



Connecting you with care  
Votre lien aux soins

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,

I am pleased to share with you some good news about our recently confirmed funding for this year and the services we are now able to restore. I also want to let you know about some new projects that will be transforming community care in the months ahead.

*Sandra Coleman, CEO, South West CCAC*

## Care for those who need it most

The South West CCAC is committed to providing high quality care in the community to those who need it most. We work with finite financial and human resources, and face a growing demand for our services. It's a delicate balance.

In January 2010, we realized that the demand for our services was increasing far beyond our resource capacity. Reluctantly and for the first time ever, we began to put some of those referred to us – people assessed as having the lowest needs – on waiting lists. Since then we've done everything we can to clear the waiting lists. As you'll read here, we are now able to provide services for most of our waitlisted clients.

## Our Funding

Our funding for 2010-2011 was confirmed in late September. Our budget is increasing by 1.5%, with another 1% increase to fund expansion-related activities and an additional \$2,856,000 to help clients avoid hospital or long-term care.

## Keeping People at Home

In August, based on advance information about our funding, we moved quickly to restart our Wait@Home and Safe@Home programs. Wait@Home provides additional services for people in hospital who are waiting for placement to long-term care homes. With extra supports, they can wait in comfort and safety at home, freeing up

hospital beds for patients who need them. Safe@Home, which is funded by the South West LHIN's Aging at Home strategy, allows for more services such as Nurse Practitioners to help frail elderly people live at home safely, avoiding hospital or long-term care. These two programs are critical to the health and well-being of our elderly clients, and our health system.

## Waitlist Release

The funding announcement also means that we can provide services to other people who have been waiting for service, including some new referrals since January for therapy services.

We recognize that our youngest clients, children, are growing and developing. Early intervention is often the key to continued progress and successful transition to school. With this in mind, we recently began to provide services to some children who had previously been waitlisted for some therapy services, including all services for all children aged 6 and below. These clients will receive services until the end of March 2011, when they will be reassessed.

We still have some children and adults waiting to begin therapy services, but we are confident that those who need care most are receiving it. To put this in context, we provide care to more than 25,000 people each month. On average, about 50 to 70 people per month have been waitlisted. With the recent waitlist release, some 550 additional people will begin to receive services. We have never waitlisted any services for high need clients, or any nursing services.

## Innovation is the key

At the CCAC we use best practice guidelines to get the most benefit out of our limited resources. For example, our case managers and nurses implement best practices in care planning and wound care. We are also building stronger links to community support service agencies, so that clients are aware of all options for support and care.

We are committed to ongoing innovation. Recently we received funding from the South West LHIN for seven pilot projects addressing key population and community health issues. For example, we will be working to improve care for seniors living at home with increased risks, by experimenting with new tools and additional in-home supports.

Next month we will be sending you a newsletter discussing some of these exciting projects.

## Partnerships for Health

The South West CCAC has been part of a promising three-year pilot project, Partnerships for Health, to improve care for people with diabetes. On October 7 Partnerships for Health held its "Outcomes Congress." Among the results reported: more regular screening exams; improved clinical outcomes; greater patient and professional satisfaction; improved communication and



(Left to right): Nancy Dool-Kontio, *Senior Director, Strategic Planning and Integration*; Deb Matthews, *Minister of Health and Long-Term Care*; Catherine Statton, *Project Manager, Partnerships for Health, North* and Rachel LaBonté, *Project Manager, Partnerships for Health, South* at the Outcomes Congress, October 7.

**Click here to view the PFH video.**

more effective team collaboration; improved links with community resources; and reduced visits to ER and hospitalization. We're proud to be part of this success, and look forward to sharing and sustaining the lessons of Partnerships for Health. To hear my presentation from the Congress, **click here.**

## The future beckons

At the South West CCAC, we remain committed to Client-Driven Care (CDC). CDC is a philosophy that emphasizes respectful partnering and warm, open relationships between care providers and clients. CDC draws on the strengths of every member of the care team. Ultimately, it leads to better outcomes for clients and for the system.

The South West CCAC remains open to other promising ideas for improving the quality and effectiveness of care. As always, clients are at the heart of our endeavour. Our first priority is getting the right care to the people who need it most. We count on our partners across the health spectrum to work with us toward this goal. Thank you for everything you are doing to help us deliver "outstanding care – every person, every day."

Watch for our next Connecting with Care through Partnership Newsletter, coming in November.

To view our 2009/2010 Report to the Community for additional information about CDC and other CCAC activities, **click here.**

If you have any questions or concerns about anything you have read here, please don't hesitate to contact us.

## Heroes in the Home

Award Ceremonies (3:30 pm - 5:00 pm)

- Perth and Huron Counties      October 14, 2010
- Oxford and Norfolk Counties      October 20, 2010
- Grey and Bruce Counties      October 26, 2010
- London/Middlesex and Elgin Counties      November 4, 2010

[For more information click here.](#)

### South West CCAC office contact Information:

|            |              |           |              |
|------------|--------------|-----------|--------------|
| London     | 519 473 2222 | Seaforth  | 519 527 0000 |
| Strathroy  | 519 245 3233 | Walkerton | 519 881 1181 |
| Owen Sound | 519 371 2112 | Stratford | 519 273 2222 |
| St. Thomas | 519 631 9907 | Woodstock | 519 539 1284 |

For information about health and social services across the South West visit [www.thehealthline.ca](http://www.thehealthline.ca).