

CCAC NIAGARA ANNUAL REPORT 2004/2005

Community Care Access Centre (CCAC) Niagara provides a range of community health care and support services to residents of Niagara. We are a non-profit organization funded by the government of Ontario.

We provide case management services (as defined and regulated by the Ontario Ministry of Health and Long-Term Care) to eligible people of any age and culture living in the Regional Municipality of Niagara.

Our 1850 square kilometer catchment area is defined by three natural boundaries of Lake Ontario on the north, the Niagara River on the east and Lake Erie to the south. The western boundary runs through farmland adjacent to the Regional Municipalities of Hamilton and Haldimand-Norfolk. Almost 2/3 of the catchment population lives in three distinct urban areas: St. Catharines, Niagara Falls and Welland. The remaining 1/3 lives in a number of small towns and hamlets and in large rural areas.

CCAC Niagara:

- arranges for people to receive care at home, schools and Long-Term Care Homes;
- coordinates and ensures the delivery of a full range of in-home services to support clients and their caregivers. These services include nursing, personal support, occupational therapy, physiotherapy, social work and nutritional counseling;
- coordinates admission to Long-Term Care Homes when living independently is no longer possible;
- arranges short term stays in Long-Term Care Homes for convalescence or to allow relief for caregivers;
- coordinates access to health support services in schools for children with special needs;
- provides information about and referrals to other community services;
- provides a one-stop access to health and personal support services to help people live independently in their homes.

We work in partnership with clients and their families, caregivers, agencies, schools, school boards, hospitals and long-term care homes.

We are committed to:

- | | |
|---|---|
| - Highest quality care and service | - Dependability and responsiveness |
| - Behaviour that demonstrates honesty and integrity | - Helping staff and volunteers excel |
| - Ethical decision-making | - Respect for individual worth and well-being |

Candace Paris – Board Chair

/

William Bloor – Executive Director



2004-2005 ANNUAL REPORT

Document
disponible en
français.

149 Hartzel Road, St. Catharines, Ontario L2P 1N6
www.niagara.ccac-ont.ca

☎ (905) 684-9441 1 800 263-5480 Services en français (905) 684-4602

charitable designation # 88811 1598 RR0001

Funded by the government of Ontario



MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

CCAC Niagara

Board of Directors

Order in Council Appointment Dates

Candace Paris Board Chair

(Feb 16/03)

Bonnie Magwood

(Feb 16/03)

Senior Management Team

William Bloor
Executive Director
(OIC - May 2004)

Ingrid Fell
Director
Case Management
Operations

Maria McMillan
Director
Purchased Client Services

Anne Rockingham
Director
Human Resources &
Organizational
Development

Ernie Sersen
Director
Finance & Systems

It is our pleasure to present the 2004/2005 Annual Report for CCAC Niagara. The year was one of continuing change, challenge and growth.

At the forefront of CCAC Niagara's achievements is a very dedicated, professional, and client-oriented staff who work to meet the needs of the residents of Niagara. Together with our service providers we supported more than 20,000 individuals across Niagara needing health services in their homes, and placed over 1800 people in long-term care beds.

A total of 7,641 new hospital referrals were received, an increase of 795 from 2003/2004 and 505 hospital admissions were avoided. The number of children waiting for physiotherapy in schools was reduced from 141 in 2003/2004 to 53 in 2004/2005 and the number waiting for occupational therapy was reduced from 109 in 2003/2004 to 71 in 2004/2005.

The collaborative efforts of our Community Advisory Council focused on facilitating transition from hospital to long-term care homes. The Council's discussion paper titled *Supporting Care in the Most Appropriate Setting* received widespread support and has sparked further action to enhance timely placement of people needing a bed in long-term care. We would like to thank the current and past members of the Community Advisory Council for their insight and support in helping achieve the mandate and goals of the Council.

In March 2005 CCAC Niagara was selected as the host agency for the End-of-Life Care Network for Niagara. We are committed to furthering the ongoing development of this new network; as a first step, we have developed a common chart in the home for palliative clients.

A significant new working relationship was begun with the Garden City Family Health Team, one of the initial family health teams announced by the Ministry of Health and Long-Term Care this spring.

We extend our appreciation and thanks to outgoing Board members Ray Barlow, Ray D'Archi, and Thane MacKenzie for their dedication and commitment during their tenure as volunteer Board members. We acknowledge and thank our remaining Board member, Bonnie Magwood for her leadership and support as we continue to move forward in the months ahead.

