

Connexions



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Connexions is published four 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



Since its inception, the Mississauga Halton CCAC has evolved at a tremendous pace, faced significant internal and external challenges and managed the complex feat of disentangling from three former distinct CCACs, while developing its own unique organizational culture and providing equitable, high quality client services. The extent of change has been extraordinary during this first year and a half of existence and due to a dedicated, blended staff team and committed senior leadership team, we have achieved a number of major and significant organizational milestones.

I'm proud of the work we have achieved in such a short time, though I recognize we still have a lot of work to accomplish in the years ahead. To ensure we are headed in the right direction, our Board of Directors launched a strategic planning process last fall. This strategic plan will guide our path for the next three years as we look for ways to improve our services to clients and our relationships with our service delivery partners.

You'll also see from the articles in this newsletter that we are involved in numerous initiatives in the community which are building bridges with our community partners to ensure quality care for our clients. One major event we hope you will participate in and/or attend is our first Home Healthcare Expo on October 8th. Please read all the details on page 10 and I hope to see you there.

Cheers,

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NORMAL VIEW

PRINT



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 9 locations including in offices at Trillium Health Centre, Credit Valley Hospital and Halton Healthcare Services

Our Clients

- We serve more than 11,000 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

- Mississauga Halton Local Health Integration Network (LHIN)
- 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
- 6 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

- 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
 - Access to community support services
 - Government funded without cost to community residents

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 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.

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

News

A Strategic Roadmap for Excellence

Mississauga Halton CCAC Strategic Plan

The Mississauga Halton CCAC Board of Directors launched a strategic planning process in September 2007 to integrate the organization's strategic directions with the Business Plan, provide a roadmap for the organization as it continues to meet ever-growing client needs and move the organization into its next phase of development.

Five strategic directions emerge as priorities

The Mississauga Halton CCAC's Strategic Plan emphasizes the expanded, integrative and leadership role to be played within the health system. Five strategic directions emerged as priorities and are integral to our success as an organization:

1. Establish one common client focused culture
2. Create innovative models of care
3. Share resources and accountability with partners
4. Increase staff competence in high performance
5. Engage the community we serve

Together with our vision statement, these strategies will guide the work of the Mississauga Halton CCAC for the next three years.

Establishing clear links for a strengthened health system

Establishing clear links between our strategic directions, strategic objectives and the Performance Management Framework of the Mississauga Halton CCAC is essential to successfully implementing our strategic plan. The CCAC is currently developing a comprehensive approach to monitor and evaluate

activities within the CCAC to measure outcomes and success in accomplishing our priority strategic objectives. Ongoing attention to engage staff, management, partners and our communities is also crucial as the CCAC moves from strategy to action in our effort to be known and trusted as a high performing and innovative community services leader and partner that contributes to a strengthened health care system.

To view a copy of the strategic plan for 2008-2010 please visit our website at www.mh.ccac-ont.ca

Paramedic Referral Program Changing Patients' Lives

Each year, Peel Region, Halton Region and Dufferin County paramedics respond to thousands of 911 calls for an ambulance. Many of these calls are for the assistance and transportation of patients whose underlying problems have worsened, or who are having an acute crisis, creating the need for treatment and transport to an emergency department. In October 2007, the Halton Peel Emergency Services Network (HPESN) launched the Community Referrals by Emergency Medical Services (CREMS) program to help maintain the independence of individuals in their own homes longer and decrease hospital emergency department visits and admissions.

Whether the problem is a complication related to a medical condition such as diabetes, a fall, behavioural, or failure to thrive, paramedics have been responding to treat the immediate need of the patient and often the underlying cause of the problem has gone unchanged.



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"Many of our patient emergencies result from chronic conditions and behaviours that when monitored or addressed can be prevented," says Peter Engler, Peel Regional Paramedic and co-lead for the CREMS project.



Now paramedics connect patients who require additional health care to the local CCAC for assessment and referral to the best community agency or service to meet the needs of the patient and their family. A written referral is faxed to the appropriate CCAC with the patient's consent.

To date there have been 200 CREMS referrals – an average of almost one a day. The majority of the patients have multiple reasons for the referral to the CCAC, including problems with daily living, chronic conditions, mental health and others. Most of the patients referred have either received additional health care services (if already known to the CCAC) or new in-home services such as physiotherapy, occupational therapy, personal care and support, or nursing. The CCAC is also the information and referral link to other supports in the community, such as Meals On Wheels and mental health agencies, and the CCAC helps the patient navigate the health care system.

