



BRINGING CARE Home

North Simcoe Muskoka CCAC

2013-2014

ANNUAL

REPORT

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



Board of Directors

The North Simcoe Muskoka Community Care Access Centre (NSM CCAC) is governed by a volunteer Board of Directors dedicated to the vision of **Outstanding Care - Every Person, Every Day.**

Their time and passion is focused on delivering the highest quality care for the best value and growing in-home and community care to its full potential to support residents of North Simcoe Muskoka.

Back Left: Hugh West, Blair Johnston, Jean Trimnell (Chair), Robert Pozzobon (Treasurer), Kim Westfall-Connor.

Front Left: Dr. Al Scarth, Andrea Butcher-Milne, Michael Provan, Colleen Geiger (Vice-Chair).

A Special Heart-Felt

Thank You to Patients and Caregivers

Over the past year, we have seen countless family members, friends, neighbours and community volunteers, working together to ensure others have the support they need to live with dignity and independence.

Our vision for Outstanding Care, Every Person, Every Day is one we share with the many patients and caregivers we are privileged to serve. You are the centre, the fabric, of home and community care. Your willing hearts, resilient nature, and pride for independence, continuously reminds us of the importance of bringing care home to a loved one - right where they want to be.

Over this past year, many of you have welcomed us into your homes, shared your personal stories about receiving care, and provided fresh ideas and perspectives for making meaningful change. As great teachers of compassion, advocates for others, and the foundation of strong communities, we have learned from your experiences and how we can always do better in delivering care. We are genuinely grateful for the new insights that have been passed onto us.

By working hand-in-hand with patients and caregivers, we will collectively strengthen home and community care for those we serve with each passing year.

In closing, it is with sincere appreciation that we thank the following individuals who graciously shared their stories for this year's annual report to the community:

Bryan Beacock & Halo
Allen & Ruth Boake
Amanda Hickey and her son Jaimz
Jeremy Pilon and his son Kaiden

Marie LaRose
Erroll Graham
Tom O'Callaghan

“Home care is **the best care** you can give, in this circumstance.

Being able to care
for my husband at home, **with help**, has
improved his quality of life.”

Caregiver in North Simcoe Muskoka

In 2013-14, the North Simcoe Muskoka CCAC served over **24,000** patients and provided more care across our communities than the previous year.

On average, over **2,250** patients a day received care in the home and **94%** of CCAC patients and caregivers reported being very satisfied or satisfied with the care received by our team of dedicated home care professionals.

Board Chair & CEO

The North Simcoe Muskoka CCAC Board of Directors and staff members are delighted to share this year's annual report with the community. Co-created in partnership with patients, caregivers, and volunteers, our report highlights the breadth and diversity of home and community care in supporting people of all ages to live well and independently.

We are endlessly inspired and motivated by the thousands of patients and families we serve every day, and it is their personal stories that drive our team to continuously change for the better.

In our annual report this year, we are honored to share a small collection of patient stories, highlighting the care needs of our patients, their goals, and the dedicated members of their collaborative team that come together to best support them.

These stories show how incredibly important it is for patients, with diverse health conditions, to be well supported in community surrounded by family and friends with the home

care services they need. Weaved throughout the report, we have also provided key facts and results demonstrating the outcomes we are achieving year-over-year in our constant pursuit of delivering outstanding care, every patient, every day.

As we lead forward, we are encouraged that community care continues to be embraced by government as a key cornerstone in transforming the health system, and that new investments are increasingly aimed at delivering care closest to home.

We know, first hand, how difficult change can be – but there is no other single issue more important to us than the future of health care, and continuously meeting the needs of those we serve. As innovative and disruptive change takes place within the health care system, we will strive for excellence in the delivery of our home care services that are both patient centered and evidence-based.

Patient centered care is a key element of system transformation,

“With you, and for you, we will continue steadfastly in our pursuit of outstanding care, every person, every day.”

and with our “patients as partners” we will collaboratively engage them in an integrated team environment that supports learning, discovery, and endless improvement. Working together, we can do better, and in doing so, improve the patient experience and the overall system as a whole.

