



A newsletter for Champlain CCAC partners and stakeholders
September 2011

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Message from CEO

Welcome to Connections, our new electronic newsletter which features an overview of our recent accomplishments at the Champlain Community Care Access Centre (CCAC) and a celebration of the remarkable partnerships we enjoy with our various stakeholders. Thanks to your collaboration, we are able to fulfill our promise to be quality care connectors.

In this issue, you'll learn about positive advances we have made at the Champlain CCAC, including the completion of our new Strategic Plan and the successful first year results of the "Home First" philosophy. You'll also read about our new population-based Client Care Model.

Our partners are integral to all of these initiatives and we look forward to working with you to realize our vision of "Outstanding care – every person, every day, every Champlain community."

Gilles Lanteigne
CEO, Champlain CCAC

Strategic Plan 2011-2013

The Champlain Community Care Access Centre's (CCAC) Strategic Plan represents a roadmap for the next three years. It identifies key opportunities and drivers for home and community-based health care in the Champlain region and sets priorities for the organization to follow.

By addressing the rapidly changing healthcare environment and aging population facing us in the years ahead, these strategic directions will guide us as we aim to lead in:

- Service Delivery Excellence;
- Leadership in Home and Community Care in an Integrated Health System; and
- Organizational Capacity and Performance.

Thanks to all of those who participated in our consultation process, which included discussions with staff, managers, service providers, community agencies, the Champlain LHIN and hospitals across the region. This collaboration with our partners and stakeholders was invaluable.

Please [click here](#) to download a copy of our 2011-2013 Strategic Plan.



Home First: Right Care, Right Time, Right Place

Home First is delivering a new option for seniors when they are recovering from an illness or injury. This innovative approach helps seniors return to the comfort of their home with enhanced home care services after an acute care episode in hospital.

Since launching Home First in July 2010, the Champlain CCAC has worked closely with the Champlain Local Health Integration Network (LHIN) and all of the acute care hospitals in the Champlain region to implement this "cultural shift" in patient care. Over the past year, more than 800 people across the Champlain region have been discharged from area hospitals through Home First.

Read more about the impact of the Home First philosophy by clicking [here](#).

Click [here](#) to view a video about Home First in the Champlain region.

Client Care Model: Implementing an Innovative Model of Care

On June 20, 2011, the Champlain CCAC began providing clients with a population-based model of care that is standardized to better meet the needs of specific client populations by providing consistent, specialized case management services.

These changes will help us to serve the increasing number of clients across the region with more complex needs and better focus our skills, abilities and resources on specific client population needs.

We believe this new model of care helps to ensure the right care, in the right place, at the right time. It will serve us well now and in the future by creating more positive client outcomes, increasing our level of collaboration and strengthening our partnerships across the Champlain region.

For more information on the Client Care Model please contact Sophie Parisien at Sophie.parisien@champlain.ccac-ont.ca or 613-745-5525 ext. 5994.



Accreditation Primer Award

In May 2011, the Champlain CCAC was awarded the Accreditation Primer from Accreditation Canada after demonstrating its commitment to providing quality care and services to its clients. The Champlain CCAC was awarded the Accreditation Primer following a series of self-assessments by staff, the development of an action plan to target areas for improvement, and an onsite survey by Accreditation Canada surveyors.

Click [here](#) for more information.

Health Care Connectors

In February 2011, the number of full-time Care Connectors at the Champlain CCAC doubled from two to four, thanks to new provincial funding for the Ministry of Health and Long-Term Care's Health Care Connect program. Since February 2009, this province-wide initiative has increased Ontarians' access to family health care.

At the core of Health Care Connect are the Care Connectors – experienced registered nurses who refer patients to a family doctor or nurse practitioner in their community. Since March 31, 2010, more than 5,000 people in the Champlain LHIN had been referred to a health care provider (family doctor or nurse practitioner) through Health Care Connect. Click [here](#) to learn more.