

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



Our Number One Priority Right Now: Helping the Hospitals

With the arrival of 2009 we celebrate the second anniversary of Mississauga Halton CCAC after the provinces 42 CCACs were restructured into 14.

In December 2008, the Minister of Health and Long-Term Care announced an expansion to the CCAC mandate, allowing us to be the "resource managers" or "system navigators" within our LHIN areas to other parts of the health care system. The CCACs' mandate may be broadened to include continuous complex care in acute and chronic hospitals, supportive housing, rehabilitation hospitals and adult day care as well as community support services. Many other changes were also announced to further enhance the value of CCACs to the people and health care system of Ontario.

Among the most urgent issues facing the public and the system today is the pressure on the hospitals. As a CCAC, we play a critical role in keeping people out of hospitals and in helping them to return home once they no longer need hospital care.

Right now, our LHIN area hospitals have a 'crisis' in all their Emergency Departments because all their beds are occupied. The Mississauga Halton CCAC, with support from the LHIN, has developed numerous new programs called Wait at Home, Stay at Home, Home First and Geriatric System Navigation – all to help people from going into a hospital or to help them get 'home' easily and more quickly.

In recent months, we have seen a decrease in the percentage of hospital beds occupied by people who no longer need hospital care from 16% to 12.2%. In the following pages, you will read about the many programs that are making a difference for our hospitals, our clients and our community.

I invite you to contact us at any time for more information about our programs.

Cheers!

Vida Vaitonis



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 have more than 11,000 clients on our caseload each day
- Our services reach over 38,000 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.

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

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

Mississauga Halton CCAC Helps Lead the Way to Getting People to the Health Care They Need

Ensuring that patients receive the level of care that best suits their needs and in the most appropriate setting, also known as Appropriate Level of Care (ALC), is a challenge facing institutions across the health care system.

Recognizing the importance of the issue, the Mississauga Halton LHIN asked the Mississauga Halton Community Care Access Centre and Trillium Health Centre, to co-lead the Appropriate Level of Care (ALC) Strategy in our LHIN area. We are working with hospitals, Long-Term Care Homes and community support services to address this issue. Patient flow and access, system integration, availability of options in the community, service capacity and resources, and ER wait times are all affected by the ALC challenge. In 2008/2009 the Strategy is aiming to reduce by 10% the number of hospital beds occupied by clients waiting to move to a level of care that better suits them.

In the first year, the goals of the Strategy were to gain a better understanding of the issue and identify areas for improvement. The Strategy is now in its second year, where new approaches to address ALC issues are being implemented.

In this second phase a project leader for the ALC Strategy, Dale Clement, was seconded from the CCAC to support the the Strategy. The aim is to decrease the number of ALC patients and their length of stay in hospitals, as well as ER wait times and the number of individuals on waitlists for long-term care (LTC). The goal is to support seniors to age comfortably and safely in the place that best suits their needs.

Several short-term initiatives, including Wait at Home and Geriatric System Navigation were developed through the ALC Strategy to help tackle some of these objectives.

The ALC Strategy aims to impact Ontario's health care system as a whole, and ensure that clients' needs are being properly met, faster and more efficiently.



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"It was a relief to know that things were going to improve. My mother would be receiving the additional care she needed."

Mississauga Halton CCAC Launches 'Stay at Home' Program to Help Seniors and Their Families

Slowly but surely, Emily* is getting her own life back.

Seven months ago, Emily, married and mother of two, took a leave of absence from her job as a Chartered Account to care full-time for her mother. Diagnosed with Dementia, Jane needed help with almost everything.

The 21 hours per month of care that Jane was receiving from a local service provider through the Mississauga Halton CCAC were not nearly enough to meet her needs. "I was visiting my mother up to four times a day to cook meals, give medication and put her to bed, among countless other things," Emily admitted. She was left with very little time to spend with her husband and children.

In October 2008, Emily was approved for the Mississauga Halton CCAC's Stay at Home Program, which provides clients with up to 90 hours of care each month in their homes while they wait for admission to a long-term care home.

"It was a relief to know that things were going to improve. My mother would be receiving the additional care she needed to live comfortably and more safely in her own environment," explained Emily.

The program has relieved a tremendous amount of pressure off Emily and the rest of the family. Since many of the daily living activities are being taken care of, Emily now finds more enjoyment in visits with her mother. Jane can stay in her own home pending admission to a long-term care home and Emily can spend time with her own family, return to her job and get her own life back.