In closing, we know there is much more to be done to get people the care and supports they need to age in place, at home right where they want to be.

As we journey into a new year, we will remain resolute in our efforts to build up the best network of home and community care services for the residents of North Simcoe Muskoka, and focus relentlessly on improving the quality of care delivered to those we serve each day.

We hope you enjoy this year's annual report, particularly the patient stories demonstrating the positive impact of community care on people's lives – we are certain these stories will touch your hearts, as they have ours.



Jean Trimnell,
Board Chair



Megan Allen-Lamb,
Chief Executive
Officer



*It is our pleasure to share with you,
the voices and experiences of patients
and volunteer caregivers from across
North Simcoe Muskoka.*



“ The most amazing thing about non-verbal children is their ability to communicate. ”
Sabrina, NSM CCAC
Care Coordinator



“ One thing I can say, don't ever be ashamed of taking help. Don't. One day – you will pay it forward. ”
Bryan, NSM CCAC Patient



“ Respite is a way of helping a caregiver remain in their role longer than they might otherwise be able to. ”
Diane, NSM CCAC
Care Coordinator



“ Dr. Harrold (above) has specialized and expert knowledge in palliative care. I am grateful to know she is always at the end of the phone. ”
Lia, NSM CCAC Palliative
Nurse Practitioner



“ Independence is precious... it's something that I cherish. ”
Errol, Senior living
in the community

Kaiden Goes to School

“Being able to facilitate all his needs between home and school has made everything seamless.”

Natacha, Registered Practical Nurse



Care for 5 year old Kaiden started right from the beginning. “We’ve always had care of some kind because it started as soon as he came home,” said Jeremy. “As a parent of a specialty needs kid, you have to be part parent, part nurse, part physiotherapist. A lot of people ask us how we do it. I never even held a baby before I had my own. He’s all we know, and we’ve had this amazing amount of support from the beginning.”

Sabrina, a NSM CCAC Care Coordinator supporting children

with complex care needs, ensures that the entire team is working towards the goals for the whole family. A significant goal in Kaiden’s care plan was transitioning to school. “One of our goals on transition to school was to see him attend school 50% of the time. He far exceeded that goal and has thrived,” said Sabrina. “To play a role in a

child’s life and see them succeed is just awesome.”

Today, Kaiden is attending full-time senior kindergarten 5 days a week. He is in the caring hands of an Educational Assistant in the school, receives nursing care twice a day for feeding and has access to therapy onsite through the Children’s Treatment Network.

To contact the Children’s Services Team at the CCAC about School Health Supports, call 1-888-721-2222 Ext. 6006

Children’s Treatment Network www.ctn-simcoeyork.ca



- 1 We bring care to **over 1,500 children** in their school setting.
- 2 Over **14,000** nursing visits, **20,000** hours of nursing care and **11,000** therapy visits are provided to children in school.
- 3 The CCAC partners with **166 schools** across North Simcoe Muskoka to coordinate care for children to enable them to attend school.

Bryan Benefits from a Coordinated Approach to Care



"Ever since my stroke, my biggest fear was being alone." Now, Bryan doesn't worry. "Halo has brought my independence back. If I fall, call for help, go unconscious, Halo will bark. I feel safe." Until recently, housing was a worry for Bryan as well. He needed a place to live and by linking to the Housing Resource Centre, a new apartment has become his home. "I am there for good. It's all I've ever wanted. I am happier about Halo's transition there and her comfort. If

she's not well then she can't help me." Help is also being provided through the new South Georgian Bay Health Link. There, Bryan meets with health care providers and his CCAC Care Coordinator to identify what is important to him and discuss supports and resources available to help meet his needs. "I am in the

driver seat and they're navigating." Of greatest benefit, Bryan said, "They've given me my self-respect back. It's kind of amazing once you get your life sorted out, and get important people in it that give you a hand. It makes it easier. I still pay my bills, I still run my household. I am not looking for a hand out, but a hand up."

