

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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Milton, ON L9T 2P9

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Message from the Executive Director



Our thanks to the many valued partners who have supported our growth and development over the past year; and more importantly, who have helped us continue to deliver the best possible care to the clients we serve.

Over the past year, I have had the privilege of working with a remarkable team of men and women whose passion for delivering exceptional client care has remained at the forefront throughout a busy transitional period at the Mississauga Halton Community Care Access Centre (CCAC).

It was only a few short months ago that our journey as a newly minted CCAC began, bringing together individuals from the portions of three former CCACs to forge a new organization dedicated to the exceptional coordination and delivery of integrated community services and health information.

As we prepare to mark our first anniversary, it is thanks to the dedicated efforts of our team that we continue to make significant strides in our efforts to enhance access to in-home, community-based and long-term care services.

On December 1st, we opened a new office in southwest Mississauga, bringing all Mississauga Halton CCAC employees together within our geographic boundaries for the first time. This new location, located at Winston Churchill Boulevard and the QEW, complements our other main office locations in Etobicoke and Milton and our hospital office locations in Credit Valley Hospital, Halton Healthcare Services and Trillium Health Centre.

Most importantly, these offices bring our case managers within closer proximity to the almost 15,000 clients they coordinate care for on a daily basis and to the service providers who help provide that care.

To better serve our clients, we have also streamlined our hours of operation so that they are consistent across all Mississauga Halton CCAC locations. Maintaining our commitment to 24/7 availability, our staff are now available onsite from 8:30 a.m. to 9:00 p.m.,

seven days a week. From 9:00 p.m. to 8:30 a.m., clients can access an on-call case manager should any urgent needs arise.

Coinciding with this change is the launch of our new centralized Contact Centre. Over the past year, our Information and Referral teams have been operating from three different locations, using three different models for intake, information and referral. Effective December 1st, we unified these teams at our Mississauga Office, and introduced single phone and fax numbers that enable clients, service providers and other key stakeholders to access Mississauga Halton CCAC staff at any of our locations through one convenient number.

As our transitional journey continues, we look forward to mapping our course over the next three years following Board approval of our strategic plan early in the New Year.

Our thanks to the many valued partners who have supported our growth and development over the past year, and more importantly, who have helped us continue to deliver the best possible care to the clients we serve.

As we each take time out during this festive season to celebrate our respective holidays, I'd like to take this opportunity to wish you and your respective teams all the very best for a happy and healthy New Year.

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

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)

at a glance

Our Services

- Information & referral
 - School health support services
 - Long-term care placement
 - Case management
- In collaboration with our 23 service providers, we coordinate access to the following services funded by the CCAC:
- 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 services are government funded without cost to community residents

Our Specialized Services

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

Phone: 905-855-9090 Toll-Free: 1-877-336-9090
Fax: 905-855-8989 (Mississauga/Etobicoke)
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HOW TO CONTACT US

Please call us at
905-855-9090 or
1-877-336-9090.

A dedicated backline is
available for service providers.
Please call us if you do not
have this number.

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

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 health and community services available such as portable meals, transportation, elder persons centres, acquired brain injury programs, etc.

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 and community service needs of residents and their families in Mississauga, Halton and South Etobicoke.

News

CCAC opens new office in Mississauga

Following months of planning, we are pleased to announce the opening of our new office in Mississauga. Located at 2655 North Sheridan Way (at Winston Churchill Boulevard and the QEW), the new office complements our other main office locations in Etobicoke and Milton, and our hospital office locations at Credit Valley Hospital, Halton Healthcare Services and Trillium Health Centre.

Staff that was temporarily located at offices in Burlington and Brampton have relocated to this new site, bringing over 360 Mississauga Halton CCAC employees together within our geographic boundaries for the first time.

This has also become home to our new Contact Centre allowing us to bring our three teams of intake, information and referral staff together as one team in one location.

Throughout our transformation over the past year, we have been significantly supported in our efforts by both the Central West and Hamilton Niagara Haldimand Brant CCACs as we've worked together to disentangle our respective organizations following the reconfiguration of CCACs in January 2007. We are appreciative to both CCACs for accommodating Mississauga Halton CCAC staff on an interim basis at their respective Brampton and Burlington office locations while we awaited the opening of our new Mississauga Office.