On behalf of the Board and Management Team, thank you to our staff, our health care partners, and all those who contribute in so many ways to our organization. It is a pleasure to work together with you and to serve the residents of Niagara.

Candace Paris
Board Chair

William Bloor
Executive Director

COMMUNITY PARTNERSHIPS

Over the last year, CCAC Niagara has taken a leadership role in the development of local networks and forums for joint, cross-sector planning. We are involved on an ongoing basis in a variety of initiatives involving local hospitals, long-term care homes, the Niagara Public Health Department, physicians and other care providers.

Senior staff chaired the Niagara District Health Council's steering committee charged with development of Niagara's End-of-Life Care Network. This committee successfully brought together a wide-range of different groups and individuals providing end-of-life care to form a collaborative network focused on enhancing end-of-life care across Niagara. CCAC Niagara was honoured to be selected as the host agency for the ongoing work of this network.

CCAC Niagara partnered with the Niagara Health System, the Region's Public Health Department and Hotel Dieu Health Sciences Hospital, Niagara to support the development of Niagara's Integrated Health Planning Network. As an active participant on the steering committee and sponsor of the network, CCAC Niagara continues to foster system-wide action to address pressures affecting access to and demand for health services in Niagara.

Through participation on the Central West-Central South Regional Stroke Steering Committee, CCAC Niagara staff was able to promote and support the development of community-based stroke networks in all communities within the Hamilton Niagara Haldimand Brant LHIN area. Staff participates actively in the work of the local District Stroke Centre and the emerging Niagara Stroke Services Network. In the next several months, this work is expected to include development of a cross-sector pathway to support the re-engagement of stroke survivors within the Niagara community.

Senior staff also provides leadership for the work of Niagara's Emergency Health Services' Network (NESN). CCAC Niagara's Executive Director co-chairs the network and our Director of Case Management Operations chairs its ALC (Alternate Level of Care) Working Group. Over the last year NESN completed a strategic review of its mission and key directions and celebrated its success in addressing system-wide issues impacting the effective delivery of emergency health services in Niagara.

In 2004-2005, CCAC Niagara staff also took a leadership role in support of a number of initiatives related to the provincial government's transformation agenda. As members of a steering committee organized by the Ministry of Health and Long-Term Care, CCAC Niagara senior staff contributed to the development of a briefing package for the Board and CEO of the new Hamilton Niagara Haldimand-Norfolk Brant LHIN. As well, CCAC Niagara's Executive Director was appointed to represent all CCACs in the province on the Access to Care Task Force of the Ontario Joint Replacement Registry.

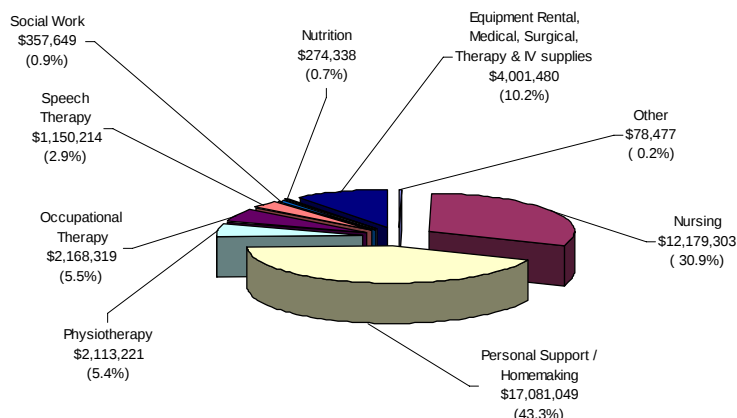
COMMUNITY PARTNERSHIPS

FINANCIAL & STATISTICAL INFORMATION

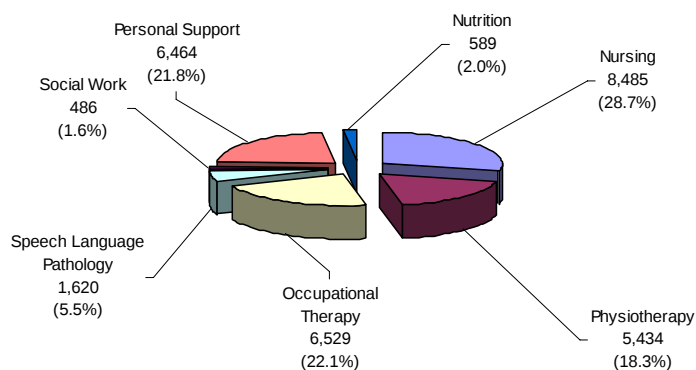
At year end CCAC Niagara met its fiscal objective to have a balanced budget. The MOHLTC approved 2004/2005 funding for CCAC Niagara was \$52,509,382. (See Audited Financial Statements in Appendix A.)

