

Connexions



Connexions is published six times a year by the Mississauga Halton Community Care Access Centre (CCAC) to keep key external stakeholders informed of CCAC activities and health care developments in Mississauga, Halton and South Etobicoke.

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Message from the Executive Director



Our depth of skill, expertise and experience in assisting clients to navigate the health and support systems within the Mississauga Halton CCAC positions us well to assume a supportive role in driving system change at the community-based level.

The exchange of information is a powerful way for us to forge the linkages and relationships that are so important to the work we do here at the Mississauga Halton Community Care Access Centre (CCAC). One of the many ways we will foster this sharing of information is through the pages of *Connexions*, a bi-monthly electronic newsletter designed to keep key stakeholders like you, in touch with activities at the Mississauga Halton CCAC.

Since making our entrance in January 2007, the Mississauga Halton CCAC has made tremendous strides, transitioning from our roots as portions of three former CCACs into a vibrant organization that is at the heart of community-based care in Mississauga, Halton and South Etobicoke. I say that with confidence and with pride, as I reflect upon our more than 360 employees who have so effectively supported our clients and their care, without disruption, during this transitional journey.

When we started down this road back in January, our staff was located in main offices in Brampton, Etobicoke, Burlington and Milton, and in offices in Credit Valley Hospital, Halton Healthcare Services and Trillium Health Centre. We have been working tirelessly ever since to bring our team together in offices within the geographic boundaries we serve. Later this year, the relocation of all Mississauga Halton CCAC staff will be complete with the opening of our new office in southwest Mississauga at Winston Churchill and the QEW.

While these moves mark a key milestone in our growth and development as a new CCAC, our journey as a catalyst for health system change is just beginning. Our depth of skill, expertise and experience in assisting clients to navigate the health and support systems within the Mississauga Halton CCAC positions us well to assume a supportive role in driving system change at the community-based level. This is where we can really make a difference.

Every day our dedicated staff, in collaboration with our 23 contracted service provider agencies, deliver compassionate care to our caseload of almost 15,000 men, women and

children living in Mississauga, Halton and South Etobicoke. This phenomenal outreach is only made possible through the extensive partnerships we continue to nurture and develop with hospitals, long-term care homes, community support services, physicians in the medical community, and with the education system.

Our extensive knowledge of all aspects of the health system and available community resources makes us a trusted advisor amongst health care colleagues on the integration of health care services and an easy-to-use gateway for residents attempting to navigate the system.

Embracing a new mission and vision crafted and adopted by all 14 CCACs across the province, the Mississauga Halton CCAC is eager to contribute to a strong and sustainable provincial health system. Led by a strong board of directors and skilled senior leadership team, we are in the process of finalizing our values, strategic direction and strategic priorities. These will be important guideposts on our journey towards becoming a centre of excellence in the coordination and delivery of integrated community services and health information.

We look forward to continuing our work with the Mississauga Halton Local Health Integration Network (LHIN) and other health care and community partners as we strive to make our local health system the best it can possibly be for the people who live and work here.

Cheers!

Vida Vaitonis
Executive Director

OUR MISSION

**Our passion is health;
our strength is our people
and our partners; and our
promise is compassionate care.**

On a day-to-day basis we are:

- an easy-to-use **gateway to information** and high quality health services;
- **an innovator** seeking to optimize people's health, wellbeing and autonomy;
- **an integrator** partnering with others to reduce the barriers to access, respect diversity and improve the care experience of people across the health care continuum;
- **an employer of choice** that believes in the remarkable capacity of our people to continuously learn and make a difference;
- **an open communicator** who promotes positive relationships; and
- **a steward of public resources** that is openly accountable and contributes to a sustainable health system.

OUR VISION

**To be recognized across the
country as Centres of
Excellence for integrative
community services and
health information by 2017.**

Mississauga Halton CCAC

at a glance

Our Team

- Over 360 employees
- Our Case Managers are located at over 17 site locations including in offices at Trillium Health Centre, Credit Valley Hospital and Halton Healthcare Services

Our Clients

- We serve close to 15,000 clients each day
- Our services reach over 40,000 clients each year
- 8,000 children received care in their school (2005/2006)
- 5,000 people were placed in long-term care homes (2005/2006)

Our Partners

- Three hospitals - Credit Valley Hospital, Halton Healthcare Services, Trillium Health Centre (covering six hospital sites)
- 27 long-term care homes
- 23 contracted service providers
- 8 school boards and 400 schools
- 4 Family Health Teams
- Various community health support services

Our Service Area

- 900 square kilometres in Mississauga, Halton Hills, Oakville, Milton and South Etobicoke
- We serve a population of over one million people
- Our geographic boundaries are aligned with those of the Mississauga Halton Local Health Integration Network (LHIN)

Our Services

- Case management
- Information and referral
- School health support services
- Long-term care placement
- Nursing
- Personal care and personal support
- Physiotherapy
- Occupational therapy
- Nutritional counseling/dietetics
- Speech-language pathology
- Social work
- Convalescent care
- Adult day programs
- Medical supplies and equipment
- Access to Ontario Drug Card
- Transportation
- Access to community support services

Our Specialized Services

- Palliative care
- Acquired brain injury
- Diabetes care
- Cancer care
- Wound care
- Peritoneal dialysis





When and how to access CCAC services

The services of the Mississauga Halton CCAC are funded by the provincial government without cost to residents of the community. We accept referrals for our services from physicians, hospitals and other health care providers, and directly from residents of the community.