We look forward to marking the opening of our new Mississauga Office with an official celebration early in the New Year.

Harmonizing practices as one organization

Among the many exciting developments that have been taking place throughout our transition to one organization has been the harmonization of business practices across the Mississauga Halton CCAC.

Change continues to move at a rapid pace as our employees work around the clock to consolidate our systems and practices so that we can work together effectively as one team working across multiple sites to ensure equitable access to client services.'

The opening of our new office in Mississauga marked an ideal opportunity to further enhance and consolidate those practices that touch our clients, service providers, health partners and other key stakeholders on a daily basis.

New hours of operation

The opening of our new office in Mississauga also provided the ideal opportunity for us to consolidate our hours of operation across all Mississauga Halton CCAC locations while still maintaining 24/7 availability.

Effective December 1st, the general hours of operation at all Mississauga Halton CCAC locations became 8:30 a.m. to 9:00 p.m. with an on-call Case Manager available to address urgent client needs between the hours of 9:00 p.m. to 8:30 a.m.

**The new address for
our Mississauga Office is:**

**Mississauga Halton CCAC
2655 North Sheridan Way,
Suite 140
Mississauga, Ontario
L5K 2P8**

**All Mississauga Halton
CCAC locations can now
be reached through one
single phone number
905-855-9090**

**Toll Free
1-877-336-9090**



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By introducing one set of common hours of operation we ensure equitable access to Mississauga Halton CCAC locations throughout Mississauga, Oakville, Halton Hills, Milton and South Etobicoke.

New centralized contact centre

With an enhanced focus on improving access to services, the Mississauga Halton CCAC has launched a new centralized Contact Centre, bringing its resources for intake, information, referral and placement together under one roof.

Effective December 1st, consumers, clients and service providers can now access all Mississauga Halton CCAC locations and employees through one convenient phone and fax number.

"Our goal is to have clients and other callers only have to tell their story once so that they are immediately connected to the person that is in the best position to meet their needs," says Dale Clement, Director, Client Services.

This one-stop, customer-focused telephone access offers callers the choice between directly dialing an employee's extension or connecting directly with a Contact Centre Team Assistant who will link callers with the most appropriate person to address their need.

The Contact Centre is also staffed with experienced and knowledgeable Case Managers ready to quickly assist clients with decisions and plans for care.

With a sophisticated electronic system working behind the scenes, incoming faxes can be sent to one convenient fax number where they will be quickly distributed to the most appropriate Mississauga Halton CCAC location.

"We're anticipating this new Contact Centre will connect clients quickly and efficiently with the professional support, information and services they need," notes Clement. "It's just one of many strategies we're implementing to improve access to CCAC services."

Mississauga Halton CCAC among first in province to introduce advanced telephone system

The Mississauga Halton CCAC is one of the first CCACs in the province to install a new state-of-the-art VoIP (Voice-over Internet Protocol) internet telephone system.

Featuring the latest in technology, the VoIP system is a cost-effective telecommunications option that provides multiple features including the ability for staff to pick up both e-mail and voicemail messages from a computer. As many of our CCAC staff work remotely, this is a particularly attractive feature that enables communication regardless of where our staff are located.

All CCACs across the province will eventually be hooked up to VoIP which uses existing data networks rather than telephone lines.

**For access to all
Mississauga Halton CCAC
locations throughout
Mississauga, Oakville,
Milton, Halton Hills and
South Etobicoke
905-855-9090**

**Toll-Free
1-877-336-9090**

**Fax
905-855-8989
(Mississauga/Etobicoke)
905-639-8879
(Halton)**

News

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With the final Strategic Plan slated to be approved by the Board of Directors in February 2008, we look forward to working together with our staff, service providers and health partners to bring our vision for client care to life in the months and years ahead.

