

North East CCAC news

NOVEMBER 2009

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In memoriam: Jackie De Luca



Jackie De Luca, long-time North East CCAC and former Cochrane District CCAC Board Member, passed away at home Monday, November 16, 2009 following her battle with Lou Gehrig's Disease (Amyotrophic lateral sclerosis).

After receiving a special Individual Volunteer Exemplary Service Recognition Award at the OACCAC Awards for

Excellence in June 2008, the North East CCAC dedicated its main boardroom, the Jackie De Luca Boardroom, in honour of her contributions. She retired from the Board in March 2009.

Jackie has been an inspiration to all and many at the North East CCAC consider ourselves privileged to have worked side-by-side with such a devoted and passionate individual. Jackie will be missed but never forgotten as she has left a legacy that will live on through the countless contributions she has made not only to the North East CCAC but to the entire health sector.

The North East CCAC staff and Board of Directors would like to offer our deepest sympathies to Jackie's family and friends.

BOARD OF DIRECTORS



**Tom Trainor
(Chair)**
Mindemoya



**Christopher
FitzGerald**
Sault Ste. Marie



Helen Miller
Kirkland Lake



Diane Poulin
Kapuskasing



**Anthony Rossi
(Treasurer)**
Sault Ste. Marie



Gerri Walker
Parry Sound



**Ron Farrell
(Vice Chair)**
North Bay



Margo McMillan
South Porcupine



Beverley Polowy
South Porcupine



**Adele Quaiattini
(Secretary)**
Sudbury



Mariette Sutherland
Birch Island

COMPETITION FOR QUALITY SERVICE

The province is gearing up for the first province wide Request for Proposal (RFP) process since 2004. The first central Prequalification process has just been completed. The OACCAC held a second round in September and will hold a third one in March. Providers that meet financial, volume capacity and experience criteria will be eligible to participate in the RFP process.

Preparations for an RFP will begin again soon for the North East CCAC.

As a review of the background to RFPs, in 1997, the Ontario government introduced "managed competition" where home care providers had to compete to provide services to Ontarians. In 2004 the process was halted and a major review of the home care bidding process was conducted: *Realizing the Potential of Homecare: Competing for Excellence by Rewarding Results*. The Caplan Report was predicated on the idea that home care needed more innovation in staff education and assessment, processes, technology and information management. Competition must encourage innovation and make quality job one. After providers pass a high standard of quality (75 per cent), only then should the bid price receive consideration.

Community Care Access Centres (CCACs), responsible for conducting the competitions, have integrated the report's recommendations. The criteria for evaluating competitive bids now reflect quality, innovation and value for money first. CCACs have committed to supporting continuous quality improvement.

RFPs were issued in 2007 following the Caplan Report with recommended improvements but the process was halted again on January 28, 2008 by Health Minister George Smitherman, after two long-time, not-for-profit home care providers were eliminated from the Hamilton home care competition because they failed to pass the quality test. The North East CCAC had issued a RFP for Personal Support and Homemaking which was halted within days of submission of the written response by the Service Provider Respondents.

An announcement on December 15, 2008 has given the CCACs the green light to start the process again.

The North East CCAC will begin planning in December 2009 for an RFP for Personal Support and Homemaking that will be issued in June 2010. This will provide an opportunity for the CCAC to standardize services across the geography and determine through internal and external consultation the best design of geography and providers to deliver quality service to our clients.

The evaluation of the written submissions will commence by a team of internal and external team members in September, 2010. Interviews, site visits and financial evaluations will follow with transition to successful Service Providers completed by April 2011.

For further information please contact:

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or

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NORTH EAST CCAC AWARDS OF EXCELLENCE

The North East CCAC held special luncheons at all branches throughout November and early December to celebrate North East Awards of Excellence nominations and employee service milestone recognitions.

The annual Service Recognition Awards are a very important tradition at the North East CCAC. Each year, the North East CCAC celebrates employees who have reached 5, 10, 15 and 20 year milestones.

The North East CCAC would like to take this opportunity to publicly recognize the following long-time staff on their commitment to excellence:

25 years of service:

Theresa A. – Sudbury Branch
Lisa M. – Sudbury Branch

30 Years of service:

Claudette B. – Timmins Branch

35 years of service:

Elizabeth L. – Sudbury Branch

These milestone recognitions are proof that the North East CCAC vision, **Outstanding care: every person, every day**, could not be attained without the support and passion shown by each North East CCAC staff member.

Over the course of the past couple of months, North East CCAC employees have also been encouraged to nominate their peers for the first ever North East CCAC Awards of Excellence. The successful North East CCAC recipients for each of the categories will be announced at a special event to be held next spring and will attend the OACCAC Provincial Conference in Toronto next June.

