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Published Quarterly for Partners and Friends of the Mississauga Halton CCAC



Connexions

Spring 2009



You Spoke, We Listened!



The 14 CCACs across the province have launched a new collective culture, with a sharpened focus on the clients and families we serve and our health care partners. You, our stakeholders, helped us do it.

Since the CCACs aligned to 14 from 42 in 2007, we have been evolving toward a more aligned organization across the province. Part of our challenge to-date has been that there is a lack of understanding about who we are as a system-wide organization, what we do, and what value we bring, both to our clients, and to the broader health care system.

[Read more](#)

310CCAC: Connecting You With Care Across Ontario

Karen lives in Mississauga but she needs to find a foot care clinic for her Mom in Peterborough. Denis' 80-year-old Dad is lonely since his wife passed away and Denis is wondering if there are seniors' activities available in the community to help his Dad get out and socialize. John recovered remarkably well from his hip surgery but he thinks shovelling his driveway may now be a bit more than he can handle. The answers to all these questions and more are just a phone call or mouse click away through the CCACs' new easy to remember toll free number and



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By providing in-home care to people who were recently discharged from the hospital and are planning for their care in the future, the Mississauga Halton CCAC's *Home First* program is a breath of fresh air. Deciding between care options can be stressful and time-consuming but *Home First* eases tension by ensuring that you or your loved can remain at home instead of in the hospital while deciding on next steps.



[Read more](#)

Mississauga Halton CCAC Partners with Trillium to Address Bed Shortages



Trillium Health Centre and Mississauga Halton CCAC are teaming up to provide better care for Appropriate Levels of Care (ALC) clients – those moving from acute care to rehab, complex continuing care, palliative, long-term care, home care, supportive housing, etc.

In March, Trillium was facing bed shortages and was struggling to admit new patients from the Emergency Department, one of the busiest ER Departments in Ontario, because few acute care beds were available. To address this problem and find a long-term solution, Mississauga Halton CCAC and Trillium employees met every day and discussed options for patients waiting for long-term care.

[Read more](#)

Who We Are

Our Vision

Outstanding care – every person, every day.

Our Mission

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

Our Values

We are guided by four principles:
Caring for our clients and each other

Accountability for what we say and do

Respect for our differences and diversity

Excellence in our practices.

Community Care Access Centres

There are 14 local CCAC organizations across the province. Each is funded and legislated by the Ontario Ministry of Health and Long-Term Care and connect clients to home care, long-term care, and other services in the community.

In the Community

[Find out when a Mississauga Halton CCAC representative will be presenting in your area.](#)

CCACs Now Helping People Connect with a Family Doctor

Through the Ontario government's *Health Care Connect* program, Mississauga Halton CCAC has two 'Care Connectors' helping people in the community without a doctor to find a primary care practitioner: a family physician, nurse practitioner or community health centre.



[Read more](#)

Mississauga Halton CCAC Connecting Seniors with Reliable, Quality Resources in the Community

Seniors over 75 who visit the Emergency Department (ED) and do not need admission to the hospital can now receive information about health services as well as get direct access to qualified care providers and community services through the Mississauga Halton CCAC's new *Geriatric System Navigation (GSN)* program.



[Read more](#)

Contact Us

310CCAC
310-CCAC (2222)
www.310ccac.ca

Mississauga Halton CCAC
1-877-336-9090
www.mh.ccac-ont.ca

Feedback?

[We appreciate your comments, questions or concerns.](#)

First AGM for Newly-Independent CCAC

On April 1, the Ministry of Health and Long-Term Care announced that CCACs would return to being community-based, independent organizations. Under this structure, the members of our Board of Directors and our Chief Executive Officer are no longer appointed by the Minister. Board members will now oversee Board succession and recruit from the community. Our CEO will report to the Board and our organization will be reporting regularly to the public on our activities. We will be holding our first Annual General Meeting at the end of June.

Mississauga Halton Community Care Access Centre • 401 The West Mall • Etobicoke, ON M9C 5J5

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Community
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casc

Centre d'accès
aux soins
communautaires

Mississauga Halton



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Since the CCACs aligned to 14 from 42 in 2007, we have been evolving toward a more aligned organization across the province. Part of our challenge to-date has been that there is a lack of understanding about who we are as a system-wide organization, what we do, and what value we bring, both to our clients, and to the broader health care system.

Vision: *Outstanding care – every person, every day.*

Mission: *To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.*

Before developing the strategy for our business evolution, we conducted research with our key stakeholders in the spring of 2008 to learn what you thought was the "ideal" experience, and how you feel CCACs are performing. Through an independent firm, we conducted research with over 2800 people, including clients and potential clients, employees, hospital staff, family physicians, service providers and more.

This research told us that it was important to you that CCACs have a strong connection and presence in our community. What this means for the CCACs is that we are sharpening our focus on our priorities and more clearly defining who we are and what we do within Ontario's health care sector. CCACs are becoming more 'connected' to each other and more seamless for the client. As a result, we have built a strategy to ensure that clients living anywhere in Ontario truly benefit from their connection with a CCAC.