**Names have been changed at the request of the family.*

First-ever CCAC 'Navigator' Helping Emergency Room Patients Over 75 Years



The Mississauga Halton CCAC, in collaboration with the MH LHIN, launched an intensive geriatric case management program for elderly clients. By enhancing existing services for seniors, the Geriatric System Navigation (GSN) program reduces the number of hospital visits for individuals 75 years and older, and in turn, reduces emergency room wait times for all patients.

The program serves clients 75+ who have visited the Emergency Department at either Credit Valley Hospital or Halton Healthcare Services and are not currently receiving CCAC services. Trillium Health Centre will be joining the program shortly. The GSN Case Manager determines client needs and connects them with the appropriate community resources for such things as safety assessments, meal programs, transportation and connections to primary care.

Since the program's inception, 519 people of the 726 registered in Emergency Departments in the targeted locations were eligible for GSN services. Of these individuals, 201 were already receiving CCAC services. Others received information about transportation housing, the Arthritis Society, Meals on Wheels, CCAC, snow removal, mobile laboratories, transportation, walk in-clinics, senior centres, connect care, family physician access and more.

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Flo, or Florence, is an 85-year-old woman who was admitted to the hospital from her home with multiple health issues. Due to her frailty and declining cognitive capacities, she needed to transfer to a longterm care home. The FLO Collaborative is intended to help Ontario's health care system continue to provide the care that Flo, and thousands of other people like her, require.

CCAC and THC Succeed in Helping Patients Get Discharged Faster and More Easily

The Trillium Health Centre (THC) in Mississauga and the Mississauga Halton CCAC recently completed an 18-month project aiming to provide a better experience for clients leaving the hospital to return home or to move to another level of care. The project, known as the FLO Collaborative, also focused on reducing wait times for incoming patients.

Changes within the discharge process helped to reach these objectives. Hospitals worked to reduce the time it took for a patient to have a preliminary examination, and scan patients early for risks that may delay the process. An early discharge hour (10 a.m.) was established within which time patients were released if deemed appropriate. As well, CCAC Case Managers, Discharge Planners, Support Workers and Clinical Leaders established closer relationships to ensure fast, easy discharge for clients.

The Collaborative's project team is currently working with other partners to share lessons learned and implement practices throughout Trillium Health Centre and into other hospitals in our area.



MPPs Celebrate Opening of CCAC Clinics for Clients Needing Wound and IV Therapy

The Mississauga Halton CCAC opened two new Ambulatory Clinics in Mississauga in January to better serve our clients in this region. The Honourable Harinder Takhar, MPP for Mississauga-Erindale and Minister of Small Business and Consumer Services, and Amrit Mangat, MPP for Mississauga-Brampton South participated in ribbon cutting ceremonies to celebrate the opening of the clinics in their regions.

One Clinic, managed by Bayshore Home Health, is located at 25 Watline Avenue, suite 501 off Hurontario. The second is managed by Spectrum Health Care and is located at 1300 Central Parkway West, Suite 105 off Burnhamthorpe.

"Our client satisfaction surveys indicate the majority of clients prefer to attend a scheduled visit in a clinic rather than wait at home for a nurse to visit," explained Olive Steele, Acting Chair of the Mississauga Halton CCAC. She adds "our Clinics have the potential to decrease visits to area hospital Emergency Departments by administering IV antibiotics in the clinic setting."

"Increasing accessibility to health care services is very important to people of Mississauga", said the Honourable Harinder Takhar. "This new partnership between the Mississauga Halton CCAC and Spectrum Health Care as well as Bayshore Home Health will allow for fast, reliable, and quality health care services while reducing the pressures on our local hospitals."



"Our Clinics have the potential to decrease visits to area hospital Emergency Departments by administering IV antibiotics in the clinic setting."

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Wound Care Best Practices Result in Faster, Less Expensive Healing for Clients

Efficiency and effectiveness in wound care delivery – that is the thinking that drives the Mississauga Halton CCAC's new Healing Excellence with Advanced Learning (HEAL) program. The initiative was developed in partnership with medical device manufacturer ConvaTec and establishes best practices in wound care delivery for the CCAC and our service providers.

A study of 697 Mississauga Halton CCAC clients was conducted in the Fall of 2008 and determined that 69% had one or more wounds. The HEAL program implements the most appropriate practices to provide much-needed wound care, while ensuring effective use of resources and reducing medical supply waste.