Health Links Explained (video) <http://ow.ly/xjuCI>

See more on Health Links under LHIN Initiatives at www.nsmhlhin.on.ca

“We make *the best of our talents through team work, community partnerships and a collaborative approach.* Barriers to care are broken down. *The patient's goals and needs are met. Their health and well-being improve.*”

Susan, Registered Nurse



- 1 The CCAC provides home care to over **3,300 patients** with complex needs to support them in community.
- 2 We served **28% more** complex patients than the previous year.
- 3 In total, **92% of our budget** is allocated to patient care services.

Allen Comes Home



After spending a week in a local hospital, Allen and his wife were relieved to be back home together. There he was visited by his CCAC Care Coordinator and a plan of care was developed with him and his wife Ruth. It was important that the care plan supported Allen's needs and considered Ruth's wellbeing as his primary caregiver.

It was important to Ruth to continue to assist Allen with his personal care. To do so, Ruth

would need time to take care of herself so that she could continue in her role. Respite care from a personal support worker was coordinated by the CCAC. "I am concerned about him all the time, I am happy to have the help," said Ruth, who was not

sure that if Allen was left by himself he would be able to call for help if he needed it. "I am afraid he'd fall, and he says if he does he'll just get up and, I am not sure... It's just a wonderful feeling to be able to go out on my own and know that he's well taken care of."

CCAC Caregiver Support Guide <http://ow.ly/x489L>

Visit the Caregiver Exchange www.caregiverexchange.ca

Watch the CCAC's Safe at Home Video Series www.youtube.com/CCACNSM

*"The whole care team works together to develop a plan that **reflects the needs of the individual**. It also allows them to stay at home, ensuring safety and peace of mind for themselves and their loved ones."*

Eryn, Personal Support Worker



- 1** The CCAC receives over **9,400 hospital referrals** to support patients transitioning back home.
- 2** Hospital referrals have increased by close to **30% over the last 5 years**, reflecting more patients being supported at home.
- 3** Annually, we provide over **1 million hours** of personal support services to care for patients and caregivers.

Tom is Connected to Palliative Care



When Tom's dad was diagnosed with a terminal illness last year, Nancy, a CCAC Care Coordinator, urged them to talk about the future. "That was very important in my mind to have done," stated Tom. "To talk about end-of-life and things that will happen along the way – certain stages. It is important to empower the person with the illness. When you're assigned the power of attorney for a loved one, and you have to make these decisions, it's so much easier on the heart and the mind if you have had these

conversations ahead of time. I would like to think it gave Dad a sense of peace to know a loved one he's entrusted with his care is making the right decisions, based on his wishes."

As his Dad's illness progressed, Tom was connected to Lia, a CCAC Palliative Nurse Practitioner, and Dr. Deb Harrold, with the Algonquin

Family Health Team who specializes in palliative care. "I could see things happening but I didn't know what was normal...what was related to the disease," shared Tom. "It was a sigh of relief when they walked onto the scene." For Tom, they were able to keep him informed of what was happening and what he could anticipate.

NSM CCAC NP Hospice Palliative Care Program <http://ow.ly/x4a5X>
Algonquin Family Health Team www.algonquinfht.ca
NSM Palliative Care Network at www.palliativecarenetworknsm.ca

“We aim to achieve good quality palliative care, symptom support or end-of-life care for patients at home if that's where they wish to be.”

Lia, Palliative Nurse Practitioner



- 1 The CCAC supports over **1,400 patients** to receive quality palliative care.
- 2 Of the patients receiving palliative care, **23%** are under the age of 65.
- 3 The CCAC expanded the care team with **5 Hospice Palliative Nurse Practitioners** to support access to palliative and end-of-life care in one's home or place of choice.

Jaimz, a Three-Year Old Volunteer is Brightening up Errol's Life



Throughout NSM communities, you will find a variety of services to help you live safely at home, connected to your community. In South Georgian Bay, the Home for Life program involves over 90 volunteers who give their time for free to support seniors in the community. Volunteers like Amanda and Jaimz.

Amanda felt it was important that her 3-year old son Jaimz learn the value of volunteering and registered with the program. They were connected to Errol, a senior who called Home For Life shortly

after his wife passed away. He was lonely and wanted an occasional visitor; due to his arthritis he also needed some assistance in the home. "I don't think I'd ever find anybody so warm and welcoming as the whole family is," shared Errol. Jaimz knows how to move stuff out of Errol's way so he doesn't trip and has developed a sense of giving back

to others through volunteering with Home for Life.