If you have a patient or a family member who is considering placement in a long-term care home, who needs help at home following a hospital stay, or whose health has changed and additional support is needed to enable them to continue living in their own home, please call us. Based on the information we receive, we can establish what services will best meet their needs, and can either coordinate those services on their behalf, or connect them directly with the services to make their own arrangements.

Our team has access to information on health care, community and social services located throughout Mississauga, Halton and South Etobicoke, and is here to help residents of the community find their way through the maze of services available.

A Case Management approach

Our Case Managers provide the key link between residents of the community and health service providers and other resources in the community. They are registered health care professionals, often nurses, whose role is to make sure that the care clients receive is safe, effective, timely and efficient. A Case Manager will:

- Assess an individual's health care needs
- Identify services for which they may be eligible
- Coordinate and develop an individualized plan of care
- Arrange for the delivery of health care and support services
- Provide information and placement into a long-term care home (if applicable)
- Discuss and identify alternate community resources as needed (i.e. retirement homes, supportive housing, portable meals etc.)
- Advocate for their care needs

Our Case Managers play an essential role in helping meet the increasingly complex health needs of patients and families in the community.

HOW TO CONTACT US

Please call us at
416-626-2222 or
1-888-342-9998.

For more information
about the Mississauga
Halton CCAC, you can also
visit our website at
www.mh.ccac-ont.ca

News



CCAC welcomes new board chair

Governed by a dedicated team of volunteer Board Members, the Mississauga Halton CCAC is pleased that David Allen, former Board Treasurer, has agreed to serve as our Board Chair. David brings a wealth of experience to this role having served as executive officer for several charitable organizations in the health and social services sector over the past 20

years. Currently the COO of Roots of Empathy, David previously served on the Board of Directors of the former Etobicoke-York CCAC.

Peter Wanner has graciously assumed the role of Board Treasurer. A self-employed accountant, Peter brings tremendous depth to his role having worked with airlines, manufacturers, distributors, auto, health care and service organizations.

Our board members constantly encourage us to raise the bar at the Mississauga Halton CCAC, lending their insight and expertise to help us deliver the best possible experience to our clients.

New office to open this fall

Later this year, we look forward to opening our new office in southwest Mississauga, marking the final step in bringing together our entire Mississauga Halton CCAC team within the geographic boundaries we serve.

The new office will be located in Sheridan Park, at Winston Churchill and the QEW. It will join offices in Etobicoke and Milton in bringing our staff closer to the clients, service providers and agencies they connect with on a daily basis.

Mississauga Halton CCAC staff still working from offices in Brampton and Burlington will be relocating to this new location as soon as it is ready for occupancy.

Harmonizing our business practices

While this move marks a key milestone in the growth and development of the Mississauga Halton CCAC, even more significant to our work in the months ahead will be the harmonization of our business practices across all three of our office sites.

In bringing portions of three former CCACs together under the newly created Mississauga Halton CCAC we have assembled a team of individuals who have been working on different systems and applying different approaches for documenting client care. In our efforts to make the most efficient use of taxpayer dollars, we will be working to standardize our business practices using a best practice approach so that we are using a consistent method when coordinating care for clients. While the training and implementation of a standardized system will take time, we believe it will ultimately result in improved client outcomes and ensure equitable access to the care we deliver.

2007/2008 CCAC Board of Directors

David Allen, Chair
Peter Wanner, Treasurer
Anne Ptolemy, Secretary
Kelly Bottone
Olive Rose Steele
Dr. Brigitte Tuekam



News (continued)

Resolving system bottlenecks

One of the most pressing issues facing our local health system today is providing residents of the community with timely access to the most appropriate level of care to meet their needs. This is a challenge that Janet Davidson, CEO, Trillium Health Centre, and Vida Vaitonis, Executive Director, Mississauga Halton CCAC, are embracing as co-chairs of a new committee initiated by the Mississauga Halton Local Health Integration Network (LHIN).

The Appropriate Level of Care (ALC) Committee, with representation from across the health system, will identify both short and long-term strategies to address the bottlenecks that so often impede the movement of patients throughout the health system.

