

Second Annual Report

about home health care and long-term placement

Welcome

Welcome to the KFL&A Community Care Access Centre's second annual report. The Access Centre is your hospital without walls, providing nursing and support wherever you need it — at home, at school or in other places in the community. It cares for terminally ill children at home, frail and elderly people who can no longer fully care for themselves, people with Alzheimer's, people who have had major surgery, accident victims who need rehabilitation and many more.

In 1998/99, the Access Centre served more than 8,000 people. That's about one in every 23 people you know.

The board and employees of the Access Centre know that its operations are crucial to the welfare of all the people it serves and to the health and well-being of their families, friends and communities.

Through this report, they hope to enhance your understanding of where to turn for help and how they're managing local home health care on your behalf.

If you would like to learn more about Access Centre services and operations, please call any of the Centre's three offices at:

Kingston (613) 544-7090
Napanee (613) 354-9755
Northbrook (613) 336-8310



Holly Blenkhorn, a care manager with the Access Centre, helped 17-year-old Ryan Bannister get the nursing and other health services he needed to recover safely at home after a heart transplant in August.

A new heart – a new life

The call came at 3:30 a.m. Sick Children's Hospital had a new heart for Ryan Bannister. In darkness, he and his mom left their home on a country road near Sydenham for the journey that would give him a new heart and a new life.

Ryan was born with a heart defect that worsened as he grew. Almost six feet tall and weighing less than 100 pounds, the 16-year-old could barely climb a few stairs before his operation, let alone hope to run, dance or participate in teenage sports.

"I am grateful to the donor who gave me his heart — and to donors everywhere — for giving me a chance at a new life."

Ryan Bannister, 17, Sydenham

The transplant was a success. Recovering in Toronto in August, Ryan felt safe. But increasingly, he yearned for home. He missed his sister and his brothers — and his dog, Abby. After seven weeks, he wanted desperately to be with them and to sleep in his own bed. At the same time, he and his parents worried that he wouldn't get the complex care he needed in his rural home.

That's where Holly Blenkhorn came in. As one of two care managers on the

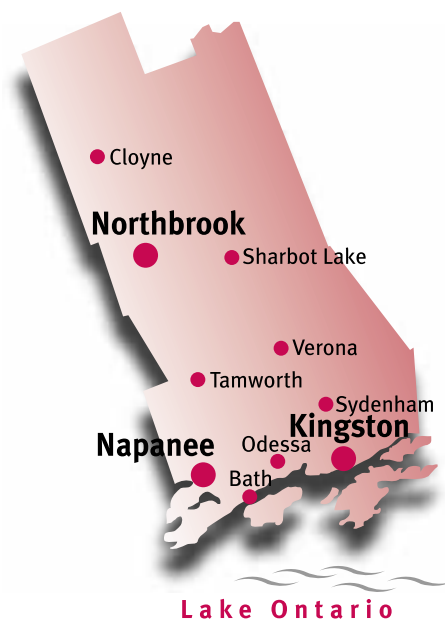
Access Centre's pediatric team, she assesses the health-care needs of children and young people and manages their care and rehabilitation at home and in schools. She met with Ryan, his family and his doctors. Together, they worked out a plan that would enable Ryan to safely recover at home.

"Holly figured out home care for me," says Ryan. "I found out that I didn't need to worry."

The Access Centre sends a nurse at 4 p.m. every day to monitor Ryan's condition and give him medications through an intravenous line. A physiotherapist visits once a week to design and help him carry out an exercise program that builds muscles and his overall condition. A nutritionist is helping him gain weight slowly and learn to eat foods that will keep his new heart healthy for a lifetime.

Ryan hopes to be back in Sydenham High School's grade 12 class by January. He wants to play basketball and learn karate — things he's never before hoped to do. Meanwhile, he's gaining weight, strength, endurance and confidence in his own abilities to monitor his condition and build his health.

Today, Ryan goes for long walks with his family in the country. And every day, he rides his bike farther — even up hills.



Bringing Health Care Home



Nancy Sears
Chief Executive Officer

Teams lead the way

In our first annual report, I told you about the Access Centre, the challenges we faced and the steps our staff were taking to better respond to community needs. Today, in our second report to you, I'm pleased to say that our plans are in action and that we're making tremendous progress.