To Errol and his dog Sophie, Amanda and Jaimz are more than volunteers. "They've brought back a lot to me. Independence is precious. They have proved to be just wonderful in my life. It's something that I cherish. I would hate to lose it."

NSM CCAC's Caregivers Support Guide www.healthcareathome.ca/nsm
Find programs and services in your community www.nsmhealthline.ca
Home for Life in South Georgian Bay www.homeforlifesgb.com

*"Independence is precious.
 They have proved to be
 just wonderful in my life.
 It's something that I cherish."*
 Errol, Senior from South Georgian Bay



- 1 The CCAC team handles over **29,000 calls** in any given year for community support services.
- 2 **98% of Patients and Caregivers** reported that they would recommend the CCAC to family and friends if they needed help getting connected to care.
- 3 There are over **3,500 local health services** available across North Simcoe Muskoka.

Challenges Known, Opportunities Ahead

There will be increased demand for care in home and in community in the future years as our residents age, are managing multiple chronic conditions, and as CCACs have shown ability to provide safe, quality care for the most complex patients in their homes, where they want to be.

As we journey forward, CCACs will continue to rise to the challenge of serving more patients in their homes by ensuring the best coordinated

access to services through partnerships and by holding to the highest standards of accountability.

Better patient care and better value for money will continue to drive our resolve in making significant system changes for those we care for. It is through ongoing diligence in how precious health care resources are allocated, that we manage to lean administrative costs to focus on providing care to more children,

adults and seniors across North Simcoe Muskoka. Through the strength and commitment of the Board of Directors and the CCAC care team, we will strive, every day, to meet the needs of our residents.

We will do this through an unwavering focus on our Strategic Directions, to grow in-home and community care with patients, our team and partners, to its full capacity –the cornerstone of our health system.

Our Strategic Directions: Patients First, Our Team Our Strength,
Progress Through Partnerships, Accountability at All Levels.

Focusing Forward - Our Commitments to Strengthening In-Home and Community Care

- 1 We will engage patients and their caregivers as part of our organization's quest to provide the best quality of care possible.
- 2 We will further our capacity by leveraging our care team, our strength, to ensure our patients get the care they need to stay well, heal at home, and stay safe in their homes longer.
- 3 We will remain resolute in our commitment to serve patients with the most complex care needs at home, where they want to be.
- 4 We will strengthen our partnerships with other providers to help ensure all parts of the health system are working together to foster collaborative care plans.
- 5 We will advance quality care through the further adoption and implementation of leading practices in home care.
- 6 We will strive to innovate new ways of delivering home and community care to enhance the patient and caregiver experience.



Financial Statement

Statement of Operations

(12 months ending March 31, 2014)

Revenue	2013-2014 (Actual \$)	2012-2013 (Actual \$)
MOHLTC/LHIN Funding	95.0M	86.3M
Other	1.7M	1.5M
	96.7M	87.8M
Expenses	2013-2014 (Actual \$)	2012-2013 (Actual \$)
Patient Care	88.1M	79.7M
Administration/ Education/ Marketed Services	8.6M	8.1M
	96.7M	87.8M

Balance Sheet

(As of March 31, 2014)

Assets	March (\$ 2014)	March (\$ 2013)
Current Assets	10.9M	9.5M
Capital Assets	0.4M	0.6M
	11.3M	10.1M
Liabilities	March (\$ 2014)	March (\$ 2013)
Current Liabilities	10.3M	8.9M
Differed Contributions	0.4M	0.6M
Fund Balance (Unrestricted)	0.6M	0.6M
	11.3M	10.1M



In Fiscal 2013-14:

Patient Care
accounted for
nearly 92% of
Ministry/LHIN
funded expenses.

Net spending
on general
administration
(4.2%) decreased
by 0.4% from
2012-13.

New funding
from the NSM
LHIN enabled
the CCAC to provide
care to more patients
than ever before.

A copy of the 2013-14 Audited Financial Statement
is available on our website.



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Muskoka CCAC**

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