Below are the nominees for each category:

Leadership Award

Ann Matte – Sudbury
Heidi Maanselka – Sudbury

Individual Staff Award

Pat Moreau – Kirkland Lake
Janice Esposito – Sault Ste. Marie
Cheryl Thompson – Sudbury
Carole Ouellette – North Bay
Wendy Laperriere – North Bay
Paula Sylvestre – Sault Ste. Marie

Citizenship Award

Pat Moreau – Kirkland Lake

Staff Team Award

Health Fair – Communications Department
CHRIS SWAT Team
CHRIS Volunteers
CHRIS Champions

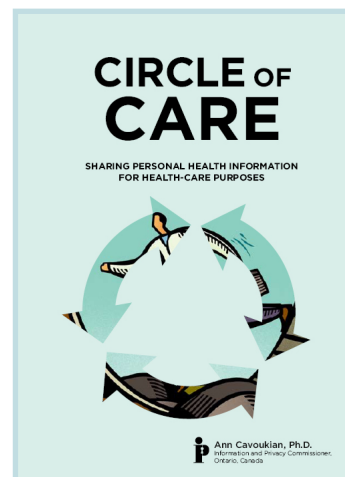
Circle of Care: SHARING PERSONAL HEALTH INFORMATION FOR HEALTH CARE PURPOSES

The Information and Privacy Commissioner of Ontario recently released a brochure entitled “Circle of Care – Sharing Personal Health Information For Health-Care Purposes”. The publication includes specific practical examples to help clarify any confusion over when a health information custodian can assume a client’s implied consent to collect, use or disclose personal health information.

The brochure was developed with the collaboration of the following seven health organizations: the College of Physicians and Surgeons, the Ontario Association of Community Care Access Centres, the Ontario Association of Non-Profit Homes and Services for Seniors, the Ontario Hospital Association, the Ontario Long-Term Care Association, the Ontario Medical Association and the Ontario Ministry of Health and Long-Term Care.

“This brochure cuts through the confusion surrounding the term circle of care,” said Privacy Commissioner, Dr. Ann Cavoukian. “We are using seven relevant examples from across the broader continuum of the health sector to provide such clarification.”

“There had been some confusion in the health sector as to the meaning and scope of the circle of care concept,” explained the Privacy Commissioner. “In part, this may have been because the term does not appear in the Personal Health Information Protection Act, 2004. It is, however, commonly used in the health-care community to describe the provisions in the Act that permit health-care providers to assume a patient’s implied consent to collect and use personal health information – and to share that information with other health-care providers – in order to provide health care to that patient, unless the patient expressly indicates otherwise.”



The term “Circle of Care” is a term commonly used to describe the ability of certain health information custodians to assume an individual’s implied consent to collect, use or disclose personal health information for the purpose of providing health care, in circumstances defined in the Personal Health Information Protection Act, 2004 (PHIPA).

The Act is based on the premise that privacy can be protected, without needless delays in the health system. “Overall, the Act is working very well, but clarity needed to be brought to bear on the circle of care concept,” said Commissioner Cavoukian. The seven examples in the brochure address this. As a fictional 61-year-old patient is followed through much of the health-care system, the examples provide specific guidance relating to when a health provider can assume implied consent.

For more information on the Information and Privacy Commissioner of Ontario visit their website at www.ipc.on.ca. To view a copy of the brochure simply click on the following link: <http://www.ipc.on.ca/images/Resources/circle-care.pdf>.

FEATURED BRANCH - North Bay

Our Team

- Over 85 employees
- 37 Case Managers

Our Clients

- We serve approximately 4, 400 clients on any given day
- Languages - 70% English, 26% French, 4% Other
- Approximately 48% of our clients are ages 65+ and 32% are 18 and under

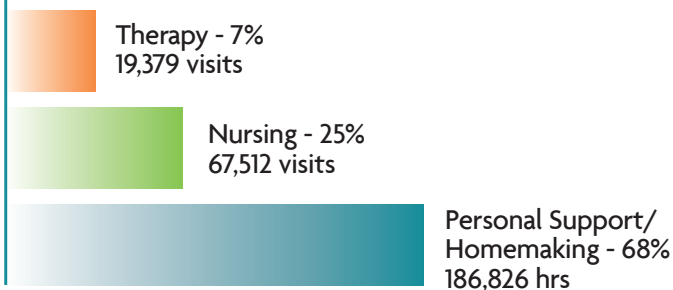
Our Partners

- Nineteen (19) contracted service providers
- North East Local Health Integration Network (LHIN) - Funder
- Three (3) hospitals
- Eight (8) Long-Term Care (LTC) Homes

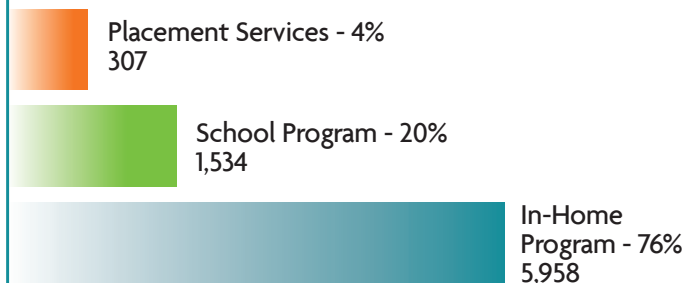
Our Service Area

- Located in North Eastern Ontario covering most of the Nipissing District and Northern Sections of Northeast Parry Sound
- We serve a population of over 83, 000 people across 17, 000 square kilometres.

