

Annual Report

2010-2011



*Connecting you
with care*

Table of Contents

What North Simcoe Muskoka CCAC Stands For	4
We Are Committed to Our Strategic Directions	5
Message from the Board Chair & Chief Executive Officer	6
The North Simcoe Muskoka CCAC Board	7
Summary of Achievements	
Clients First	8
Our Team Our Future	10
Progress Through Partnerships	12
Accountability at All Levels	14
Key Financial Information	16

Community Care Access Centres

Connecting you with care

Community Care Access Centres (CCACs) help people find their way through Ontario's health care system, understand their options and connect with quality community-based health care and resources. We work with people of all ages to ensure they can make informed choices about their care and receive services in the most appropriate setting.

CCACs provide you with information and access to qualified care providers and link you to the many services that are available in your community. Our staff seek to understand your personal situation, supporting you through your entire care journey and helping you make informed decisions. We work with you to develop your care plan, arranging for the delivery of services that are right for you.

The **North Simcoe Muskoka CCAC** provides acute, rehabilitation, maintenance, long-term care support and end-of-life community and home-based services that help shorten length of stay in acute care settings and help avoid unnecessary hospitalizations, allowing clients to receive the right care, in the right place, at the right time.

The North Simcoe Muskoka CCAC is funded by the Ministry of Health & Long-Term Care through the North Simcoe Muskoka Local Health Integration Network.





What North Simcoe Muskoka CCAC Stands For:

Mission:

Outstanding care—every person, every day.

Vision:

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized health care coordination and quality health care.

Our Values:

- I Integrity
- C Commitment
- A Accountability
- R Respect
- E Excellence



FACTS & STATS

North Simcoe Muskoka CCAC:

- Covers 9,200 square kilometres
- Supports a population of 450,000
- Serves over 20,000 different people in a year

We Are Committed to Our Strategic Directions:

CLIENTS FIRST

Engaging clients and respecting diversity, to enable them to access services to meet their needs.

Our Focus:

- Client Safety
- Client Centered Services

ACCOUNTABILITY AT ALL LEVELS

Pursuing excellence by seeking opportunities for best practices, efficiencies and measurable outcomes while being financially responsible.

Our Focus:

- Measurable Outcomes
- Best Practice
- Efficiency

PROGRESS THROUGH PARTNERSHIPS

Collaborating with health and community partners, in concert with the LHIN, to optimize clients' health, well-being and autonomy.

Our Focus:

- Integrating Services
- Community Relations
- Service Provider Relations

OUR TEAM, OUR FUTURE

Inspiring every member of our team to reach their potential.

Our Focus:

- Quality Work Life
- Employer of Choice

Message From the Board Chair & CEO

The fiscal year, April 1, 2010 to March 31, 2011 was a year marked with significant accomplishment as you will read in this annual report.

North Simcoe Muskoka CCAC, in concert with our many partners in the health continuum, rose to the challenge of providing health care to the residents of North Simcoe Muskoka to the maximum of our ability within legislation, government policies and available resources.

In particular, we wish to extend our thanks and appreciation to the Members of the Board and Staff of North Simcoe Muskoka LHIN. Their assistance throughout the year in many aspects was exemplary. In particular, we wish to acknowledge their leadership to commence the work of creating an integrated health system described as North Simcoe Muskoka **Care Connections** – Partnering for Healthy Communities.

We believe there is a very strong connection between client satisfaction and staff satisfaction. We are pleased to report that NSM CCAC scored the highest aggregate scores of all CCACs in the Province of Ontario on both surveys. While these are excellent results, we continue to endeavour to improve in both areas through a variety of initiatives including seeking Accreditation through Accreditation Canada in the fall of 2011 and Progressive Excellence Program Level III through the National Quality Institute in the spring of 2012.

David Holmes, Catherine MacDonald, Neil Phasey and Lynn Sharer have served the residents of North Simcoe Muskoka, the Board of Directors, Staff and our partners as Members of the Board of Directors. We extend our thanks and appreciation for their extensive contributions as they move towards other areas where they can contribute their many talents.

We also wish to sincerely thank all Members of the Board of Directors and NSM CCAC staff who contributed their time, skills, knowledge and talents and always placed clients first.

The fiscal year April 1, 2011 to March 31, 2012 will bring many new challenges and opportunities. On behalf of the entire North Simcoe Muskoka CCAC team, we wish to assure you that we will continue to strive towards fulfilling our Mission and Vision within our shared Values.

