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South West
CCAC casc
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

Connecting with Care through PARTNERSHIP

IMPORTANT INFORMATION for partners of the South West CCAC



Dear Partners in Care,

In the past several months, I have told you about the budget pressures facing the South West CCAC. The demand for our services has increased by 10 to 15% per year for the last several years. As you know, we took many steps to contain costs, and then made the difficult decision to introduce waiting lists for the lowest need clients. Now we have received word of our funding for 2010-2011, and I want you to know about our services going forward this year.

Sandra Coleman, CEO, South West CCAC

Focusing on What Matters

The world of health care is always changing. But at the South West CCAC, two things never change: our commitment to Client-Driven Care, and our commitment to ensuring that those who need care most receive it.

Measures Working

The South West CCAC's strategies to contain costs are working. We ended 2009-2010 with a deficit, approved by our Board and the South West LHIN, roughly equivalent to one per cent of our total budget, which is much lower than if we hadn't initiated cost containment. In 2010-2011 we expect to balance our budget and pay back the deficit. This result reflects the commitment and hard work of our Board, leadership team, staff and partners throughout the health care system.

Our case managers will continue to practice "the art of case management," looking for ways to build on the strengths of our clients and to connect them with care throughout our communities.

Funding Announcement

We recently received notice of our funding from the South West LHIN for the 2010-2011 fiscal year.

The highlights are:

- Our base funding will increase by 1.5% as well as an additional 1% to support expansion related activities.
- The 1.5% base increase is the same as hospitals received earlier this year. It is a modest amount reflective of the Ontario government's challenging financial situation.
- We will also receive an additional \$2,856,300 to reduce the number of Alternative Level of Care (ALC) patients in hospital. These resources will be focused on keeping clients out of hospital and long-term care, and getting them home from hospital sooner.

Our Strategy

The budget increase does not fully offset cost increases and the increase in demand for our services. Waitlists will continue to be a reality

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for the lowest need clients. However, there will be more funding available to provide in-home services to reduce the number of ALC patients.

Here's what we expect to happen:

- We will restart our Wait@Home (W@H) program, with more services available to help people wait at home (rather than in hospital) for placement in a long-term care home.
- We will restart our Safe@Home (S@H) program, with more services available to help frail elderly live at home safely and avoid hospitalization or placement in long-term care.
- The service maximum will remain at 60 hours per month, except for end-of-life clients and clients on the W@H or S@H programs.
- All new low and moderate clients for personal support, homemaking and therapy will continue to be waitlisted. Clients will be regularly monitored as their needs change.
- All new low and moderate students in the School Health Support Services program for OT, PT and speech therapy will continue to be waitlisted. These children will be regularly monitored as their needs change.
- Nurses will continue to follow best practices for wound care and refer appropriate clients to the South West CCAC FlexClinic locations.
- Case managers will continue to follow evidence-based best practices in assessing clients and planning care.

What it Means to You

At the CCAC, we recognize that partnership is critical – partnership with hospital care teams to help our clients get home sooner, with long-term care homes to find the right places for our clients, with School Boards to understand how we best support children eligible for care, and with community service agencies to supplement the services available through the South West CCAC. It is only by working together that we can ensure our clients receive the care they need, when and where they need it.

Our role as “care connector” and “system navigator” is more important than ever. Clients depend on us for information about community resources and services online and by telephone. Please keep in touch about any changes in services at your organization that may effect our clients.

Key Messages

- The South West CCAC continues to face budget constraints.
- Our cost containment measures are working and will continue.
- Our base budget will increase by 2.5% this year.
- Some additional funding is available to help clients avoid hospital and long-term care or get home from hospital sooner.
- The South West CCAC staff looks forward to working with our community partners to ensure our clients get the best possible care.

South West CCAC office contact Information:

London	519 473 2222	Strathroy	519 245 3233
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Stratford	519 273 2222	Woodstock	519 539 1284

www.sw.ccac-ont.ca

Visit www.ccac-ont.ca for more information about long-term care homes in Ontario.

Visit www.thehealthline.ca for a list of long-term care homes in South West Ontario.

thehealthline.ca

