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CEO MESSAGE



I am pleased to introduce our new partner communication: **Connections**. This expanded quarterly publication is intended to bring you information about key initiatives across the Champlain

region—and how our partnerships are making a difference in the lives of patients in every step of the health care journey.

In this edition you'll learn about our work in advancing primary care connections—and how we are building stronger relationships with primary care with the introduction of a new care model called Health Links. I'm also excited to introduce our three innovative new nursing initiatives designed to provide more specialized care to those in need.

Looking forward, we are continuing to enhance our partner communications with the introduction of five Care Reports that "are region specific" i.e. Renfrew County, Eastern Counties, Lanark, and Ottawa East and West. In the meantime, we welcome your feedback. Please don't hesitate to contact us with questions, suggestions or other feedback at **information@champlain.ccac-ont.ca**. Look for your next edition of **Connections** in the Fall.

Gilles Lanteigne,
Chief Executive Officer
 Champlain Community Care Access Centre

CHANGES TO THE DELIVERY OF PHYSIOTHERAPY

Champlain CCAC to be the single access point for in-home physiotherapy

Beginning August 1, 2013, Champlain CCAC will be the single point of access for all publically funded in-home physiotherapy services. The intent of these changes is to provide seniors and others with improved and more equitable access to the appropriate physiotherapy services they need—the right services, at the right time, in the right setting.

Under the new system, all clients will have the same access to service and be assessed for physiotherapy services

in the same way. Provincially, the changes to how physiotherapy services are delivered and funded will more than double the number of people who can access this care in the community and increase the number of places where these services are available.

Current System

- OHIP-funded Designated Physiotherapy Clinics (DPCs) provide "in-home physiotherapy", mostly in retirement homes and

other congregate settings; OHIP funding for this will end August 1, 2013.

- In the Champlain LHIN, it is estimated that up to 1800 seniors are receiving services through OHIP DPCs in over 200 Retirement Homes in the region.

New System

- Seniors who are assessed to need in-home physiotherapy will

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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**.

continue to be provided the service as part of a CCAC integrated care plan based on comprehensive assessment of supports and leading practice.

- Adult and senior Champlain CCAC clients who are currently wait-listed for physiotherapy and occupational therapy will receive their services sooner.
- Seniors who currently receive physiotherapy from DPCs will be transitioned to Champlain CCAC services.

- Champlain CCAC will also play a key role in providing information about and referral to other appropriate services, including exercise classes, falls prevention programs and ambulatory clinics.

Next steps

The Champlain CCAC is currently working with the Champlain Local Health Integration Network (LHIN) and Ontario Retirement Communities Association (ORCA) on a plan to

ensure that clients who currently receive OHIP-funded physiotherapy will continue to receive services after August 1, 2013. Our objective is to ensure the transition to the new system is as smooth and seamless as possible, with minimal disruption to services.

For more detailed information on the changes to physiotherapy visit **www.champlainccac.ca**

SPOTLIGHT ON PRIMARY CARE INTEGRATION

Advancing Care Through Health Links

For many people, the most important health care provider is their family doctor or other primary care provider. For those with complex health conditions, evidence shows that working in close collaboration with primary care supports a better care experience and better health outcomes.

As the health system continues to evolve, the CCAC recognizes that bridging care and building partnerships across primary care is essential. As part of the CCAC's province-wide Primary Care Integration Strategy, we are building stronger relationships with primary care as well as participating in a new care model called Health Links. By encouraging a range of local approaches, **Health Links** will support innovation in health care and promote a more coordinated care experience for the people who need care the most, whether they are in the hospital, at home, or in the community.

HEALTH LINKS FAST FACTS

- The goal of Health Links is to ensure the most complex clients have coordinated care plans that cross many organizations in the health care system.
- The Champlain Local Health Integration Network has defined

10 Health Links areas for the Champlain region, plus one pediatric Health Link.

- Focus will be on people with the highest needs/highest cost to the health system.
- Champlain CCAC will work hand in hand with primary care and other health partners to coordinate care across the health care continuum. The CCAC will provide care coordination and in-home services to assist complex clients to avoid unnecessary ER visits and hospitalizations.
- Champlain CCAC has been an active participant in each of the Health Links areas as partners come together to complete their Readiness Assessments.

BENEFITS TO PATIENTS

Health Links brings family health care into the broader health care system and offers patient-centred solutions including:

- faster access to primary care.
- faster ability to connect patients with health care specialists, home care services and other community supports.
- improved transitions of care.



BETTER ACCESS. BETTER VALUE.

In the short-term, Health Links will aim to develop coordinated care plans for complex patients; and increase the number of complex patients with regular and timely access to a primary care provider.

Longer-term, it's envisioned that providers will work together at the clinical level to achieve reductions in emergency room visits, unnecessary hospital admissions and re-admissions within 30 days of discharge, and fewer Alternate Level of Care days in hospital.

Our goal is to connect every family physician with a dedicated care coordinator and single point of access

SPECIALIZED CARE

Introducing Champlain CCAC's New Nursing Initiatives

The Champlain CCAC is pleased to introduce three innovative new nursing programs designed to provide specialized care to those in need and support inter-professional, clinical team-based care:

The **Mental Health and Addictions Nurses** program was initiated in the Champlain region to support a provincial strategy to address mental health and addictions among children and youth. Our highly skilled and compassionate team of 14 nurses are working with eight District School Boards to help children and youth transition back to school and get the support they need.

It's so rewarding to see the advancements in the Adult Day Programs including more referrals and a reduced waiting list.