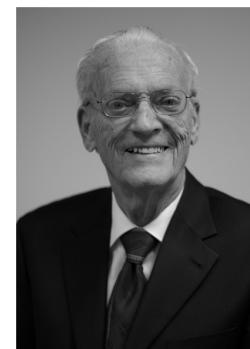
Sincerely,



Dr. Al Scarth
Board Chair



Bill Innes
Chief Executive Officer



Dr. Al Scarth
Board Chair



Bill Innes
Chief Executive Officer



The North Simcoe Muskoka CCAC Board

The North Simcoe Muskoka CCAC is governed by a volunteer Board of Directors. Board members are people living in our community who are interested in health care and who bring a wide range of expertise to our organization. The community members who formed the North Simcoe Muskoka CCAC Board of Directors in 2010/2011 were:



**Colleen
Geiger
(2010—Present)**



**David
Holmes
(2009—Present)**



**Catherine
MacDonald
(2009—2011)**



**Neil
Phasey
(2009—Present)**



**Elinor
Caplan
(2010)**



**Blair
Johnston
(2010—Present)**



**Jean
Trimnell
(2010—Present)**



**Sharon
Zwicker
(2009—Present)**



**Lynn
Sharer
(2009—Present)**



**Robert
Harris
(2009—2010)**



Key Achievements

2010/2011

This portion of the Annual Report summarizes key achievements of the North Simcoe Muskoka CCAC, aligned with our strategic directions, for the period of April 1, 2010 to March 31, 2011.

Clients First

- We developed a Client Safety Plan which included training for all Client Services staff members as well as incorporating Client Safety into our Strategic Plan.
- New Long-Term Care Regulations were implemented.
- We provided leadership to ensure the successful opening of the new Long-Term Care Home in Barrie.
- We supported IPSOS to conduct our first provincial Client and Caregiver Experience Evaluation survey. Approximately 1300 clients were surveyed in the North Simcoe Muskoka area.
- Our brochures were continually updated throughout the year in order to provide up-to-date information to our clients.
- The North Simcoe Muskoka Local Health Integration Network (LHIN) continued to fund Balance of Care in 2010-2011. We are now able to take referrals from the community for Balance of Care, allowing us to provide Balance of Care services to some of our existing community clients, as well as continue with Royal Victoria Hospital clients who have been referred for placement from hospital.
- The Ministry of Health & Long-Term Care provided funding for an additional Care Connector for the Health Care Connect program; North Simcoe Muskoka CCAC currently has 3 Care Connectors. The program continues to match unattached patients with physicians throughout the province.

- Through the Care for the Caregiver program, we were able to provide 70 Caregivers with \$300 each. We continue to seek donations for the program and aspire to raise enough funds to support many more Caregivers in the coming years.
- All 14 CCACs in the province developed and committed to standards that support a safe transition of client care from hospital to home in different regions of the province. This occurs when a client is being discharged home to North Simcoe Muskoka from an Out of Region Hospital or being discharged from a North Simcoe Muskoka Hospital to their home in another region.
- Our Client Care Coordinators continued to play a key role as system navigators. This is important as more focus is directed on the needs of individuals in the community.

“The funding from the Care for the Caregiver program was like a prayer sent from heaven. I was unsure how I would get the supplies my husband needed until I received this gift.”

- Anonymous Recipient of funding from the Care for the Caregiver program

- We improved the Client Services Indicator Report. This report is used on a monthly basis to help inform decisions made by Senior Management and the Board that reflect the services our clients receive.
- The Health Information Management team led the North Simcoe Muskoka CCAC implementation of the Provincial Standard Consent Form for clients.
- Our Ontario Telemedicine Network (OTN) system was expanded within the Barrie & Huntsville offices; this expansion includes an addition of units for client use.
- We launched a pilot of the North Simcoe Muskoka CCAC Stroke Pathway; this was a joint initiative between the North Simcoe Muskoka CCAC, Central East Stroke Network, Royal Victoria Hospital, Georgian Bay General Hospital and our contracted service providers. The Stroke Pathway provides a template for the coordination of multidisciplinary services that will enhance the function and social outcomes of stroke clients transitioning from hospital to home.
- We engaged in Medication Reconciliation activities to address miscommunication and fragmented processes which put our clients at risk of adverse drug events at transitions of care.
- Standardized wound care protocols were implemented across the North Simcoe Muskoka Local Health Integration Network based on research and best practice.