While providing a valuable service for patients and families, the program is also expected to alleviate the strain that patients with neglected health issues have on emergency services. Paramedics feel a sense of accomplishment knowing that they had a greater impact on the care and well being of the patient and their families as well as

advancing the role of their profession. The CCAC is meeting the needs of many patients who previously did not have access to community services and supports.

CREMS is not a treatment option or a "treat and release" program. Paramedics continue to provide services to patients as set out in the Basic Life Support Patient Care Standards and the respective services' standard operating procedures.

The Ministry of Health and Long-Term Care and Local Health Integration Networks funded the implementation of the CREMS program. CREMS is a collaborative referral program for paramedics from Peel Regional Paramedic Services, Halton Region EMS, Dufferin County Ambulance Services, and the CCACs of Mississauga Halton, Central West, and Hamilton/ Niagara/ Haldimand/ Brant (Burlington Branch).

The HPESN consists of representatives from local hospitals, CCACs, EMS, CritiCall, long-term care homes, Public Health, Local Health Integration Networks and the Central Ambulance Communication Centre. In response to requests from other EMS services and CCACs, the HPESN has been sharing information about their project.

"We've been receiving positive feedback from patients and caregivers of patients who have been referred through the CREMS program," says Brenda Stradling, emergency department nurse at Credit Valley Hospital and co-lead for the CREMS project. "Patients and caregivers are grateful that paramedics can make a referral to the CCAC on their behalf."

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School Program to Support Students with Type 1 Diabetes

Type 1 diabetes is one of the most common chronic health conditions of childhood. In Canada we have the third highest rate of type 1 diabetes in the developed world. The condition develops in about one in every 250/400 children, which translates into approximately 1 child per elementary school.

Looking after blood sugars is not easy, it takes a lot of hard work. It is important for school staff to understand how best to support the student with diabetes in the classroom so they can help keep the student safe and also understand how blood sugar levels impact learning.

Over the past year a group of school board members, diabetes educators, community nurses and public health nurses -- lead by the Trillium Health Centre in close collaboration with Mississauga Halton CCAC -- have been working together to develop tools that will help school staff better understand how to support a student with type diabetes in the classroom. The group has worked to develop a "Survival DVD" - Supporting the Student with Type 1 Diabetes in the Classroom" which explains what type 1 diabetes is and places special emphasis on the identification and management of low blood sugars. In September this DVD will be readily accessible to staff in the classroom so they can quickly up-date their knowledge about type 1 diabetes whenever they have a student in their school with the condition. Accompanying the DVD is a "Survival Guide" pamphlet which school staff can keep on hand to quickly reference information about the condition.

Both of these tools provide general information about type 1 diabetes and stress the importance of developing an individualized student plan. Creating a school plan is really the key to enabling the school to provide the best support for the student with diabetes. The standardized forms help staff to recognize the daily tasks involved in taking care of blood sugars and identify the individual supports required by each student.

Restore Program Focuses on Restorative Care

The Restore Program, a joint initiative with the Mississauga Halton CCAC, Credit Valley Hospital, Halton Healthcare Services and Trillium Health Centre, helps bridge the gap for patients who no longer require acute medical care but are not yet physically strong enough to return home.

Operated and staffed by Mississauga Lifecare long-term care home located across the street from Trillium Health Centre, the Restore Program offers a short stay transition option to patients who would benefit from four to six weeks of restorative care in a non-acute, 26-bed setting.

The program is designed to help avert unnecessary admissions to long-term care and to support adults to continue living independently at home as long as possible. It's expected to improve the flow of patients from hospital to community and improve the health and quality of life for adults, particularly seniors.



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During their stay in the Restore Program, patients will receive care and support from a health care team committed to helping restore the strength, endurance and physical function they'll need before they return home. Core health care team members include a physician, nurses, health care aides, a clinical manager, social worker and physiotherapist. Patients eligible for the program will be assessed based on their potential for improvement to return to their home in the community.

310-CCAC - New Provincial CCAC Information and Referral Program

The Mississauga Halton CCAC is participating in the first stage of a province-wide initiative to introduce a new, improved and standardized Information and Referral (I&R) program for all CCACs. Historically, CCACs have developed various I & R service delivery models. The new Information and Referral program is a Web-Search, based on Google technology that ties together existing Information and Referral databases and provides unified access to clients across the province.

The goal of this new initiative is to ensure seamless, Ontario-wide access to client service, which will position CCACs as the "go-to" agencies for information in the health and social services areas. The project will also examine ways to track and report on the clients served through the CCAC Information and Referral web-search model as well as the services that clients are linked to.



