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CEO MESSAGE



In this issue we shine the spotlight on the role of technology in enhancing the client experience and improving access to health supports and services at home and in the community.

The Champlain CCAC's leading practice designation from Accreditation Canada awarded earlier this year for the paperless initiative known as E-Referral provides a solid foundation for continued innovation.

Champlain CCAC is leading the province in shared services operations supported by E-referral. We are now sharing information electronically with 40 Community Support Services (CSS) agencies and 140 health system partners. The increasing use of technology is enabling more seamless

access to the right complement of services. Stronger partnerships with CSS agencies are helping more people live safely at home and in their communities. Leveraging technology is also optimizing the use of health resources by reducing duplication and enabling providers to share the client's story with all providers in a client's circle of care.

The Champlain CCAC is also proud to announce that it has received the Gold Level Quality Healthcare Workplace Award. Receiving this award demonstrates that we are on the right path in creating safe and healthy workplace.



**Gilles Lanteigne, Chief Executive Officer
Champlain Community Care Access Centre**

CHAMPLAIN CCAC WINS GOLD AWARD FOR QUALITY HEALTHCARE WORKPLACE



The Champlain CCAC is proud to announce that it has received the Gold Level Quality Healthcare Workplace Award from the Ontario Hospital Association (OHA) and Ministry

of Health and Long-Term Care (MOHLTC). This prestigious award recognizes organizational efforts to improve healthcare workplaces in ways that contribute to employees' quality of work life, and ultimately the care they deliver to clients.

"We're excited about this recognition for our efforts in creating a high quality workplace," says Gilles Lanteigne, CEO, Champlain CCAC.

Champlain CCAC achieved the gold level award based on several key improvement initiatives including:

- A 600% increase in health & safety event reporting in 2012-13 versus 2011-12
- Ongoing Patient Caregiver Experience Evaluation: 93%+ report being satisfied with care received based on 2000+ surveys

- New Ethics Program, which included 16 ethics consultations, and 1335 hours of ethics training
- 70+ learning events offered internally 2012-13, with 95% of staff attending an average of 8-10 events every year
- 2012/13 Employee Engagement Survey results showed high levels of employee retention and staff's strong commitment to the CCAC and professional development.

YOUR FEEDBACK IS IMPORTANT!

If you have questions or comments about this newsletter or the role of the Champlain CCAC, please contact us:
information@champlain.ccac-ont.ca.

THE BENEFITS OF ELECTRONIC REFERRALS TO COMMUNITY SUPPORT SERVICE AGENCIES

Better for patients. Better for staff.

Champlain CCAC is driving innovation and efficiency through the launch of a new electronic referral system designed for client referrals to Community Support Services (CSS) agencies. This new system was awarded a leading practice designation from Accreditation Canada.

The E-referral process means that clients in need of Personal Support Services, Adult Day Programs, Assisted Living Services and Respite Care are receiving the right care more quickly.

E-referral is an exciting success story for the Champlain CCAC. We are now connected to over 140 external organizations. This means that we can share vital client information with partners like community agencies and hospitals.

By sending referrals electronically, Champlain CCAC and its partners are reducing their reliance on paper, faxing, copying and phone calls—a move that saves time and reduces costs at both ends of the referral process.

“With the ability to share client data electronically, we significantly improve the patient care experience and reduce duplication.”

Deryl Rasquinha, Vice-President of Performance & Strategy, Champlain CCAC.

Referrals can now be tracked more easily, resulting in better management of waitlists, while the CSS agencies that cover the Champlain region are receiving and responding to referrals efficiently and securely.

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THE BUSINESS CASE FOR E-REFERRALS - IMPROVED CONNECTIVITY IS MAKING A DIFFERENCE.

In the former paper-based system, an agency like Meals on Wheels might not know that a patient's daughter has taken a month off work to help her elderly mother after being discharged from hospital. A shared patient record means the ability to direct resources where they are needed — making sure those meals are delivered when they are needed — after the daughter returns home!

AN INTERNATIONAL EXCHANGE OF BEST PRACTICE

Champlain CCAC Hosts Care Coordinators from Singapore

Champlain CCAC had the privilege of hosting three Care Coordinators from Singapore. The trio of nurses was attending the Canadian interRAI Conference held in Ottawa and contacted the Champlain CCAC to get a closer look at our model of home and community care. Their orientation included home visits, a hospital tour and presentations from CCAC staff on work tools and processes.

“We were very impressed with the CCAC's tools for capturing client data,” said Kan Hong Qing, a manager of care coordination with Singapore's National University Health System. “We are still developing common information sharing systems in Singapore.” Qing added that the CCAC's experience in using the RAI-HC assessment tool was also exciting. The tool was introduced in Singapore just three years ago.

“What an amazing opportunity to share experiences. An aging population, caregiver burden and the rising tide of chronic disease are common challenges that are impacting home and

community care delivery,” commented Kimberly Peterson, Vice-President, Clinical Care, Champlain CCAC.

One of the biggest differences the nurses noted was geographical. “In Singapore, we have high-density housing so travel time is really a non-issue. With clients living in close proximity, we can complete more visits,” explained Hannah Tan, a care coordinator with the Changi General Hospital.

Yap Lay Wee, who is based at Singapore's Tan Tock Seng Hospital, said the chance to share best practices on a global scale was the opportunity of a lifetime. But what she'll remember most is the people. “Your staff are so open and so friendly. The willingness to share knowledge and experiences is invaluable.”



Champlain CCAC Hosts Care Coordinators from Singapore

ENHANCING ACCESS TO FRENCH LANGUAGE HEALTH SERVICES

We are excited to announce that the Champlain CCAC's French Language Services Designation Plan was recently approved by the Champlain Local Health Integration Network (LHIN).

This designation represents our commitment to Francophone clients, their families and caregivers, ensuring that we have the capacity to serve them in their language of choice.

This is another positive step towards making a difference in the Champlain region.



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An estimated 7,600 Francophone clients received Champlain CCAC services in 2012-2013.

STRATEGIC PLANNING FOR 2014 - 2016

Stakeholder engagement and consultation is critical to the successful development of the Champlain CCAC Strategic Plan.

Your input and perspectives are valuable and will directly impact where the Champlain CCAC should focus over the next two years.

Please visit: **www.champlainccac.ca** to complete a short survey which will be open from November 22 to December 3 2013.

Further information and updates about this project will be posted online.

HEROES IN THE HOME CAREGIVER RECOGNITION AWARDS

Help celebrate caregivers in your community

It takes a kind heart and generous spirit to provide compassionate care. And every day, so many people in our communities make a difference in the lives of those who are in need of home care support.



The Champlain CCAC wants to recognize caregivers in our community. The Heroes in the Home Caregiver Recognition Awards are presented to individuals, including family members, friends, volunteers and health care professionals, whose kindness and commitment allows many people to

live full lives in their communities, despite the limitations of age, illness or disability.

The award ceremonies are an intimate and enjoyable celebration. This year's celebration will be held in the spring in Ottawa, Cornwall and Renfrew.

Our nomination forms are available online at: www.champlainccac.ca

Please take a few moments to say thank you by nominating a caregiver you know!