



COMMUNITY CARE *Currents*



I was reflecting on the events of the past several months when it suddenly occurred to me that it's already been a year since I joined the Central West CCAC. Where does the time go?

Although the past twelve months have flown by, looking back it

has been a year of astounding success for this organization. In these pages, you will find a sampling of some of our more recent initiatives: the launch of a Central West Wound Care Program, the addition of a second nursing clinic, the development of a Quality Council, and the CW CCAC's participation in a provincial client care project, among others.

While each of these projects is very important and promises to add great value for our clients, over the past year the initiative that has consumed many of us at the CW CCAC has been our implementation of CHRIS, the provincial Client Health and Related Information System. More information about CHRIS appears on page 2, but I want to reiterate here my sincere thanks to all our partners for their support during our transition to this new system. Our service providers, hospitals,

and many other partners were exceptionally helpful (and often sympathetic!) as we worked to ensure the smoothest transition possible, and we couldn't have done it without them.

As our fiscal year draws to a close, I would be remiss if I didn't also mention the tremendous work of our staff, service providers and partners in helping us manage the increasing demands for our services within our current budget allotment. Together, we've found innovative ways to improve efficiencies while continuing to provide quality client care. As a result, the Central West CCAC will end the 2009-2010 fiscal year with a balanced budget and no waitlists for our services –an ideal position and, most importantly, a huge "win" for our clients.

Here's to the next twelve months!

Cathy Hecimovich
Chief Executive Officer
Central West CCAC



Inside this issue

New Client Health Information System Launched in Central West	2
Partnering for Integrated Client Care	3
CW CCAC Opens a Second Nursing Clinic	4
Wound Care Program Showing Success	5
A Commitment to Quality	6
Save the Date	6
About Central West CCAC	7

New Client Health Information System Launched in Central West



On March 1, the Central West CCAC successfully launched a new Client Health and Related Information System (affectionately termed "CHRIS").

CHRIS is a province-wide initiative that creates a single record for each CCAC client, capturing all their health information and interactions with the CCAC over time.

"This has significant benefits for everyone involved," explains Cathy Hecimovich, CEO. "First and foremost, our clients now need to 'share their story' with the CW CCAC only once. They won't have to repeat the same, often difficult, information each time they come on service."

In addition, staff benefit from CHRIS because the system provides a more holistic view of our clients, enabling the provision of better care. Service providers benefit from a secure electronic gateway and electronic service orders, offers and billing.

"The introduction of the CHRIS system touches every part of our organization," says Cathy. "Our successful launch is due in no small part to the efforts of our staff, service providers, hospitals and other partners. On behalf of the Central West CCAC, I offer our sincere thanks to all those who offered support, assistance and patience throughout the CHRIS launch period and who continue to do so as our organization adapts to this important new tool." ●

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Partnering for Integrated Client Care

The selection of wound care as the first dimension of care to be measured is significant: 31,000 people are admitted to CCACs for wound care each year. This accounts for up to 50 per cent of the home care services provided at any one time, at a cost of \$231 million a year in services, supplies and equipment.

The Integrated Client Care Project (ICCP) is an exciting multi-year provincial initiative that will test a new, more integrated model of care in four CCAC sites across the province.

The project – co-sponsored by the Ministry of Health and Long-Term Care, the Ontario Association of Community Care Access Centres (OACCAC) and the Rotman School of Management, University of Toronto – brings together senior leaders, experts and champions in health care, home care and service delivery models.

“Currently, the health care system focuses more on managing the delivery of services and monitoring the number and kind of client visits,” says Dilys Haughton, Senior Director of Client Services, CW CCAC. “Although we are serving our clients well, we know we can do better. In this project, different models and approaches to care will be tested, allowing us to determine which approaches add the most value to our clients and the health care system.”

The ICCP is based on research demonstrating that more integrated approaches result in better health outcomes and more cost-effective care overall. Over the next 12-18 months, the project will test innovative ways to improve the home care experience for the people who need care, the organizations that provide care, and the health care system that pays for the care.

While the project will test new approaches to addressing a variety of common health conditions and client groupings, the first dimension of care to be measured is wound care. Central West CCAC is working with Saint Elizabeth Health Care to implement the ICCP locally in Central West.

“Saint Elizabeth Health Care (SEHC) is very excited to partner with the CCAC on this flagship program in wound care,” notes Rheta Fanizza, Senior Vice President of Operations. “This is wonderful news for SEHC and our teams working with the Central West CCAC. It enables us to be part of a team that will transform the way clients experience their care, to share our knowledge in wound care management, and to work closely with the CCAC, and others, in identifying new and innovative approaches to achieving superior clinical outcomes for clients.”

“In connecting people with care, CCACs and our partner service providers are always working to provide the best possible experience for those we serve,” agrees Dilys. “The Central West CCAC is very pleased to be one of four CCACs that have signed on as early implementation sites for the ICCP’s wound care dimension.” ●



CW CCAC Opens Second Nursing Clinic



(L to R): Saint Elizabeth Health Care Registered Nurses Gloria Martin and Jennifer Trieu at the CW CCAC Vodden Street Clinic

In partnership with Saint Elizabeth Health Care, the Central West CCAC opened its second nursing clinic on January 11, 2010.