The new Information and Referral program has been rolled out internally across all CCACs with plans to launch a public website (www.310ccac.ca) and information line (310-CCAC or 310-2222) later this fall.

Mississauga Halton CCAC Investing in the Future

The Mississauga Halton CCAC encourages home and community care research and participates in a number of academic-based research projects to support knowledge transfer and promote evidence-informed practice.

Study Shows Assessing Caregiver Needs can Reduce Premature Institutionalization of Clients

The MH CCAC, along with 3 other CCACs, participated in a research study aimed at developing a tool for assessing the personal resources and vulnerabilities of family caregivers of persons with dementia (Alzheimer or other). The study *Development and Evaluation of an Assessment Tool for Estimating Dementia Caregiver Resources, Vulnerabilities, and Homecare Service Needs* was led by Dr. Elsa Marziali, Professor, Faculty of Social Work, University of Toronto, and Scientist Kлару Baycrest.

The challenges of caring for a relative with dementia are onerous and frequently precipitate negative health outcomes for the caregiver coupled with premature institutionalization of the patient. Because family members provide most of the care to relatives with dementia it is important to understand person

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and environment characteristics that predict which caregivers are able to provide care effectively without compromising their own and the patient's physical or emotional health, and which are vulnerable for negative health outcomes.

The study results suggested that caregiver person-specific characteristics should be considered when determining the combined service needs of the patient and caregiver. By including caregiver person-specific characteristics, as recommended in this study, the CCACs can help alleviate caregiver distress and, hopefully, reduce premature institutionalization of the patients.

Falls Prevention for Older Home Care Clients

A recently completed study in which Mississauga Halton CCAC staff and clients participated has some interesting findings to reduce the number of falls and fall risk factors among older home care clients. The study was conducted to determine the effects and costs of a multifactorial and interdisciplinary team approach to falls prevention compared to usual home care services for older home care clients "at risk" of falling.

The study is titled *The Effects and Costs of a Multifactorial and Interdisciplinary Team Approach to Falls Prevention for Older Home Care Clients* "At Risk" of Falling: A Randomized Controlled Trial by Dr. Maureen Markle-Reid from McMaster University. Research partners who participated in preparing the study includes Hamilton Niagara Haldimand Brant CCAC, Halton Region Health Department, Community Rehab, and the Mississauga Halton CCAC.

As is well known, frail seniors are at increased risk of falls, with approximately 50% falling at least once per year, and have three times the risk of healthy seniors. They are also more likely to sustain serious injury and take longer to recover after falling. Evidence suggests that most falls are predictable and preventable. Home care occupies a strategic position in the prevention of falls among older people who represent 75-80% of home care users. However, the number of older home care recipients in Canada who are at risk for falls is not well documented. There is little or no information about the best way to provide home care services for prevention of falls among seniors with chronic needs, and hopefully, the results of this study will diminish the knowledge gap.

The results of the study demonstrated that a 6-month multifactorial, interdisciplinary team approach to falls prevention produced significant improvements in fall risk factors (slips and trips, health related quality of life), and a reduction in the incidence of falls among males (75-84 years), with a fear of falling and a negative history of falls. Notably, these improvements were achieved at no additional cost to society as a whole.

The study recommends that effective falls prevention strategies should target individuals at risk, formalize mechanisms for communication among providers, include regular follow-ups using validated screening tools and evidence-based guidelines, involve providers with training in falls prevention, referral to and coordination of community services, and continuity of care provider.

News



Milton staff started the week in their new office with a Welcome Breakfast and unpacking party

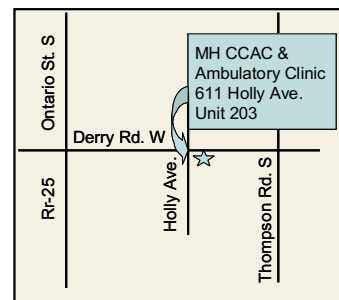
New Milton Office Opens

As part of our ongoing efforts to improve client service, the Mississauga Halton CCAC in Milton moved to a larger, more centrally located office in the heart of Milton. The new Milton office opened on schedule and under budget on June 16th. The new Milton office at 611 Holly Avenue is located on the second floor of a brand new two-storey complex.

The new office was strategically selected for its close proximity to public transit, other health care services and special amenities. Located in a residential plaza, the office building offers free parking and includes a pharmacy, family practice office and Starbucks.

