

Connexions



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



Progress and Growth for the MH CCAC

As we approach our second anniversary as the Mississauga Halton CCAC, I would like to thank our community partners for their collaboration and support. With their continued assistance on a daily basis, we support almost 15,000 people in the Mississauga Halton region, and giving families the peace of mind and comfort of knowing that their loved ones are receiving a high standard of service and care.

January 2009 will bring us to the two-year mark and this newsletter gives you a snapshot of the types of activities and initiatives that keep us moving forward.

Through the Government of Ontario's new Aging at Home strategy, we implemented three progressive new programs: Wait @ Home, Stay @ Home and the Geriatric System Navigation. These ensure that clients receive the care they need in the comfort and safety of their homes, and keep them out of hospitals and long-term care institutions for as long as possible.

In partnership with various organizations, we have also embraced research and learning opportunities. We are currently working with CanChild and McMaster University to help improve the lives of children living with developmental coordination disorders. This past summer, we welcomed two University of Toronto students from the Master of Management of Innovation program to our sites to evaluate and analyze the Wait @ Home program. This not only provided the students with a focus for their academic project and helped them apply their lessons to real-life situations, it also gave us an opportunity to help shape the future leaders and researchers in the health care industry.

Our commitment to community engagement and awareness continues with some of our recent activities such as the public open house on the admission process to long-term care homes and the Home Healthcare Expo. We are also reaching out to MPPs and their staff to help them answer some of the questions their constituents have about availability of services in our area.

Again, thank you for working with us to bring high-quality services and health care to people who need it.

Cheers!

Vida Vaitonis

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 15,700 clients each day
- Our services reach over 37,000 clients each year
- 6,000 children received care in their school (2007/2008)
- 1,300 people were placed in long-term care homes (2007/2008)

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
- 22 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 22 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



MH CCAC Receives New Funding from LHIN for Targeted Aging at Home Strategies

The Mississauga Halton CCAC is pleased to receive an additional \$2.1 million in funding from the Mississauga Halton Local Health Integration Network (MH LHIN) to support the government's Aging at Home strategy. The funds will be targeted toward three programs:

- The Wait @ Home program
- The Stay @ Home program
- The Geriatric System Navigation program

Wait @ Home

The original pilot of this program supported 15 clients per month and gave each client up to 30 days of service at home upon exiting the hospital while they waited for long-term care housing in October.

We reinstated this program and it now accommodates up to 30 clients per month, divided equally between Credit Valley Hospital (CVH), Trillium Health Centre, and Halton Healthcare Services (HHS). The length of stay on this program has also been expanded to 60 days of service at home while waiting for placement in a long-term care home.

Stay @ Home

This program provides personal support worker (PSW) services for those frail elderly clients who require additional care to remain out of a hospital or a long-term

care home. This program is a key part of the Mississauga Halton CCAC's obligation to implement the new regulations introduced by the government in the spring which increases personal support from 60 to 90 hours per month while adhering to our fiscal accountabilities.

Geriatric System Navigation

This program will provide support for frail or complex and vulnerable elderly persons over 75 years of age to assist with system navigation and accessing appropriate medical care in order to support them living independently at home as long as possible. This program begins in November with two new employees working with clients from Credit Valley Hospital. We expect to have two additional employees in place by the end of January to begin working with clients from Halton Healthcare Services. The program will expand to include Trillium clients in the next fiscal year. Clients who meet the criteria will be automatically referred to the specialized CCAC team by the Geriatric Emergency Medicine (GEM) nurse or Emergency team after having visited the emergency department having been treated and released.

The increase in services through these three programs will help ensure those most frail and elderly will receive the care they require to stay out of hospital and long-term care (LTC) homes.

News



One-Stop Shop for Health Care Information

This November, select stakeholder groups will be involved in the final testing phase for the CCACs' new, province-wide information and referral program, 310-CCAC. This new initiative ensures seamless, Ontario-wide access to healthcare services in the community.

It uses a two-fold approach to connect people with the information they need:

- A toll-free information line (310-CCAC or 310-2222), available from 8:00 am to 8:00 pm, connecting people to their nearest CCAC.
- A public website (www.310-CCAC.ca) providing access to the appropriate local and provincial information. The site is based on Google technology and draws from existing, up-to-date local databases.

The initiative will also examine ways to track and report on the number of clients served and the type of services they are linked to.

Both the 310-CCAC information line and website will be available to the public across Ontario early in the New Year.

310-CCAC (310-2222)

www.310-CCAC.ca



Changes to our Board of Directors

It was with mixed emotions that we report that **David Allan**, Chair of the Mississauga Halton CCAC Board of Chair of the Board of Directors, has come to the end of his term as an OIC appointment.. David faithfully served on CCAC Boards for the past six years, first with Etobicoke, then with Etobicoke York, and finally with Mississauga Halton. He also agreed to serve as Chair of our Board during much of our transition.

David's exemplary leadership helped establish a strong position for the Mississauga Halton CCAC with our LHIN, local politicians, the public and our staff which enabled the early success of our new organization. David recently accepted the position as CEO of the Federation of Ontario Public Libraries. We wish him all the best and thank him for his dedication to our organization.