Our Team, Our Future

- We developed and implemented a Healthy Workplace Plan. The Healthy Workplace Plan is designed to encourage the health and wellness of North Simcoe Muskoka CCAC employees by developing education programs and services in response to employees' health and wellness related needs.
- Our internal newsletter, News Simply Matters, continued to be our main source of information for Board members, staff members and the North Simcoe Muskoka LHIN. We continued to engage staff members with an annual readership survey.
- Through the Reward & Recognition Program two Board of Director Bursaries were awarded; one for an eligible staff and one for an eligible child of a staff member. Awards were also presented in the following categories:
 - *Employees Recognizing Employees*
 - *Wellness*
 - *I CARE*
 - *Partnership*
- We participated in National Emergency Preparedness Week, STOP! Wash Your Hands Day and Infection Control Week.
- We provided orientation to 37 new staff members and held 99 training sessions throughout the year for all staff.
- Currently, 56 staff members are operating out of home offices.
- We hosted a Staff & Board Education Day in November with a theme of "You Make a Difference". At this event, Long Service Awards were given out to staff members who have been with our organization for 5, 10, 15, 20, 25 and 35 years. Workshops were presented on Accountability.
- We continued to offer various corporate discounts to staff members for places such as Canada's Wonderland, Royal Ontario Museum, Horseshoe Resort & Adventure Park, Toronto Blue Jays games, Splash Canyon, Canadian National Exhibition and Staples Business Depot.
- A Safe Driving e-learning module was developed to go alongside the Safe Driving Campaign developed in 2009.
- A Walking Club was introduced to the organization by the Workplace Wellness Committee.



"I am very appreciative of the organization to have provided me with the opportunity to work from home."

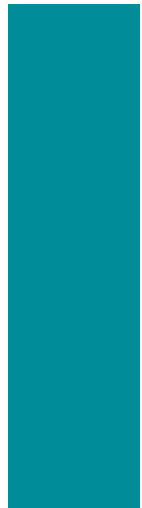
- Anonymous Staff Member

"Working from home is a win-win situation for both me personally and the organization. I truly appreciate the opportunity."

- Anonymous Staff Member



- Staff members participated in a variety of walks/runs throughout the year, including the MS Walk in April 2010 and the CIBC Run for the Cure.
- Staff members were nominated for various *Awards for Excellence* through the Ontario Association of Community Care Access Centres (OACCAC) *Knowledge & Inspiration Conference 2010*.
- Staff were provided the opportunity to learn French through Boreal College in Barrie. A successful completion of this course would grant them 50% off of the program, covered by North Simcoe Muskoka CCAC.
- We conducted a Employee Engagement Survey, designed to assess a number of factors around employee engagement including but not limited to enablement, communication, training and development, performance management, trust and ethics. Overall, our scores rated the highest in the province.
- The Pirates of the CCAC (a team of North Simcoe Muskoka CCAC staff) participated in the annual Barrie Dragon Boat Festival in August 2010. This team held various fundraising initiatives throughout the Dragon Boating season and managed to raise \$2,375.75 for the North Simcoe Muskoka CCAC Care Fund.
- We participated in Take Our Kids to Work Day. Numerous grade 9 students were kept busy throughout the day, learning about various aspects of our organization.



Progress Through Partnerships

- The North Simcoe Muskoka LHIN kicked off the Care Connections Project with teleconference launch sites throughout the entire North Simcoe Muskoka LHIN area, including one at the North Simcoe Muskoka CCAC Barrie office. *See photo 1 to the right.*

Care Connections is made up of two components—the future health system design for North Simcoe Muskoka and the information and communication technology that will assist in making this design a reality.

- The Home First philosophy was implemented in partnership with Georgian Bay General Hospital, Orillia Soldiers Memorial Hospital and various community health service providers. This philosophy effectively and proactively considers options to post-acute care by involving and engaging the patient and family in decision-making and requires a focus on providing the right care, at the right time, in the right setting, and at the right cost to ensure a successful transition back to the home/community setting.
- We deployed computer equipment to multiple Community Partner agencies.
- We supported various IT initiatives within the Community Partner agencies (ie., offsite backup).