We broke new ground in 1997 as the first Access Centre in Ontario to open its doors. We were the first to locate care managers inside hospitals, where they could work with hospital staff to plan and ease the transition from hospital to home care. We were also the first to implement the province's divestment plans regarding physiotherapy and occupational-therapy services. Instead of having our own therapists on staff, this past April, they became employees of St. Mary's of the Lake Hospital. St. Mary's is now on contract with the Access Centre to provide therapy services to our clients.

Today, we're again breaking new ground with specialized case-management teams. We have reorganized to form teams that apply advanced knowledge and skills in the areas of rural practice, oncology, palliative care, surgery, pediatrics, gerontology and several other areas of health care.

The teams are led by care managers who spend most of their time in homes assessing your needs and managing your care. The care managers are backed by other health professionals and support staff who arrange your care and are available to you at all times by telephone.

Organizational change is difficult. I am proud of the Access Centre staff for their creativity, commitment and patience in helping to envision and implement the new model.

As I look ahead, I see increasing stability in our organization as we test and refine the new model and bring on additional staff to support it.

Former principal on board

Few know the people of Napanee and the rural areas north to Denbigh better than Rod Hughes. He was born in the region, served as principal of three local high schools, was on the board of directors of Family and Children's Services and is helping to manage and develop local nonprofit housing. Today, as one of the Access Centre's newest board members, he is turning his hand to health care.

Rod's goals are to ensure that the people in the rural communities he represents get the care they need and that the Ontario government understands the difficulties of providing home health care in remote areas.

"It costs more to provide home care when you have large distances, poor roads and other barriers to consider," says Rod. "I think the province needs to recognize the uniqueness of our rural communities and the special challenges we face in providing care in homes that are sometimes more than an hour's drive from a hospital."

Rod was elected to the Access Centre's board of directors in June. Immediately, he was put to work on two difficult projects. His first task was to serve on a committee that is



Rod Hughes, an Access Centre board member, retired in 1998 as principal of the North Addington Education Centre in Cloyne.

formulating a response to a review of the Access Centre's operations by the Ministry of Health and Long-Term Care.

Rod's second task is just beginning. He's a member of a committee that's reviewing the Access Centre's process for contracting with agencies that provide nursing services to Access Centre clients.

"We select provider agencies by requesting and evaluating proposals from nursing organizations," says Rod. "Through this process, we try to acquire the highest quality and greatest amount of service for our clients that we can afford. It's a huge responsibility."

Insiders make it so



From left, Linda Priest, care co-ordinator and Jennifer Manion, services support assistant, arrange for nursing, therapy, home support and other services to be provided by agencies under contract to the Access Centre.

Linda Priest and Jennifer Manion make it happen. They ensure that clients get the right care at the right time in the right place. While care managers visit people in their homes and develop plans of care, Linda and Jennifer work in the Access Centre's Napanee office arranging that care.

Each day, the rural team cares for hundreds of people wherever they are in the community – in homes, long-term care facilities, farms, cottages or schools. Unlike the care managers, who are on the road, Linda and Jennifer are always in the office and available to clients by phone.

Linda and Jennifer are a lifeline for many people. Their clients include frail seniors who need help to live in their own homes, people who need complex medical treatment, people with severe injuries and people who are dying. Their work demands that they be able to listen well, pay attention to detail and set and shift priorities.

"Some days it's like MASH," says Linda. "But we work as a team and call on each other for help."

Each phone call brings challenges.

"Quite often a call requires ingenuity and urgent action," says Jennifer. "When clients have been snowed in, we've had to send nurses on snowmobile. When a client has fallen and can't answer the door, we've had to work with the police to find them. But the worst is when everyone needs our attention at once. On those days, we have to set priorities rapidly, first, to care for those who need us the most and, later, to respond to those whose needs are less urgent."

Key statistics 1998/99

Financial summary

Financial position for the 12 month period ending March 31, 1999 (in thousands)

current assets	\$2,243
capital assets	226
Total	\$2,469

Audited financial statements are
available upon request.