Through HEAL, the CCAC is hosting clinical training sessions on best practices in wound care for our employees and service providers. The program is now being implemented in local hospital sites and made more widely available to nursing agencies. To date, over 200 local nurses have been trained through the program.

Best practices in wound care help put clients on the route to recover as quickly as possible so they can continue living healthy lives.

\$80,000 to the Mississauga Halton CCAC to Prevent Falls Among Seniors

For some seniors, falls can mean a loss of independence, serious injury, or worse. Through the Aging at Home Strategy, the Mississauga Halton LHIN's Falls Prevention Steering Committee committed over \$80,000 to the CCAC to help prevent falls in our community. The initiative is happening through the Canadian Centre for Activity and Aging's Home Support Exercise Program (HSEP).

The new program enables personal support workers (PSW) to teach exercises to elderly people in the community to prevent falls. Several PSW Supervisors attended training sessions in January to become trainers themselves and in turn, teach their employees to deliver this function in the homes of the clients.

It is expected that 1,100 clients will participate in the program. They will be trained in the exercises to improve their physical strength and endurance, thus reducing their chances of falling and allowing them to live more safely and comfortably at home.



The HSEP consists of 10 simple yet progressive exercises designed to improve functional mobility in older adults. The program was developed by the Canadian Centre for Activity and Aging at the University of Western Ontario in London.

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The Breathlessness Management Program empowers clients by teaching them techniques to manage the breathlessness symptoms.

New Breathing Techniques Make a Difference for Palliative Patients

Breathlessness impacts quality of life for individuals and their families and can lead to serious physical and psychosocial suffering. The new Breathlessness Management Program, developed by various community partners, empowers clients by teaching them techniques to manage their breathlessness symptoms.

In December, Mississauga Halton CCAC hosted an education session for Nursing Service Providers and Palliative Case Managers about the new Breathlessness Management Program, allowing them to discuss the use and benefits of this exciting new program for our clients.

As a result of the session, Palliative Case Managers now identify clients for the Breathlessness Management Program. The community nursing providers can then teach clients breathlessness management techniques that help them control their symptoms and live more comfortably.

For additional information about this program, please visit:
<http://www.hppcn.ca/Resources/BreathlessnessManagementProgram/tabid/251/Default.aspx>.

CCACs' Role Expands to Help People Get into Rehab and Chronic Care Hospitals

To ensure the CCACs are meeting the health care needs of people across the province, the Minister of Health and Long-Term Care, the Honourable David Caplan, announced the expansion of our role to include placing clients in rehabilitation hospitals, chronic care hospitals, supportive housing and adult day care. CCACs will manage placement for these services in addition to their current responsibility to place clients into long-term care homes. Once in place, this new initiative will increase accessibility to important health care services for clients.



Minister Pushes for Integrated Care Teams for Home Care Clients and Public Report Cards on Home Care

Home care is moving in the right direction following recent changes to the system announced by the Minister of Health and Long-Term Care, the Honourable David Caplan that will be implemented over time.

CCACs will be expected to provide clients with care teams suited to the needs of their medical condition. For example, people with Alzheimer's disease will be provided with a team of providers best suited to treat and manage that particular condition.

At the same time, CCACs will strengthen accountability for the provision of quality home care service by introducing public reporting of performance measures, or a 'report card' of the care our clients receive.

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Mississauga Halton CCAC Employees Ready to Speak at Community Events

Raising awareness and building relationships within the community ensures that the services of the Mississauga Halton CCAC reach the people who need them the most. The Mississauga Halton CCAC has an active Speaker's Bureau, dedicated to connecting local organizations and community groups with our knowledgeable employees for presentations and events.

In January, Mississauga Halton CCAC's Joanna Slomkowski presented an overview of our activities at a Senior Seniors' Lunch at St. James Church in West Etobicoke. The event attracted 30 enthusiastic seniors who were eager to engage in the conversation. Several employees represented the CCAC at the New Dimensions for Ethno-Cultural Seniors Conference at the Square One Adult Centre. The one-day event, hosted by the Multicultural Inter-Agency Group of Peel, attracted over 120 individuals from many different ethnic communities.



If you would like to have a speaker at your next event, or are organizing a conference that aligns with the vision of the Mississauga Halton CCAC, please contact us at events@mh.ccac-ont.ca or call 905-855-9090, ext. 2071.