Strategic planning process nearing completion

Resourcing the Mississauga Halton Local Health Integration Network's (LHIN's) Integrated Health Service Plan (IHSP), the Mississauga Halton CCAC Board of Directors and senior management staff had a productive retreat in October ending the day with a draft document outlining a five-year practical vision for the Mississauga Halton CCAC, identifying systemic obstacles, and showcasing six strategic directions.

Prior to the retreat, Mississauga Halton CCAC staff were invited to participate in focus groups related to strategic planning and integration and this insight was used to help inform brain-storming and recommendations made at the retreat.

More recently, management staff has been working with the documents generated by the Board and senior management to fine tune the strategic directions, formulate strategic goals and develop an action plan that will see us through the next three years.

With the final plan slated to be approved by the Board of Directors in February 2008, we look forward to working together with our staff, service providers and health partners to bring our vision for client care to life in the months and years ahead.

CCAC partners with Trillium on patient flow initiative

The Mississauga Halton CCAC is working in partnership with Trillium Health Centre in a pilot

project designed to help improve the timeliness and effectiveness of patient transitions from acute care hospital to other settings (i.e. to home with or without home care, long-term care, complex continuing care or rehab).

The two organizations are among 29 partnerships that have been formed across Ontario to support the province's Flo Collaborative, an Ontario Health Performance Initiative of the Ministry of Health and Long-Term Care in partnership with the Institute for Healthcare Improvement.

Looking at it from the perspective of the patient, family and caregivers, the Mississauga Halton CCAC and Trillium Health Centre will work together over the next 18 months to improve the discharge process from Trillium's medical inpatient units to settings in the community.

The first 10 months will focus specifically on patients slated for long-term care placement with improvement strategies being piloted on one particular medical unit, allowing for ongoing monitoring, assessment and adjustments throughout the pilot to determine what is working well and what needs improvement.

This collaborative approach will enable the CCAC, hospital and long-term care sector to work in new and different ways with each other with the perspective of the patient/client always remaining at the forefront in planning and decision-making.

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The team anticipates that the pilot will not only lead to improvements in the patient transition process from hospital to community, but also lead to timelier placement of patients in appropriate care settings, helping to enhance patient flow throughout the system.

ALC initiative generating collaborative solutions

As a leader and active participant in the Mississauga Halton Local Health Network's (LHIN) Appropriate Level of Care (ALC) Committee, the Mississauga Halton CCAC is inspired by the level of collaboration taking place at the Steering Committee, work group and task group levels.

Work Groups have been formed to address issues and identify solutions specific to frail seniors, transitional services, long-term care, and supportive housing.

Committee co-chairs Vida Vaitonis, Executive Director, Mississauga Halton CCAC, and Janet Davidson, CEO, Trillium Health Centre, agree "This Committee has afforded us an opportunity to work with our health care partners in new and exciting ways, exploring paths that require us to all think differently about the way we coordinate and deliver health care across the system."

Representing organizations system-wide, the ALC Committee has been charged with seeking both short and long-term solutions to the bottlenecks that so often impede patient flow throughout the health system.

The Committee's work calls for extensive health system staff and physician communication and education, supported by a public awareness campaign. An overarching focus for the ALC Committee's work is the adoption of an 'aging at home' philosophy that supports the desire of many seniors to manage their health and continue to live independent lives as long as possible at home.

Mississauga Halton CCAC issues RFQ for Rehab Services

On November 26th, the Mississauga Halton CCAC issued a Request for Qualification (RFQ) for Rehabilitation Services following a series of consultations and focus group sessions with service providers and staff.

This is an important first step in a complex process of awarding a contract to the successful respondents.

Once qualified respondents have been identified, a Request for Proposal (RFP) will be issued in January 2008. We anticipate announcing the rewarding of the contract by the end of May 2008, with the new contracts to start effective September 1, 2008.

Anyone with inquiries about the RFQ or RFP related to Rehabilitation Services can contact Ken Coakley, Manager, Contract Services at 416-780-7894 or at ken.coakley@mh.ccac-ont.ca.

An overarching focus for the ALC Committee's work is the adoption of an 'aging at home' philosophy that supports the desire of many seniors to manage their health and continue to live independent lives as long as possible at home.