Liabilities, deferred capital contributions and deficit

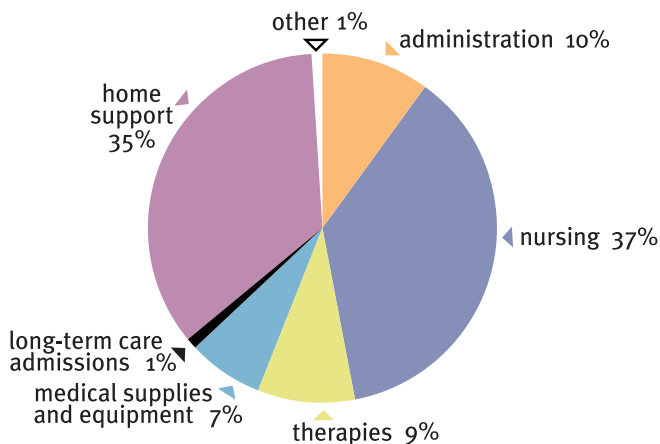
current liabilities	\$1,933
deferred revenue	487
deferred capital contributions	226
deficit	(177)
Total	\$2,469



Tom Plunkett
Chair, Board of Directors

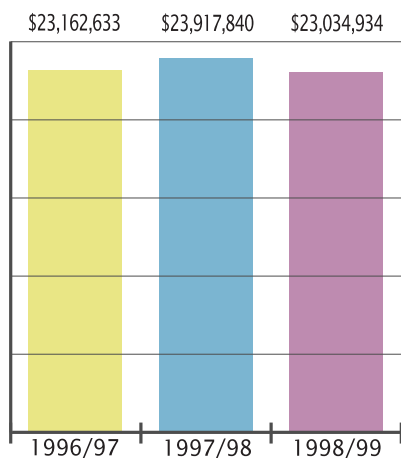
Expenditures

Access Centre expenditures totalled \$22,882,417. Almost 90 per cent was for patient care and about 10 per cent was for administration. Here's how the Centre allocated its resources.



Funding

Provincial funding for the Access Centre has changed little in the past three years. Annual variations are primarily due to special one-time grants from the province.



A fine balance

The year 1998/99, our second full year of operation, was a year of learning. Our most important lessons centred on our greatest challenge — making do with the resources we have. Access Centre services are funded by the provincial government. The Centre's board of directors is accountable to the province and our residents for every dollar we spend. We are also accountable for ensuring that the Access Centre follows provincial legislation, regulations and policies. At the same time, we have to meet the home health-care needs of our residents with the money we are allotted by the province.

We're learning that fulfilling these responsibilities requires a fine balance between accountability and compassion. We must make difficult choices. Sometimes, we must restrict our spending to the clients who have the highest risk of medical complications, injury and illness and to the kinds of care that generate the greatest benefits.

To help us achieve this balance, we developed a new model for managing home care that is based on advanced nursing practices. Our staff also developed decision-making tools to help them assess needs and prescribe services more consistently. With these changes, we hoped to provide more and better care with the dollars we have.

Since we implemented these changes, the kinds of home support prescribed by our care managers has become more consistent and our expenditures more stable and predictable. I am pleased to say that this has enabled us to expand personal-care services for our growing number of clients with Alzheimer's and those needing palliative care.

This year, we appointed 41 voting members. They elect new members of the board and link the Access Centre to the rural and urban communities we serve. I welcome all the new members and look forward to working with them.

If you have any questions about home health care or the care of elderly and disabled people, or if you want to contribute in some way to improving our home health-care system, I invite you to write to me at KFL&A Community Care Access Centre, 471 Counter Street, Kingston, Ontario K7M 8S8.

Service

The Access Centre arranged these services.

service	quantity
nursing	226,436 visits
physiotherapy	9,377 visits
occupational therapy	7,208 visits
speech and language therapy	1,185 visits
nutritional counselling	1,511 visits
social work	2,180 visits
home support	370,926 hours

Clients

The Access Centre served more than 8,000 people and their families. That's about one in every 23 people in its jurisdiction.



frequently asked questions

What is the Access Centre?

The KFL&A Community Care Access Centre manages health-care services in homes, schools and other places outside of hospitals. It also arranges for people to live in long-term care facilities and provides information about community services. It does not provide physician care but works closely with family doctors and hospital specialists. The Access Centre is one of 43 community care access centres in Ontario.

Who does the Access Centre serve?

The Access Centre serves the 180,000 residents of Kingston, Lennox & Addington and the municipalities of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands.

What services does the Access Centre arrange?

- nursing
- occupational therapy
- physiotherapy
- speech therapy
- personal care
- housecleaning
- caregiver respite
- medical social work
- diagnostic laboratory services
- medical supplies and equipment
- medical transportation
- nutritional counselling
- Ontario drug benefits
- admission to nursing homes and homes for the aged
- information about long-term care facilities
- information about health-care and support services in the community

Who pays for the services?