- We continued to distribute our quarterly e-newsletter, Partners, to a broad section of the health care community. This newsletter is designed to share useful information to the health community in our efforts to work together for the benefit of North Simcoe Muskoka residents.
- Our United Way Committee raised an impressive \$2,011.51 through fundraising activities and payroll deductions. These funds were forwarded to the United Way to help those in need in our community.
- We continued to contribute non-perishable food to the Barrie Food Bank throughout the year. Our support not only helps families and individuals during the holidays, it allows the Food Bank to replenish their supplies throughout the winter months.
- Members of our Board, Management Team and staff provided leadership within the health care sector via presentations, conference addresses, consultation and involvement at numerous regional and provincial forums.
- Chaired the G8 Community Sector Coordinating Committee to prepare for the G8 Summit in Huntsville and implemented the G8 Event Response.
- We installed and implemented new office location for South Georgian Bay Community Health Centre (SGB CHC) including integration within the CCAC network.

- The North Simcoe Muskoka CCAC's role in providing back office support was expanded to include IT and Human Resources services.
- We incorporated 9 new agencies successfully into our back office services support model; we are currently supporting 18 agencies in total.
- Infection Control Education sessions were held twice throughout the year, in partnership with the North Simcoe Muskoka Infection Control Network (ICN). These sessions covered topics such as Routine Practices, Bed Bugs, Communicable Diseases and Hand Hygiene.
- We actively utilized our Speakers Bureau throughout the community to provide quality presentations and information to partners and organizations seeking further information. These speaking engagements improve the community and general public's awareness and understanding of the variety of services we offer and the variety of services available throughout the community. We participated in 32 speaking engagements and health fairs this year.
- Senior leaders, managers and staff members from various organizations throughout the North Simcoe Muskoka area participated in a certificate program from the International Association for Public Participation (IAP2). *See photo 2 on the right.*
- We hosted one networking event per month entitled 360 Degrees of Our Regions. These events were held to educate North Simcoe Muskoka CCAC staff on the local community support services available for clients in each planning area of our LHIN.

- The "Realize the Opportunities Project" was initiated with the goal of enabling the electronic exchange of information between the CCAC's client information system and contracted service provider client information systems.
- We achieved Milestone 4 in the Ontario Case Costing Initiative which included the submission of one full year's data for the fiscal year ending March 31, 2010.



Accountability at All Levels

North Simcoe Muskoka CCAC is accountable to the North Simcoe Muskoka Local Health Integration Network (LHIN) as its funder through the Ministry of Health and Long-Term Care. Working with the LHIN, North Simcoe Muskoka CCAC operates under an accountability agreement which requires tracking and reporting on a number of indicators for greater transparency.

North Simcoe Muskoka CCAC is equally committed to managing its financial resources within its allocation from the North Simcoe Muskoka LHIN to ensure that those services are available to Ontarians in our region who have the greatest needs. We are pleased to report that we submitted a balanced the budget in 2010/2011.

Our greatest accountability is to the individuals we serve. On a daily basis, staff and providers are engaged with clients in developing care plans and delivering the services they need.

- North Simcoe Muskoka CCAC obtained National Quality Institute (NQI) Progressive Excellence Program (PEP) Level 2 Certification in Organizational Quality and Healthy Workplace for Health Care Organization. The NQI report commended our implementation and consistent approaches and practices in leadership, planning and programs, client focus, people engagement, process management and supplier/partner focus drivers. *See photo 1 to the right.*
- We completed Strategic Planning exercises, which included an Environmental Scan, Community Needs Assessment and approval of the Strategic Plan for 2011-2014.
- We continued to use environmentally friendly products and work with partners who strive to create a greener environment .
- A CCAC Quality Report was launched. The purpose of the report is to provide clarity about where Ontario's CCACs have come from over the past four years and outline where they are going with their provincial strategy to continually improve and measure the way they deliver health care and the overall process for the Ontarians who need the care of a CCAC. [Click here](#) to read the CCAC Quality Report.
- We implemented a new Event Tracking Management System (EMTS). This system tracks events recorded by staff such as compliments, complaints and privacy breaches.

"Lean Six Sigma has changed my way of thinking; I now look for the data to support decision making and problem solving in my day to day work."

- Anonymous Staff Member

"Lean Six Sigma training was an excellent opportunity to learn to combine process improvement with measurable outcomes. It allowed us to prove that our improvement made a difference."