Accepting the position of interim Chair is **Olive Rose Steele**. Olive has many years of experience as a public servant and currently directs and manages Blackwood Staffing Solutions. She also volunteers with a number of community and ethnic associations.

As a result of these recent changes, the members of the Mississauga Halton CCAC Board of Directors for 2008-2009 are as follows:

Olive Rose Steele, Interim Board Chair
Astrid Lakats, Board Treasurer
Anne Ptolemy, Board Secretary
Kelly Bottone, Board Member
Dr. Brigitte Tuekam, Board Member
Sivam Vinayagamoorthy, Board Member

News



Reaching out to the Community – The Home Healthcare Expo 2008

Mississauga residents caring for a loved one, in need of care, or who just wanted to know more about health care services before the need arose, attended the Home Healthcare Expo 2008 in October.

Mississauga Halton CCAC representatives had the opportunity to speak with visitors about health and long-term care home placement options, and inform them about the services that could benefit them.

"Events such as the Home Healthcare Expo allow us to reach out to members of the community," explains Vida Vaitonis, Executive Director at the Mississauga Halton CCAC. "Whether people are looking for assistance for independent living or want to be prepared for long-term care for themselves or a relative, it is helpful and comforting for them to speak to our knowledgeable staff about available services."

The one-day free event in Mississauga was hosted by Caregiver Omnimedia and open to the public. Over 40 organizations informed visitors about a range of topics from nutrition and transportation

to home modifications and long-term care placement. Throughout the day, visitors could listen to speakers or panel discussions, or visit information booths in the showroom.



MH CCAC Community Open House

Navigating through the long-term care home system can be nearly impossible without access to the proper information and resources. On October 21st in Mississauga, the Mississauga Halton CCAC held its first Long-Term Care Home Open House to provide members of the community with those crucial tools.

Over twenty caregivers, care recipients and family members received practical advice on planning for long-term care and information about options to stay at home longer. The two-hour session was free for anyone to attend. Participants had the opportunity to speak with case managers and placement coordinators and ask questions or seek advice. They also interacted with other members of the community who are facing similar challenges.

Feedback about the event was extremely positive and participants felt they had a better understanding of the community-based healthcare available to them. It provided basic information to get them started on their long-term care placement planning, and reassured them that they had somewhere to go for helpful, reliable information and support.

The Mississauga Halton CCAC looks forward to continuing its Open House series at various locations throughout the Mississauga Halton area.

News

New Complaints and Appeals Process – Giving Clients a Voice

In a province-wide effort to ensure that the health care needs of clients are being addressed fully, the Mississauga Halton CCAC recently streamlined its Complaints and Appeals Process. This makes it easier than ever for clients to submit compliments, concerns and inquiries pertaining to our services.

The new process identifies steps for raising concerns about service eligibility, type or amount of service and why services were discontinued.

New complaints and appeals client fact sheets, along with client rights and responsibilities and rights to privacy information, are available in PDF on the MH CCAC website at www.mh.ccac-ont.ca.

Public Outreach

Members of Provincial Parliament are often faced with tough questions from their constituents about health care, community services and government spending in these areas.

The Mississauga Halton CCAC is committed to building relationships with the MPPs and their staff in Mississauga, Halton and South Etobicoke by providing them with answers for their constituents and a better understanding of the health care services available in their ridings.

In October, we held our second information session for local MPPs and their staff. Attendees received an overview of the long-term care placement process,

Mississauga Halton CCAC's services, and other resources to help them better communicate with their constituents.

Emergency Preparedness – Expecting the Unexpected

One of the greatest challenges of any emergency situation is that it often catches us completely off-guard. The Mississauga Halton CCAC's *Emergency Response & Business Continuity Plan* was developed to ensure a timely response to unexpected emergencies that threaten the health or safety of employees, clients and service providers or prevent normal access to our services.

The plan prepares the Mississauga Halton CCAC to play a critical role in any community emergency. It lays out the response and guides interactions with other organizations in the event of an inability to access clients or equipment, a major power outage, a human health emergency (pandemic), a telecommunication system failure and more.

The Pandemic Plan is currently in development, and will focus more specifically on our response to such an event.

To ensure an effective response to an emergency situation, the Mississauga Halton CCAC will be sharing its *Emergency Response & Business Continuity Plan* with stakeholders and community partners in the coming months.



News

The overall findings were positive and the Wait @ Home program was considered successful.

Two Students Put Skills & Knowledge to Work with Wait @ Home Program

For students Janette Yuen and Stephen Vanderherberg, the Mississauga Halton CCAC's Wait @ Home program provided a real-life learning opportunity and a focus for their academic projects. The two Master of Management of Innovation students from the University of Toronto worked with Mississauga Halton CCAC employees from May to August on the Wait @ Home Pilot Project.

The students examined four key areas including the program quality, processes, cost efficiency, and accessibility. Time restraints and the absence of certain important data made the work challenging, but the research was highly successful from a project management perspective and addressed many crucial issues.

