Director



COMMUNITY PARTNERSHIPS

Working closely with our community partners leads to improved community health services for residents of Hastings and Prince Edward Counties. Participating on numerous local, regional and provincial committees during 2004/2005, the Access Centre continued a strong commitment to working with community partners to implement efficient and effective strategies for service delivery.

Local

- Community Advisory Council
- Senior Steering Committee on Elder Abuse
- Coordinating Group for Adult Mental Health and Addiction Services
- Dementia Network
- Children's Services Group
- Emergency Response Planning
- Service Providers Liaison
- Quinte Health Human Resources Network
- Quinte Region Integrated Palliative Care Team
- Palliative Education Committee
- Loyalist College Advisory Committee
- District Stroke Advisory Committee
- Rural Health Sciences Network

Regional

- Health Care Network of South Eastern Ontario
- Regional Stroke Steering Committee
- Regional Stroke Rehab Committee
- End of Life Care Strategy
- Information Technology Steering Committee Operational Working Group

Provincial

- Ontario Network for the Prevention of Elder Abuse
- Change Advisory Board
- Standards Working Group
- Information Technology groups

The Community Advisory Council (CAC) is a sub-committee of the Board of Directors aimed at improving the delivery and coordination of services to people requiring care as they move from one part of the system to another. During 2004/05, the CAC looked at issues such as transportation, bed utilization, and palliative care. In July 2004 the CAC hosted an information sharing session about the Ministry of Health & Long Term Care's Local Health Integration Network plans and potential impact.

The Access Centre also featured strong representation on the Regional Stroke Strategy, the Health Care Network of Southeastern Ontario, the Coordinating Group for Adult Mental Health and Addiction Services, the Senior Steering Committee for Elder Abuse, the Supportive Care Network, the Coalition for the Prevention of Falls, and the Integrated Palliative Care Network.

As the founding member of the Rural Health Sciences Network (RHSN) the Access Centre has been a driver of change for many of the positive outcomes that have resulted from the work of the network.

*"RHSN has always shown to be a committed supporter for
Telepsychiatry in South Eastern Ontario, whose services have expanded to
underserved communities in a number of ways"*

*Eddy Lloyd, Telepsychiatry Coordinator
Providence Continuing Care Centre
Mental Health Services*

As one of the founding members of the Quinte Health Human Resources Network (QHHRN), the Access Centre participated in the development of an interactive CD Rom and a web site. This network has been a leader in developing innovative approaches to attracting workers to the local sector and in May more than 800 students attended a health sector career fair.

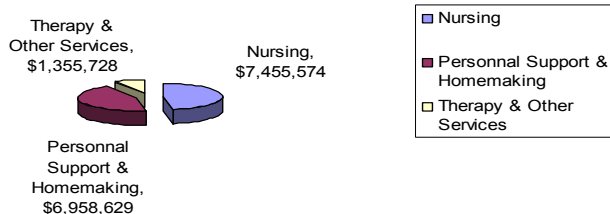
The Access Centre also made presentations to Community Support Services staff as well as to seniors at six Diner's Clubs coordinated by Community Care agencies. We also featured 27 community groups on our cable television show *Access Points to Health* and we took a lead role in promoting issues such as Elder Abuse and Mental Health Awareness Week in local media.



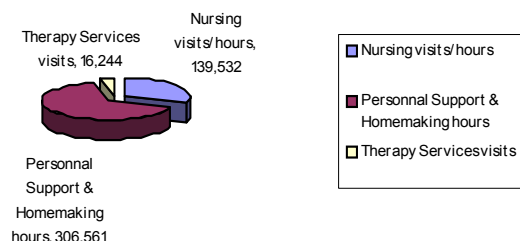
Access Centre for Hastings & Prince Edward Counties

FINANCIAL INFORMATION

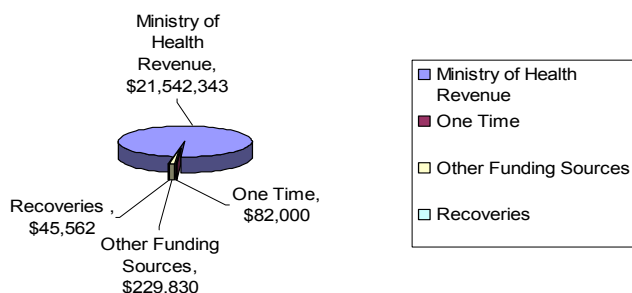
Purchased Service \$'s: 2004/05



Purchased Service Units: 2004/05



Revenue 2004/05: \$21,899,735



Expenditures: 2004/05: \$21,841,651



DONATION INFORMATION

The Access Centre qualifies as a Charitable Organization under paragraph 149 (1) (f) of the Income Tax Act. Donated funds are used for educating staff and the community on topics relevant to Access Centre services.