- Anonymous Staff Member

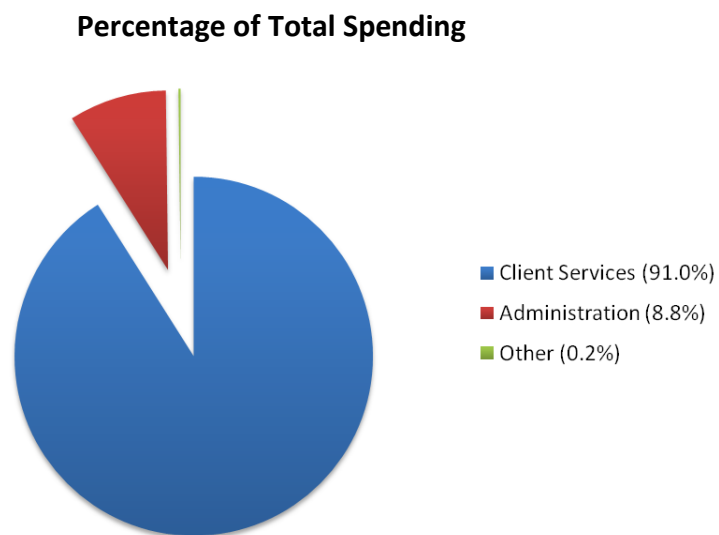
- Lean Six Sigma was deployed throughout the North Simcoe Muskoka CCAC and the North Simcoe Muskoka LHIN. This included training for the Executive Leadership and Management Team as well as the development of thirteen identified staff to achieve their Green Belt or Black Belt certification in Lean Six Sigma. Deploying Lean Six Sigma required each trainee to complete a project; these projects involved many of our partners in North Simcoe Muskoka resulting in enhanced relationships and remarkable outcomes within the health care system. *See photo 2 to the right.*
- Two IT team members (Help Desk Analysts) obtained Microsoft Office Specialist (MOS) certification in Outlook 2007.



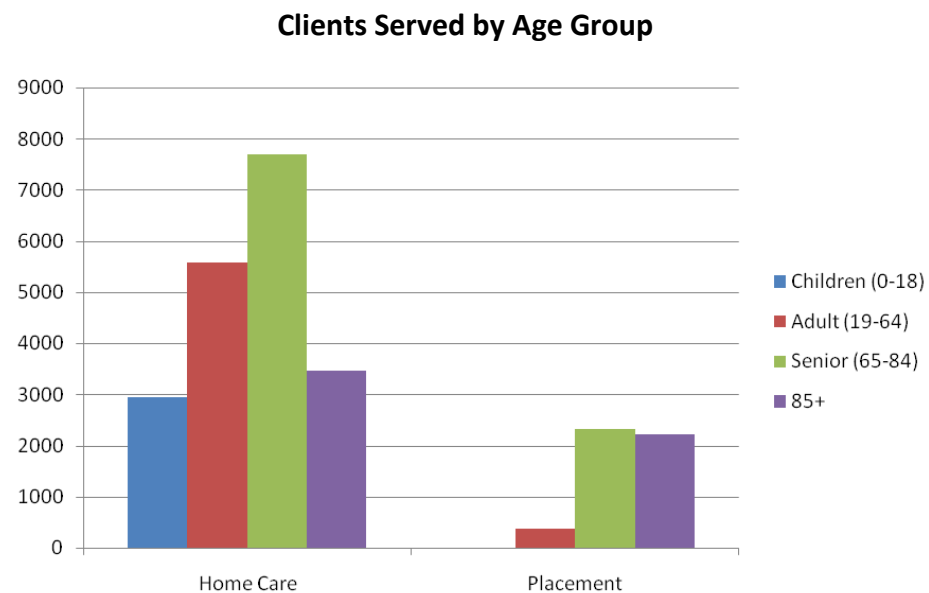


Key Financial & Statistical Information

The pie chart below outlines the percentage of our spending total; total spending is approximately \$78.4 million.