The clinic is located on Vodden Street in Brampton and is getting rave reviews from clients, some of whom previously received nursing services such as IV therapy or wound care at home or in the emergency department. In fact, the clinic's hours were extended ahead of schedule to help accommodate the demand.

"As was the case when we opened our clinic in Orangeville, we are hearing that clients appreciate

the convenience of a set appointment time," says Dilys Haughton, Senior Director of Client Services, Central West CCAC. "Treating clients in a clinic setting also supports the broader health care system by freeing up the emergency department for emergencies."

To access a CW CCAC nursing clinic, residents must first be referred to the CW CCAC to have their eligibility for clinic services determined by a CCAC case manager. Anyone can refer an individual to the CW CCAC by calling # 905-796-0040, or toll-free at # 1-888-733-1177 or # 310-CCAC. ●

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Wound Care Program Showing Success



In an effort to promote best practices in wound care, the Central West CCAC recently launched a wound care program.

"Through the consistent application of best practices, we are confident that we can improve healing times and treat clients more effectively," explains CW CCAC Director of Client Services Margaret Paan. "The approach is very client-centred."

The program was developed following a comprehensive literature review, focus groups, and internal and external expert reviews, including a physicians' review.

As part of the project, evidence-based Wound Care Guidelines were also developed to support increased effectiveness and efficiencies in nursing practices.

The result is a highly comprehensive program designed to improve the quality of care for clients while helping streamline the wound care process.

"To date, the program has been a great success," notes Margaret. "To ensure it remains sustainable, we are continuing to communicate with our nursing

service providers, physicians and family health teams about the program. We have found our partners to be extremely receptive to the program's philosophy, which is very important – we can't do this without them."

The program is based exclusively on best practices and is not affiliated with any wound-care product manufacturer. In addition, Margaret says, "efficiencies have been realized as the leading and best practices in the program are followed."

Information packages about the CW CCAC's wound care program have been mailed to all physicians' offices and to the medical offices at all Central West hospitals. If you haven't received a package and would like more information about the wound care program, please visit our website at www.cw.ccac-ont.ca and click on "Partners" tab, followed by "Partnering for Care," then "Wound Care." Anyone with questions about the program is encouraged to call Margaret Paan directly at 905-796-0040, ext. 7841. ●

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A Commitment to Quality



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At the Central West CCAC, the concept of “Quality” is more than just a buzzword – it’s embedded in everything we do.

To help support this philosophy, the CW CCAC recently formed a Quality Council comprised of frontline and management staff from across the organization. The Council’s mandate is to facilitate and enhance an organization-wide culture of Quality throughout the Central West CCAC.

“Our Quality Council is founded on the basic premise that ultimately, it is our clients who determine what ‘Quality’ is,” says Arvind Sharma, Director of Quality and Risk. “Our organization sets goals, targets, objectives, and specifications, but these are a reflection of the needs and expectations of the clients who receive our services, either directly or indirectly through our contracted service providers.”

To ensure a balanced approach, the Council considers two aspects of Quality: Quality as measured through data, and the human relations aspects of Quality, such as team work, empowerment, and client satisfaction.

“Among other things, the Council monitors our Quality improvement activities, evaluates the delivery of safe and client-centred care, and contributes to risk mitigation strategies,” explains Arvind.

“One of our key projects this year is reviewing the CW CCAC’s results in a provincially-led client experience survey. As the data comes in, we will use it to inform our practice going forward. Our clients are a great source of information and we appreciate the feedback they provide. We take it very seriously.” ●

Save the Date

The Central West CCAC will hold its next Annual General Meeting on June 21, 2010. Details will follow on our website, www.cw.ccac-ont.ca.
Stay tuned!

About Central West CCAC

Board of Directors 2010/2011

David Lehtovaara, Chair

Carmine Domanico, Vice-Chair

Paul Nelson, Treasurer

Carmine Domanico

Gordon Gallagher

Bhupinder Sharma

Anna Wilson

Senior Executive Team

Cathy Hecimovich
Chief Executive Officer

Dilys Haughton
Senior Director, Client Services

Guy Arseneau
Interim Senior Director,
Corporate Services

Christine Nuernberger
Senior Director, Strategic Planning
and Integration

Our Vision:

Outstanding care – every person, every day.

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.

Our Values:

Clients come first.

Respect is critical to all good relationships.

Learning environments are empowering.

Diversity is an asset.

We are accountable.

Contact us:

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1-888-733-1177
905-796-0040
310-CCAC
www.cw.ccac-ont.ca

Join us:

For job opportunities,
contact us today or visit
www.ccacjobs.ca

Refer to us:

To make a referral to the CCAC or to inquire about services in the community, please call us at 1-888-733-1177.

Services available through the CCAC are fully funded by the Ministry of Health and Long-Term Care and are provided at no charge to those with a valid Ontario Health Card. Anyone can refer to the CCAC; a physician's referral is not required.