Purchased Service Cost (% of Total)

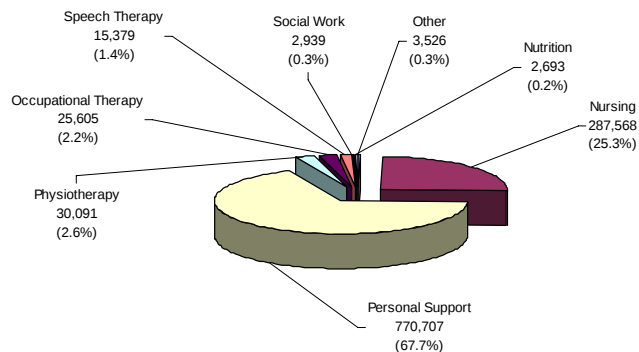
Total # discrete individuals served = 23,793



Individuals Served by Source of Service (% of Total)



Service Visits and Hours Per Discipline (% of Total)



PERFORMANCE - KEY SUCCESSES

CCAC Niagara achieved the performance targets established by the government for 2004-2005. CCAC Niagara served 23,793 individuals in 2004-2005 and placed 1,854 people in beds in long-term care homes across Niagara. We received 7,641 referrals from hospitals in 2004-2005, an increase of 795 clients over 2003-2004. As well, CCAC Niagara offered enhanced supports to individuals and their families that enabled 505 clients to avoid hospitalization and remain in their homes.

In 2004, CCAC Niagara partnered with NRC Picker to carry out our second Client Satisfaction Survey. Feedback from 700 clients was collected using telephone interviews to evaluate a stratified random sample of clients receiving personal support, nursing, physiotherapy, occupational therapy, nutrition, social work and speech language pathology services.

Results were benchmarked against twenty other CCACs. CCAC Niagara was identified as the high performer on fourteen items, for example: respecting personal preferences, meeting needs of clients when arranging services, and providing instructions to help with treatment, etc. As well the 2004 survey showed improvements from 2001 in the following areas: arranging CCAC services, relationship with the CCAC, nursing, physiotherapy, nutrition, social work, speech language pathology and placement.

Not only do we survey our clients we also seek feedback from our staff and community health partners. A staff satisfaction survey took place May 2005.

Quality improvement is a continuous process at CCAC Niagara. We are recognized as an accredited organization by the Canadian Council on Health Services Accreditation (CCHSA). We will begin to prepare for our second CCHSA survey to be completed in the spring of 2006.

A special thanks to CCAC Niagara's 192 employees. They are dedicated, creative, innovative, responsible professionals who are concerned for our clients and the community. In 2004-2005 they not only provided service to clients in the community they also raised funds for a variety of charitable causes. In the last year, staff have raised over \$15,000 from "Relaxed Fridays – our version of Dress Down Friday. Monies raised were donated directly to community/health related organizations such as the MS Society, Cancer Society, United Way, Alzheimer's Society, World Vision and others.

SERVICE PROVIDERS

CCAC Niagara acknowledges our current contracted service providers who work hand-in-hand with us to provide service for our clients.

SERVICE	SERVICE PROVIDER
NURSING	➤ Care Partners ➤ ParaMed Home Health Care ➤ Saint Elizabeth Health Care ➤ Victorian Order of Nurses, Niagara Branch
PALLIATIVE CARE	➤ ParaMed Home Health Care ➤ Saint Elizabeth Health Care
PERSONAL SUPPORT	➤ Comcare Health Services ➤ Community Health Services – Canadian Red Cross ➤ ParaMed Home Health Care ➤ Pro Wellness Health Services Inc. ➤ Saint Elizabeth Health Care
REHABILITATION	➤ Comcare Health Services ➤ Community Rehab ➤ Niagara Peninsula Children's Centre ➤ Saint Elizabeth Health Care
SOCIAL WORK	➤ Care Plus ➤ Comcare Health Services
DIETICIAN	➤ Care Plus
EQUIPMENT	➤ Lewis and Krall Home Health Care (Therapeutic and Mobility Positioning Aides) ➤ VitalAire (Respiratory)
MEDICAL & IV SUPPLIES	➤ Marchese Pharmacy