Service Volumes 2008-09



Caseload by program 2008-09



ACROSS THE NORTH EAST CCAC



Clockwise from left:

Chantale, Louise and Amy from the Haileybury office dress up for Halloween.

Shirley Little from the Parry Sound Branch celebrates her 10th year with the CCAC.

The North East CCAC North Bay Branch held their Awards of Excellence Luncheon on November 25th.





OFFICE DIRECTORY

Head Office

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Suite 41-C/bureau 41-C
Sudbury ON P3C 1S8
1-800-461-2919
Tel/Tél 705-522-3461
TTY/ATS 1-866-369-3113
Fax/Téléc 705-522-8018

Kirkland Lake Branch

111, prom. Burnside Drive
Kirkland Lake ON P2N 3P9
1-888-602-2222
Tel/Tél 705-567-2222
Fax/Téléc 705-567-9407

Englehart Satellite

PO Box 98 / C.P. 98
55, rue Third Street
Englehart ON POJ 1H0
1-888-602-2222
Tel/Tél 705-544-2222
Fax/Téléc 705-544-8778

Haileybury Satellite

240, av. Georgina Avenue
Suite 112 / bureau 112
Haileybury ON POJ 1K0
1-888-602-2222
Tel/Tél 705-672-2222
Fax/Téléc 705-672-3887

North Bay Branch

1164, av. Devonshire Avenue
North Bay ON P1B 6X7
1-888-533-2222
Tel/Tél 705-476-2222
Fax/Téléc 705-474-0080

Burk's Falls Satellite

162, rue Huston Street
Burk's Falls, ON P0A 1C0
1-888-724-0511
Tel/Tél 705-382-3631
Fax/Téléc 705-382-2498

School Health

400, av. McKeown Avenue
North Bay ON P1B 0B2
Tel/Tél 705-476-5437
Fax/Téléc 705-474-0127

Sturgeon Falls Satellite

209, rue Main Street
Suite 101 / bureau 101
Sturgeon Falls ON P2B 1P3
Tel/Tél 705-753-4000
Fax/Téléc 705-753-0390

Parry Sound Branch

70, rue Joseph Street
Unit 105-106 / bureau 105-106
Parry Sound ON P2A 2G5
1-800-440-6762
Tel/Tél: 705-773-4602
Fax/Téléc: 705-773-4056

Sault Ste. Marie Branch

390, rue Bay Street
2nd Floor / 2^e étage
Sault Ste. Marie ON P6A 1X2
1-800-668-7705
Tel/Tél 705-949-1650
Fax/Téléc 705-949-1663

Blind River Satellite

PO Box 636 / C.P. 636
1, chemin Industrial Park Road East/Est
Room 101 / bureau 101
Blind River ON P0R 1B0
Tel/Tél 705-356-1331
Fax/Téléc 705-356-1034

Elliot Lake Satellite

Elliot Lake Oak Centre
9, boul. Oakland Boulevard
Elliot Lake ON P5A 2T1
Tel/Tél 705-461-9329
Fax/Téléc 705-461-1759

Wawa Satellite

17, chemin Government Road
Wawa ON P0S 1K0
Tel/Tél 705-856-7018
Fax/Téléc 705-856-1776

Sudbury Branch

40 rue Elm Street
Suite 41-C/bureau 41-C
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1-800-461-2919
Tel/Tél 705-522-3461
TTY/ATS 1-866-369-3113
Fax/Téléc 705-522-3855

Espanola Satellite

825, prom. McKinnon Drive
Espanola ON P5E 1R4
1-800-370-0952
Tel/Tél 705-869-3790
TTY/ATS 1-866-369-3113
Fax/Téléc 705-869-3793

Timmins Branch

330, av. Second Avenue
Suite 101 / bureau 101
Timmins ON P4N 8A4
1-888-668-2222
Tel/Tél 705-267-7766
Fax/Téléc 705-267-7795

Cochrane / Smooth Rock Falls Satellite

PO Box 1750 / C.P. 1750
144, rue 3rd Street
Cochrane ON P0L 1C0
Tel/Tél 705-272-2626
Fax/Téléc 705-272-2600

Matheson / Iroquois Falls Satellite

PO Box 968 / C.P. 968
215, prom. Ambridge Drive
Iroquois Falls ON P0K 1G0
1-888-273-1611
Tel/Tél 705-232-5123
Fax/Téléc 705-232-7200

Hearst Satellite

PO Box 547 / C.P. 547
1403B, rue Edward Street
Hearst ON P0L 1N0
Tel/Tél 705-362-6633
Fax/Téléc 705-362-6635

Moosonee Satellite

PO Box 57 / C.P. 57
48, rue Revillion Street
Moosonee ON P0L 1Y0
Tel/Tél 705-336-2233
Fax/Téléc 705-336-2919

Kapuskasing Satellite

Hôpital Sensenbrenner Hospital
101, cr. Progress Crescent
Kapuskasing ON P5N 3H5
Tel/Tél 705-337-4075
Fax/Téléc 705-337-4080