

Connecting with Care through PARTNERSHIP

Service Update Jan 20, 2010

An important message for all staff of our hospital partners about wait list implementation at the South West Community Care Access Centre.

Dear Hospital Partners,

I wrote to you in November to let you know that the South West CCAC was experiencing significant budget pressures and would be making some changes to the way we plan care and provide services. At that time I told you about specific strategies we were implementing to bring our budget in line. Since then, the demand for our services has continued to increase. At a recent meeting, our Board of Directors decided on further cost containment measures, including a waiting list for some new clients for some services. Please take a moment to read through this bulletin, to understand what we're doing, why we're doing it, and how it may affect you.

Sandra Coleman, CEO, South West CCAC



The One to Call

The South West Community Care Access Centre continues to accept all referrals. People who are referred will be assessed for CCAC in-home services and be connected with all available community services and programs.

See numbers on the back for our offices across the South West.

Leadership in Challenging Times

The health care system, like virtually every other part of Ontario society, is experiencing financial challenges. At a time when the provincial deficit is predicted to reach \$25 billion, we at the South West CCAC must balance our budget.

As you know, health care represents nearly half of all government program expenses. Costs are expected to grow as Baby Boomers reach their senior years and require more care. For example, a recent report in the Globe & Mail noted that, "The annual cost of dementia is projected to soar tenfold in the next generation."

The demand for community care is already growing exponentially. Referrals to the South West CCAC have increased 15% each year for the past two years.

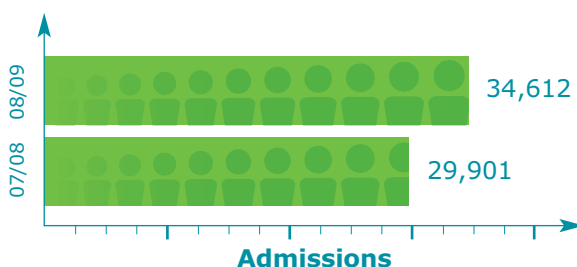
Right now we are facing the fall-out of the global financial crisis that hit in 2008. But in the future we can expect ongoing pressure on our services and our budgets.

The South West CCAC is dealing with the current situation in the broader context of a health system that will continue to face financial pressures. It will take flexibility, creativity and leadership to face these challenges together.

A Commitment to Client-Driven Care

The South West CCAC has adopted Client-Driven Care as our guiding philosophy. It's an approach that sees care as a mutually respectful partnership involving the client, the family, and the other members of the care team, including hospital staff. As we move into a time of financial challenge, our commitment to Client-Driven Care will remain as strong as ever. Ultimately, our job is to provide exceptional care to our clients. We know that, whatever the challenges ahead, partnership is the only way to achieve that.

Demand for South West CCAC services increasing by >15%



The Hospitals and the South West CCAC: A partnership that works

In the last two years, the South West CCAC has worked with our hospital partners to relieve the pressure on over-crowded Emergency Departments, ease and speed the transition from hospital to home or long-term care, and reduce ALC days. The results have been encouraging. Here are a few examples of our partnership successes:

- The number of ALC patients waiting for long-term care across the South West has gone from an average of 150 people in February 2007 to a low of 79 earlier this year.
- The innovative Transitional Care Unit developed in partnership with the London hospitals has improved patient flow and relieved the pressure on acute care beds.
- Flo Collaborative efforts have produced a two-day reduction in length of stay and a 15% reduction in hospital patients going to long-term care.
- Our Safe@Home program resulted in more than 31,000 patient days avoided last year.
- Our Wait@Home program resulted in more than 2,100 patient days saved last year.
- Our Care Connectors program matched more than 2,400 orphan patients with family physicians.

The CCAC also helps to connect clients with care across the health care spectrum, a vital service in today's environment. We will continue to work with you, our hospital partners, to find better ways to plan and deliver care.

Strong Measures for Tough Times

In our last bulletin, we reported that we were making some changes to our service levels to ensure that we meet our budget for 2009-2010.

These measures are working, but they are not enough.

The Board has discussed this matter in depth and agreed to further steps, to take effect immediately:

- New low- and moderate-need clients for personal support, homemaking and therapies will be placed on a waiting list, and will receive service as soon as possible.
- Service plans for clients currently receiving personal support and homemaking will be reviewed to ensure they are consistent with best practices.
- Although nursing services will not be waitlisted, service plans for clients currently receiving nursing services may be reviewed. Clients who are ambulatory will attend FlexClinics.

We implement waiting lists with great reluctance, recognizing that this is the only way we can meet our financial responsibilities and ensure that the clients who need care most receive it.

We know that these changes will have an impact on our hospital partners. We want to work with you to mitigate these effects as much as possible.

Key messages

- The South West CCAC continues to experience budget pressures
- We are committed to providing care to clients who need it most.
- We have worked hard to avoid waitlists through efficiencies, innovations and best practices.
- Earlier measures to reduce costs have been effective, but are not enough. Demand for our services continues to increase beyond what we can support.
- Effective immediately we will place new low- and moderate-need clients for personal support, homemaking and therapies on a waiting list.

South West CCAC office contact Information:

London	519 473 2222	Walkerton	519 881 1181
Strathroy	519 245 3233	Stratford	519 273 2222
Owen Sound	519 371 2112	Woodstock	519 539 1284
St. Thomas	519 631 9907	www.sw.ccac-ont.ca	
Seaford	519 527 0000	www.thehealthline.ca	

thehealthline.ca



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