Cristina DiTomaso, Program Manager
Western Ottawa Community
Resource Centre

Our **Rapid Response Nursing Program** aims to reduce hospital re-admissions and help our most vulnerable patients remain successfully

at home post-discharge. We know that the majority of people want to be at home, but those with higher care needs require enhanced support to stay there. Our Rapid Response Nurses program has been initiated with four hospitals so far with a mandate to provide an in-home nursing visit to assist with the transition out of hospital within 24 hours of a client's discharge from hospital. The program will be rolled out to all acute care hospitals in the Champlain region in the near future.

Partnering to Enhance Palliative Care: A total of five Nurse Practitioners with specialized training in palliative care will work in partnership with primary care providers to support those who require hospice palliative care at home. This new service "Champlain Hospice and Palliative Support Services" (CH&PSS) is an innovative collaboration between Bruyère Continuing Care, the Champlain CCAC and the Champlain Hospice Palliative Care Program.

CARE IN THE COMMUNITY

More seniors benefited from Adult Day Programs in the Champlain region last year thanks to an innovative partnership between Champlain CCAC and our Community Support Services partners.



**Mental Health & Addictions
Nurse, Ron Merkley**

Champlain's Coordinated Access to Adult Day Program pilot was launched April 1, 2012. The project brought together 26 partner agencies to pilot a coordinated access system for clients wishing to participate in Adult Day Programs.

Since the pilot was initiated, the wait list has decreased by 40% and the average number of days from point of referral to admission to an Adult Day Program decreased from 155 in December 2010 to 65, or a 59% reduction. This initiative is part of our ongoing commitment to continuous improvement and connecting more people with care.



↓ 40%

wait list has decreased



↓ 59%

reduction in average number of days from
referral to admission to an Adult Day Program

A SYSTEMS VIEW:

Trends & Analysis

Together we are making a difference in the lives of patients—and contributing to the transformation in Ontario's health system. In this section we are pleased to share some key trends and highlights that demonstrate how we are advancing the right care in the right place.

IMPROVING ACCESS TO LONG-TERM CARE

As the chart below shows, the Home First philosophy is becoming increasingly embedded as standard practice. By supporting patients' ability to return home from hospital after an acute care episode, we are seeing more patients referred to Long-Term Care from the community who are of higher need. At the same time, we

are also reducing Alternate Level of Care (ALC) days in hospitals.

We look forward to reporting more successes across Champlain with the launch of Home First in eight rural hospitals this year.

As this chart demonstrates, our region is seeing a gradual reduction in Alternate Level of Care (ALC) numbers. We're improving the capacity of the health system to place the right people in the right care settings. And by supporting more people at home—where most people prefer to be—we're helping to reduce unnecessary visits to emergency departments and admissions to hospitals.

In summary, together with our health partners we are impacting

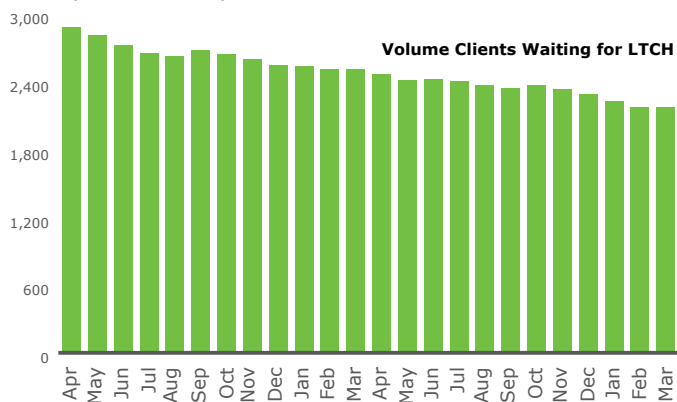
positive trends in the reduction of Alternate Level of Care numbers across the system including more appropriate placement of clients to Long-Term Care.

DID YOU KNOW?

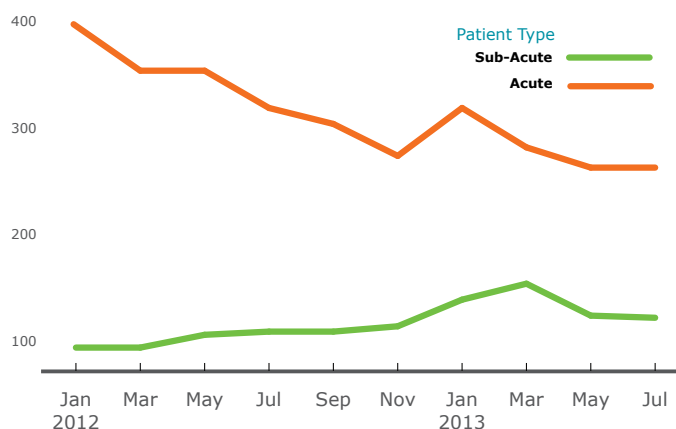
Over the past few years there has been a dramatic shift in the care people need. Last year, 30.4% of our clients had high care needs, up from 22.9% in 2011/12.

In F2012/13, more than half of Champlain CCAC clients were over the age of 65.

Community LTCH Waitlist:
April 2011 to April 2013



Long Term ALC Trend—iPort Hospitals Only



COMING SOON...WAITLISTS TO BE PUBLISHED ONLINE

In the Fall the Champlain CCAC will be publishing the Long-Term Care Home waitlist online at champlainccac.ca. We look forward to sharing more details with you in the next edition of **Connections** due in September. Also, don't miss our special report on Advancing Dementia Care in the Champlain.