The new office accommodates about 20 employees as well as our Ambulatory Clinic, which has relocated from the Milton Hospital site. The Ambulatory Clinic now has double the capacity to treat clients for wound care, I.V. therapy, etc.

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Census Information: Implications for Health Care Service Agencies and their Staff

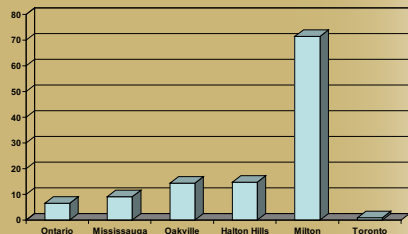
Every five years Statistics Canada conducts a census, which provides a statistical portrait of our country and its people. Census data is a valuable resource, assisting organizations such as the Mississauga Halton CCAC, in areas such as planning and service delivery. Findings from the most recent census, which took place on May 16, 2006, are currently being compiled. Here's a sampling of the results:

- The Mississauga Halton area experienced considerable population growth between 2001-2006, and is home to communities with some of the highest growth rates in Ontario. Of note is the fact that the Town of Milton grew by 71.4%, representing the fastest growing community in Canada!
- 2006 Census results indicated that 1 out of every 6 Canadians belongs to a visible minority group. South Asians surpassed Chinese as the largest visible minority group in 2006. Chinese and Blacks were respectively the second and third largest visible minority groups. Other visible minority groups include Filipino, Latin American, Arab, Southeast Asian, West Asian, Korean, and Japanese.
- Between 2001-2006, language groups from Asia and the Middle East recorded the largest gains nationally. These language groups include the Chinese languages, Punjabi, Arabic, Urdu, Tagalog and Tamil.

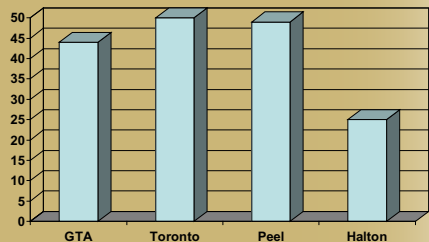
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% Population Growth in Mississauga Halton Communities

*using the Ontario provincial growth rate as a comparison



Immigrants as % of the Population



Note: although Toronto has a high percentage of immigrants comprising its population it had the lowest immigration growth rate at 2% within the GTA, whereas Peel had one of the highest growth rates at 32%.

- Peel, York and Halton were the only municipalities in the GTA that experienced growth in all age range groups between 2001 and 2006. Older working age adults (45 to 64 years) and seniors (65 years and older) were the fastest growing age groups in the GTA.
- Within the Halton portion of the Mississauga Halton area, Milton had the lowest median age (34.4 years). In Halton, the seniors population represents a growth rate of over 22%, and at age 85 and over there are two females for every one male senior.
- In Mississauga the median age is 36.7 years with the population in the two oldest age groups (45-64 years and 65+ years) increasing by more than 20%.

It is critical that we have an awareness and understanding of diverse characteristics of populations and population trends. This knowledge assists us in providing responsive services to current and potential future clients/communities as well as assisting in the development of service delivery strategies to meet existing and emerging needs.

Home Healthcare Expo

Over 6 million Canadians are caring for a loved one at home. Do you know what services are available in your community and how to access them? Most of us don't, until a health care situation affecting someone close forces us to begin investigating. As more of us take on the responsibility of caring for family members and each other, it's important we know what help we can call on when we need it.

That's why the Mississauga Halton CCAC has teamed up with Caregiver Omnimedia to present the Home Healthcare Expo at the Payal Banquet Hall in Mississauga on October 8th. This **free** one-day show will provide information on a broad range of community-based services and how to access them. It will introduce you to new supportive technology, as well as new products and design ideas to adapt your home environment to changing needs.

Wednesday, October 8th, 2008

Payal Banquet Halls
3410 Semenyk Court, Mississauga, ON

SCHEDULE

8am – 10am: Professional Breakfast
10am – 5pm: Speakers, Clinics and Trade Show

WHO WILL ATTEND

The show will be attended by caregivers, seniors, care recipients, boomers, parents and anyone else taking care of a family member or loved one at home. There will also be industry professionals attending the breakfast in the morning and viewing exhibits and the show afterward.

FOR MORE INFORMATION

exhibit or sponsor information

Stuart Teather at 905 833 6200 Ex. 23
or steather@canadads.com.

tickets and other information

Katherine Power at 416-780-7899
or katherine.power@mh.ccac-ont.ca

NORMAL VIEW MENU

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