While ALC (a common acronym for alternate level of care) is a term that has historically been used to describe patients in acute care hospitals awaiting another level of care elsewhere within the health system, it is merely one of the symptoms of a much larger issue that affects us all. We prefer to think of ALC in broader terms, expanding it to a system-wide definition that refers to 'appropriate level of care' regardless of where the patient is being cared for within the system.

A pervading misconception we will need to address as part of this initiative is that Mississauga Halton has idle long-term care beds. This couldn't be

further from the truth. We face the same pressures as other regions that have been addressing this issue for some time. This means we need to look at other care alternatives for clients.

As system champions, Janet and Vida look forward to working with others throughout the health system to identify innovative strategies that will generate positive change in both service delivery and coordination.

Fortifying their efforts will be Nancy Rigg, a consultant with vast experience and expertise in community care and system-wide integration. Nancy joined us on September 4th from Vancouver Coastal Health where she was Executive Director of the Community Care Network.

The work of the ALC Committee will contribute significantly to the provincially-focused 'Flo Collaborative', a quality improvement initiative designed to improve patient transitions from hospital to community. Led by the Ontario Health Performance Initiative (OHPI) of the Ontario Ministry of Health and Long-Term Care, its aim is to make the transitions from hospital to community faster and with fewer hassles, bottlenecks and delays for patients, families and health system staff.

With the committee set to begin its work in earnest this fall, we look forward to sharing its progress with you in future issues of *Connexions*.

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News (continued)



We anticipate it will significantly improve the flow of patients through the health care system as we see more and more patients being cared for in the privacy of their own homes.

New funding supports Mississauga Halton seniors

More seniors in Mississauga Halton will be able to continue living independent lives at home thanks to a three-year \$60.5 million investment announced last month by the Ministry of Health and Long-Term Care that acknowledges the region as a high growth and culturally diverse area in Ontario.

The province's Aging at Home initiative was welcome news to the Mississauga Halton CCAC whose primary mandate is to help residents of the community maintain their health at home as long as possible. The new initiative will expand community living options for seniors including community support services, enhanced home care and supportive living.

We know from our own experience that dignity and quality of life are two compelling reasons that many seniors indicate they prefer to remain in their own homes while addressing chronic illnesses and other health issues.

We believe the government's announcement is a dynamic step forward in the transformation of our health system that gets to the heart of what people say they want most in maintaining their quality of life. Over time, we anticipate it will significantly improve the flow of patients through the health care system as we see more and more patients being cared for in the privacy of their own homes.

New partnership extends CCAC outreach

We are constantly striving for new ways to share the vast expertise we have available at our fingertips with residents of the community, clients and family caregivers.

We are pleased, therefore, to be partnering with Family Caregiver Newsmagazine to bring vital information about our services and the many resources we offer to family caregivers, clients, families and community residents living in South Etobicoke, Mississauga, Oakville, Halton Hills and Milton.

In early October, copies of Family Caregiver Newsmagazine will be distributed throughout Mississauga Halton as an insert in our local newspapers and in the Toronto Star. With this issue's theme focusing on Alzheimer's Disease, we are pleased to provide readers with information on this important topic, as well as resource material on the services provided by the Mississauga Halton CCAC.

We encourage you to look for copies of this informative magazine, the first of four that will be published over the next year in partnership with Family Caregiver Newsmagazine.



CCAC *Byte*

CCAC Byte provides practical information to help you, a client or family member better navigate the health system.



Anyone interested in learning more about long-term care, retirement homes or other forms of residential care is welcome to contact the Mississauga Halton CCAC for more information at 416-626-2222 or 1-888-342-9998 or visit our website at www.mh.ccac-ont.ca

Residential care: what you should know

One of the most difficult decisions an individual or family caregiver has to make often comes at the point when the care of a loved one can no longer be provided for within the comfort of their own home.

At the Mississauga Halton CCAC, we're here to support individuals and family members through this important decision. We can help them identify which level of care will best meet their needs. One of the questions we're asked most often is what the difference is between a retirement home and a long-term care home. Here's a brief overview.

Long-Term Care Homes

- Owned and operated by various organizations (i.e. private corporations, municipal councils or non-profit corporations)
- For people who require availability of 24-hour nursing care and supervision
- Provides government funded nursing and personal care. Individuals pay for their accommodation
- Governed by legislative standards and licensed by the Ontario government
- Applications made to and approved by the Mississauga Halton CCAC

Care and Accommodation Links

- www.thecareguide.com
- www.orca-homes.com
- www.oanhss.org
- www.oltca.com

Retirement Homes

- Mostly privately owned
- For people who are independent but may need minimal, moderate or more assistance
- Not funded by the government, so individuals pay for their accommodation and their care
- Not licensed by the Ontario government, but some may be accredited by the Ontario Retirement Communities Association (ORCA)
- Applications are made directly to retirement homes
- Offer flexible care and services options