The Barbara Floyd Education Day is an annual event sponsored by the Access Centre in memory of Barbara Floyd, one of our founding Board Members. The donation fund is used to defray the costs associated with this educational event.

Revenue		
Donations made	\$2,165	
Interest Earned		\$1,432
Education Day Fees		<u>\$3160</u>
		\$6,757
Expenses		
Education Day costs		<u>\$4,716</u>
Increase in Donation Fund Balance		<u>\$2,041</u>
Balance of Donation fund as at March 31, 2005		\$72,424
Charitable Registration #87466 2950 RR0001		



Interesting Facts....

about the Access Centre for Hastings & Prince Edward Counties

12 Month Actual - Apr1/04 to Mar31/05

Client Information

	Ap01/04 - Mr31/05	Ap01/04 - Mr31/05
	<u>#Served</u>	<u>Units(hrs/visits)</u>
Homemaking	2,693	306,561
Nursing	3,776	139,531
Physiotherapy	1,577	6,774
Occupational Therapy	1,483	5,364
Speech Therapy	315	1,974
Social Work	236	1,257
Dietetics	293	875
*Case Management	6,064	6,024
*Placement Coordination	1,615	1,407

* total # of clients receiving services / visits during the fiscal year

SERVICE HIGHLIGHTS

Our ability to meet the demand for services was challenged due to a high number of people requiring service. Beginning the 2004/05 year with 2670 individuals on in-home service, our daily census had risen to 2771 clients by the end of the year.

While maintaining higher number of people on service, we were also faced with increases in the rates we pay to our contracted service providers. Rate increases were expected because contracts with our service provider agencies hadn't been renegotiated for a few years and the agencies have to compete with hospitals for scarce human resource talent. The new rates bring us closer to the provincial average for nursing and homemaking/personal support rates.

Following implementation of the procurement procedure in May, there were some changes to the list of contracted service providers for nursing and homemaking/personal support. Through careful planning and good communications with our clients, we were able to minimize the impact of these changes on clients. Last October, Elinor Caplan, a former Ontario health minister and federal cabinet minister, began a review of the Request for Proposals (RFP) process used by CCACs to select service providers to deliver home care services. Since 1997, CCACs have been using the RFP process to obtain nursing, medical supplies and equipment, personal support and homemaking, and therapy services for their clients. We look forward to her report.



Access Centre for Hastings & Prince Edward Counties

The RAI-HC assessment tool has been implemented in all of Ontario's 42 CCACs marking the end of the CCAC-LTC Priority Project. The implementation of RAI-HC has been a ground-breaking achievement for community health care in Ontario. The ultimate reward of this work will belong to Ontarians requiring community care including access to long-term care homes. Our case managers have consistently been among the best in the province at meeting targets for completing home visit assessments with the new tool.

To provide a seamless continuum of care we have successfully combined home care services with Placement Coordination providing full integration of services. This will mean that a client can remain with one case manager as they move through the community health system.

School health services allow children with special needs the opportunity to maximize school participation. Providing services to 422 children in public, private and home school environments, our Children's Services represents more than 10 percent of our caseload. We managed to serve additional children and conduct more than 300 case conferences involving families, Case Managers, school staff and service providers and there is still no wait list for this service.

Hastings and Prince Edward Counties has always placed a strong focus on palliative care and we were pleased to receive funding to undertake planning for an end-of-life care strategy. The planning process began with a Stakeholder Forum in February, in which more than 50 individuals representing all direct care provider groups attended. Experience with our specialized Palliative Team has demonstrated the importance of intense case management for end-of-life clients and we hope to expand our role as system navigator for all end-of-life clients in the future.