Key research findings:

- The Mississauga Halton CCAC was able to establish strong contracts with local service providers for the enhanced services;
- Approximately 10% of the Alternate Level of Care (ALC) population from our hospitals went back into their homes instead of being placed in a long-term care home;
- The partnership with hospitals encouraged a high adoption rate of the program;
- The program was a cost effective alternative to a hospital stay;
- Patients had the opportunity to make decisions about their care path;
- All patients who moved into long-term care homes did so in a timely manner.



Stephen Vanderherberg
and Janette Yuen

The overall findings were positive and the Wait @ Home pilot program was considered successful. The evaluation recommended that Mississauga Halton CCAC move forward with this program and integrate it into its regular services. As a result, the Wait @ Home program is now an integral part of our plans to implement the government's Aging at Home strategy.

At the end of their project, both Janette and Stephen affirmed that the experience they gained at the Mississauga Halton CCAC helped improve their skills in project management, communication, organizational behaviour and decision making. They felt that their collaboration with the Mississauga Halton CCAC provided a good foundation for working within the health care system.

The experience for the MH CCAC was equally positive. The project enabled the development of technical and organizational skills of future leaders and researchers. It also provided useful information about the progress of the Wait @ Home program and indicated areas for improvement.

We are looking forward to new opportunities to collaborate with academic institutions within our LHIN.

News

Harmonization for High-Quality Client Care

Since the integration at the Mississauga Halton CCAC in January 2007, various activities and initiatives have been implemented to help ensure equitable access to the most appropriate levels of care and rehabilitation for clients in the community. Two of our most recent initiatives include the implementation of best practices for improvement and a new model for client care.

Best Practices for Continuous Improvement

As the demands increase in nursing, personal support and medical supplies, CCACs around the province are developing innovative best practices that are cost-effective and improve client outcomes.



The Mississauga Halton CCAC implemented fifteen 'Continuous Improvement Strategies' across the organization while continuing to bring a high standard of care to all the clients it serves. They include the harmonization of policies, procedures and best practices, the integration of booking systems and the establishment of additional medical supply depots and ambulatory clinics. We are gaining efficiencies in administration with efforts to standardize our business practices.

The positive results of these strategies are already evident and the strategies will continue to guide the organization as we seek to continually improve our care and business model.

Client Services Models of Care

To best serve the complex needs of clients within the community, the Mississauga Halton CCAC has adopted a specialist team approach. This allows our staff to further develop their skills and understanding of the kinds of care our clients need and deliver the best possible service to them.

Staff working in the Access portfolio of Client Services provide clients, their families and caregivers with much needed assistance in accessing CCAC services as well as information and system navigation support. Case Managers perform a comprehensive assessment of needs and offer a range of care options that clients and families may choose from according to their preferences. Staff of our Access Team work in the Contact Centre, as Geriatric System Navigators, as hospital Case Managers and within the Placement team.

The Community portfolio of Client Services provides clients with health information, services and system navigation support through our Community, Palliative, Short Stay and Children's Health Services teams. Previously, most Case Managers' caseloads were aligned by geography – where the client lives. To date, we have aligned Case Managers to Primary Care Physicians working in all six Family Health Teams in the MH LHIN area and one Family Health Group.

These models of client care are part of the overall harmonization strategy in place to provide our clients with the right services in the right location at the right time by the right provider.

News

Investing in Our Future

The Mississauga Halton CCAC is playing a crucial part in a research study looking at rehabilitation of children with developmental coordination disorder. The research study is called ***Partnering for change: An innovative school health service delivery model to improve access to rehabilitation services for children with developmental coordination disorder***. It is being led by CanChild (Centre for Childhood Disability Research) in partnership with McMaster University and the Mississauga Halton CCAC. The pilot study has been funded by the Ontario Rehabilitation Research Advisory Network/Ontario Neurotrauma Foundation.



This study will test a new service delivery model for young school age children who struggle to perform everyday activities due to a motor-based disorder called developmental coordination disorder (DCD). Prevalence estimates of 5-6% indicate that DCD is a common, chronic health condition that affects roughly one child in every classroom, yet very few people recognize or understand it.

The proposed new service delivery model will be tested initially in one to three schools in the Halton District School Board. In this model, Occupational Therapists function as

an integral part of the in-school team, working with and delivering information to parents in homes and to teachers in classrooms instead of providing direct one-on-one treatment to these children in the school setting. The emphasis will be upon translating knowledge about accommodations and strategies that facilitate improved functioning of children with DCD to the adults in the child's school and home environments, rather than focusing on children's underlying impairment(s). It is anticipated that when families and teachers become more knowledgeable about children with DCD, children will be identified earlier and will have accommodations provided which may prevent secondary deterioration in academic performance, behaviour, physical and emotional health.

As developing and implementing novel health care services is part of the Mississauga Halton CCAC's vision, this research study aligns with our strategic directions. A number of our Client Services staff will support this study and our partnership with CanChild researchers will further enhance their research skills and professional development.