The Access Centre's services are funded by the Ontario Ministry of Health and Long-Term Care and provided by the Access Centre free of charge to residents who are admitted for care.

How do I get care?

Call one of the Access Centre's three community offices at the numbers listed below, or have a friend, family member or physician call on your behalf. A care manager will visit you and determine whether you are eligible for care and prescribe the health services you need.

Kingston (613) 544-7090
Napanee (613) 354-9755
Northbrook (613) 336-8310

What is a care manager?

Just as doctors assess your needs within hospitals, care managers assess your needs for health care at home and at other locations in the community. Care managers also monitor your progress and plan your discharge from Access Centre care. The Access Centre's care managers are registered nurses who are qualified to assess needs and manage health care in community settings. They are backed by teams of nurses and others who work in the Access Centre offices arranging and scheduling care.

Who is eligible for care?

Rules for eligibility are determined by policies established by the Ontario Ministry of Health and Long-Term Care and the Access Centre. To receive care, you must have a valid Ontario Health Card. You may also need to have a high need for care relative to others in the community. This is because the Access Centre does not always have sufficient funds to meet the growing demand for services. As a result, the Access Centre must sometimes allocate resources to those who need care the most.

Who provides the care?

Access Centre staff manage and arrange your care, but they do not provide it directly. Instead, your services are provided by employees of nursing and other agencies that have contracts with the Access Centre. In many cases, you can select the agency you want to provide your care from the Access Centre's contracted agencies. The Access Centre pays the agency for the care it provides to Access Centre clients and oversees the delivery of the care.

What is home support?

Home support refers to assistance at home that helps you recover or continue to live at home when you can't fully care for yourself. It can include personal care such as help with bathing or periodic housecleaning.

What is long-term care?

Long-term care is provided in a nursing home or a home for the aged when people can't care for themselves at home, even with help. The Access Centre manages admissions to the 10 long-term care facilities in its jurisdiction. To apply for admission, call an Access Centre office, or have your doctor, a family member or a friend call on your behalf. A care manager from the Access Centre will meet with you to help you through the application process. Your care manager will also arrange your admission to a long-term care facility when a vacancy becomes available.

Who governs the Access Centre?

The Access Centre is a nonprofit charitable organization. It is governed by a volunteer board of directors made up of local people who are interested in health care. The board makes policy decisions and determines the Centre's bylaws. However, the board must follow policies, guidelines and procedures established by the Province of Ontario. The board is elected by the Access Centre's voting members. It has equal representation from rural and urban areas throughout its jurisdiction.

How can I become a member of the Access Centre?

The Access Centre has two kinds of members – voting and nonvoting. In 1999, the Centre conducted a membership campaign to recruit 60 voting members from communities throughout its jurisdiction. The Access Centre looked for people with experience as a client or as a caregiver and a demonstrated interest in home health care and long-term care in their community. It also looked for a balance of representatives from urban and rural areas. Soon, the Access Centre will be opening up nonvoting membership to anyone who is interested in contributing to community health care.



Board of Directors

A volunteer board of directors governs the Access Centre. In back, from left, are Harold Clark of Sharbot Lake, Cathy Hunter of Napanee, Tom Plunkett of Kingston, Gaye Hill of Westbrook and Rod Hughes of Roblin. In front, from left, are Barbara Marlin of Napanee, Lin Good of Kingston, John Langton of Kingston, Joan Flieler of Arden and Elizabeth Staples of Kingston. Missing are Louise Webster Shearing of Kingston and Charles Simonds of Battersea.

The members of the board thank the Access Centre's staff for their dedication and hard work. For their co-operation and support, they thank the hospitals, long-term care facilities and physicians with whom the Access Centre works. They also depend on and greatly appreciate the support of the following agencies, which provided equipment and compassionate care to Access Centre clients.

- All Care Health Services
- Bradson Home Health Care Services
- The Child Development Centre
- ComCare Health Services
- Hospice Kingston
- KFL&A Health Unit
- KO2 Medichair
- Ongwanada
- Paramed Health Services
- Providence Continuing Care Centre
- Red Cross (Kingston)
- Respirecare Inc.
- Speech Pathology Services
- Victorian Order of Nurses