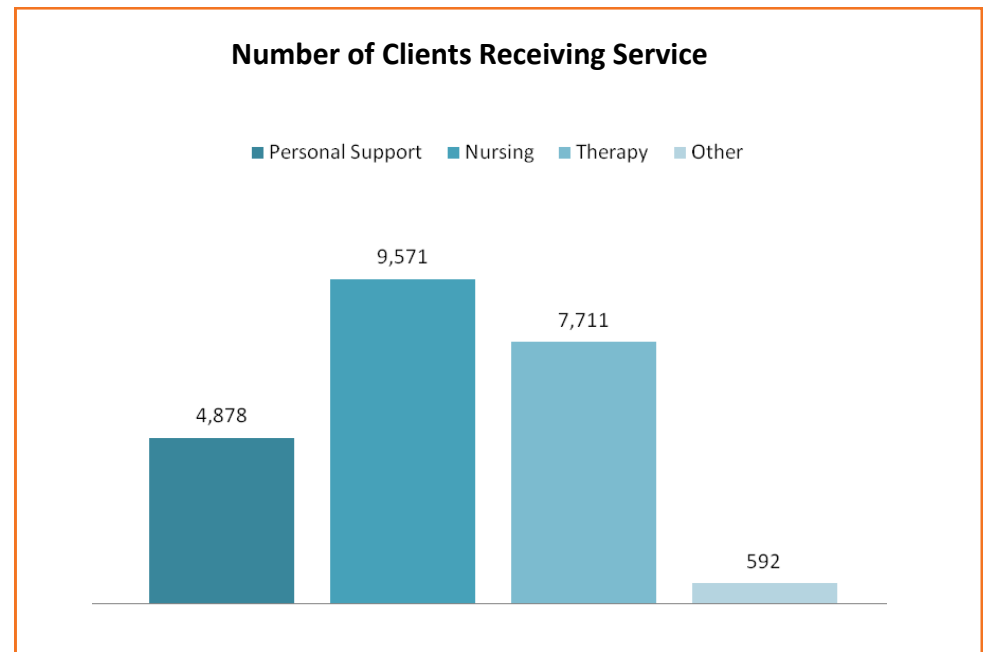
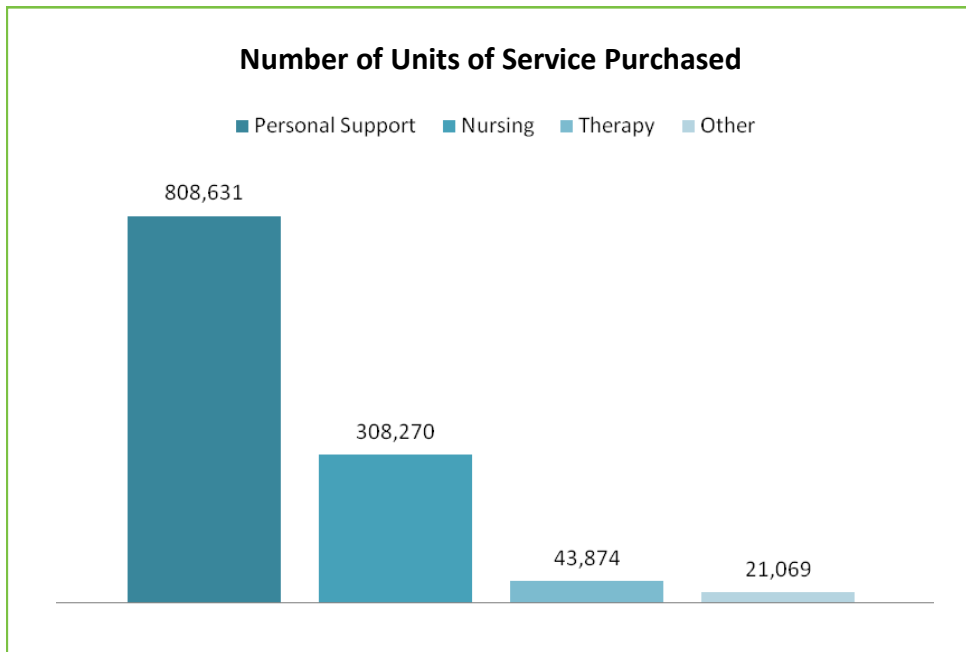
The following chart outlines the number of clients served (by age group) separated between Home Care and Placement Services.





Key Financial & Statistical Information

Illustrated below are two charts highlighting the number of units of service purchased and the number of clients receiving the purchased service.



What To Expect Next Year

For the upcoming year of April 1, 2011 to March 31, 2012, there are a variety of projects and initiatives we will be focusing on. You will find some of these below.



- Accreditation
- NQI Certification
- Home First Video
- Client Safety Video & corresponding brochure
- Continue to focus on Wound Care
- Care Connections

How to Contact Us:

Telephone: 705-721-8010

Toll Free: 1-888-721-2222

Website: www.nsm.ccac-ont.ca

Where We Are Located:

North Simcoe Muskoka CCAC Locations:

- **Barrie Office**

15 Sperling Drive, Suite 100
Barrie, ON L4M 6K9
- **Huntsville Office**

8 Crescent road, Unit 3-B
Huntsville, ON P1H 0B3

Supported by / Avec le soutien de



Ontario

North Simcoe Muskoka Local
Health Integration Network

Réseau local d'intégration
des services de santé de
Simcoe Nord Muskoka