As a key strategic direction, the Ontario government invested in acute home care services to serve 21,400 additional acute hospital replacement clients. This initiative focused on diverting hospital admissions and emergency room visits so hospitals could focus on other transformation objectives such as reducing wait times. Locally this translated into providing acute home care services to 494 additional clients.

QUALITY ACHIEVEMENTS

The Access Centre completed a comprehensive Client Satisfaction Survey in 2004-2005. The survey included sections on all services provided by the Access Centre. In June, 460 clients were surveyed by phone. Results of the survey were shared widely with the Board, staff, contracted Service Providers and Community Support Services Agencies.

Survey results were provided alongside average scores and high performer scores for the 21 other CCACs that have used this survey. The results indicate that areas of strength for the Access Centre include meeting client needs, providing information and explanation to clients (regarding Access Centre services and other community services) and relationship with Case Manager. Areas for improvement include discharge planning and support for caregivers.

The Client Satisfaction Survey provided the Access Centre and contracted Service Providers with valuable feedback from clients and as a result the survey will be repeated next year.

The new procurement template was used to secure new contracts for both Nursing and Personal Support/Homemaking in 2004-2005. The template provides more objective and consistent performance standards as well as the requirement for quarterly and annual reports from contracted Service Providers. Contract monitoring has been redesigned around these new performance standards and contracted Service Providers have worked to meet the new requirements with few problems.



Access Centre for Hastings & Prince Edward Counties

Internal quality initiatives included education and process changes to comply with new privacy requirements, an ad-hoc Placement Coordination audit and the completion of a wound care practice review in cooperation with the Nursing providers.

SERVICE PROVIDERS AND STAFF

Following implementation of the procurement procedure, there were some changes to the list of contracted service providers (See provider list on the left). We began a relationship with Comcare (Canada) Limited for nursing and the Victorian Order of Nurses began providing homemaking services.

Thank you to our CONTRACTED SERVICE PROVIDERS

HOMEMAKING

Victorian Order of Nurses
ParaMed Home Health
Community Health Services Canadian Red
Cross

RN, RN (Complex), RNA, RNA(Complex)

Comcare (Canada) Limited
ParaMed Home Health
Victorian Order of Nurses

ENTEROSTOMAL THERAPY (ET)

Victorian Order of Nurses

ATTENDANT CARE

Cheshire Homes

PHYSIOTHERAPY, OCCUPATIONAL THERAPY, SPEECH THERAPY, NUTRITION THERAPY & SOCIAL WORK

Quinte and District Rehabilitation

Our service providers scored very well in our client satisfaction survey with nursing receiving an approval rating of 87.3%. Scores for almost all questions were above the provincial average.

The Access Centre participated in a number of staff development initiatives to help us remain a leader in meeting client needs.

- Through the Ontario Government's comprehensive, multi-year provincial Alzheimer Strategy, 15 case managers took the opportunity to attend the "Putting the PIECES Together" educational program.
- Several Case Managers received training on the new Long-Stay Assessment Software in February and March of 2005.
- Training in placement processes for Community Case Managers ensured that clients are served by one case manager for both placement to long-term care homes and in-home services.
- Forty-nine staff members participated in two on-site communications workshops in August.
- The Regional Geriatric Psychiatry Program delivered a two hour on-site presentation focusing on Depression and the Elderly.
- In November 2004, the Access Centre's annual Barbara Floyd Education Day focused on seniors and medications. The sold out event was attended by several Access Centre staff as well as other community healthcare workers.

Our annual "Team Spirit Month" festivities in February included an awards ceremony to celebrate the many staff members who were nominated by their peers for the new "Awards of Excellence" program. Our winners will be sent to the annual Ontario Association of Community Care Access Centres conference in Toronto where they will be celebrated along with winners from other CCACs throughout Ontario.



Access Centre for Hastings & Prince Edward Counties

Through strong relationships between staff, management, the Board of Directors and our contracted service providers, we will continue to build a strong community health system that will result in healthy Ontarians in a healthier Ontario.

In the years ahead, we look forward to working with our Local Health Integration Network (LHIN) and Family Health Teams to foster innovation in providing the highest quality services to residents of Hastings and Prince Edward Counties.