We thank everyone who participated in our culture-building journey. With your feedback and support, we were able to more clearly define who we are, what we do and the value we bring to our clients and the broader health care system.

310CCAC: Connecting You With Care Across Ontario

Karen lives in Mississauga but she needs to find a foot care clinic for her Mom in Peterborough. Denis' 80-year-old Dad is lonely since his wife passed away and Denis is wondering if there are seniors' activities available in the community to help his Dad get out and socialize. John recovered remarkably well from his hip surgery but he thinks shovelling his driveway may now be a bit more than he can handle. The answers to all these questions and more are just a phone call or mouse click away through the CCACs' new easy to remember toll free number and website – 310-CCAC (2222) and www.310ccac.ca.



No matter where in Ontario you or your loved one lives, quality information about health and community services is now available through this new service. When you call 310-CCAC, you are automatically connected to your local CCAC. Over the telephone, our Case Managers can help you find the services you require – whether it's local or somewhere else in the province. For those who would rather surf the web, 310ccac.ca is loaded with information about health services in every community across the province.

Call 310-CCAC or visit www.310CCAC.ca today!

Planning for Care in the Comfort of Your Home

By providing in-home care to people who were recently discharged from the hospital and are planning for their care in the future, the Mississauga Halton CCAC's *Home First* program is a breath of fresh air. Deciding between care options can be stressful and time-consuming but *Home First* eases tension by ensuring that you or your loved can remain at home instead of in the hospital while deciding on next steps.



Through *Home First*, our Case Managers work closely with hospital staff and the client to determine the needs of each individual. They then arrange CCAC and community services that will meet these needs upon the person's return home.

If someone is waiting to be placed into a long-term care home, *Home First* enables them to do so at home instead of in the hospital. At the beginning of the program's pilot phase, 86 people were in acute care beds at Trillium Health Centre waiting for long-term care. That number shrank to 45 in just two and half months. The added benefit is that some clients recover enough at home that they no longer need to move to a long-term care home and decide to remain in their homes with support from the CCAC and community services.

Mississauga Halton CCAC Partners with Trillium to Address Bed Shortages

Trillium Health Centre and Mississauga Halton CCAC are teaming up to provide better care for Appropriate Levels of Care (ALC) clients – those moving from acute care to rehab, complex continuing care, palliative, long-term care, home care, supportive housing, etc.



In March, Trillium was facing bed shortages and was struggling to admit new patients from the Emergency Department, one of the busiest ER Departments in Ontario, because few acute care beds were available. To address this problem and find a long-term solution, Mississauga Halton CCAC and Trillium employees met every day and discussed options for patients waiting for long-term care. Employees were able to remove barriers for placement, counsel patients and families on making different choices, and work with community partners to coordinate care. In that time, the number of patients waiting to be transferred to another level of care dropped from 43 to 17, a 60% decrease.

Trillium and the Mississauga Halton CCAC have formed an operational group that continues to map out ways to ensure that Trillium patients receive care in the most appropriate setting while ensuring their health needs are being met.

CCACs Now Helping People Connect with a Family Doctor

Through the Ontario government's Health Care Connect program, Mississauga Halton CCAC has two 'Care Connectors' helping people in the community without a doctor to find a primary care practitioner: a family physician, nurse practitioner or community health centre.



This program was developed by the Ministry of Health and Long-Term Care and the Ontario Medical Association and aims to connect people with primary health care. "Geographical distance and language are the biggest challenges people face when looking for a doctor," explains Elizabeth Abrahams, CCAC Care Connector. "But we work closely with people to determine their specific needs and then we find a doctor or other primary care practitioner in the area that meets those needs." Since the program was developed in February 2009, the Care Connectors in Mississauga Halton made 150 successful patient-physician matches.

If you or someone you know is looking for a family physician, call the Health Care Connect Registration Line at 1-800-445-1822.

Mississauga Halton CCAC Connecting Seniors with Reliable, Quality Resources in the Community

Seniors over 75 who visit the Emergency Department (ED) and do not need admission to the hospital can now receive information about health services as well as get direct access to qualified care providers and community services through the Mississauga Halton CCAC's new Geriatric System Navigation (GSN) program.

A GSN Case Manager visits the home of consenting seniors and helps identify their needs. The seniors are then connected with the services most relevant to them such as meal services, housekeeping agencies, day programs, transportation and more. They also receive assistance finding care in the most appropriate setting such as family physician's office, an urgent care centre or a walk-in clinic.

Since the program's inception in November 2008, 657 people of the 1011 registered in EDs were eligible for GSN services. Of these individuals, 330 were already receiving CCAC services and were referred to their CCAC Case Manager for further follow-up to address any unmet needs.

"The seniors are then connected with the services most relevant to them such as meal services, housekeeping agencies, day programs, transportation and more."

We are now working with all three hospitals in our LHIN area, Halton Healthcare Services, Trillium Health Centre and Credit Valley Hospital, to ensure that through the GSN program, seniors throughout our community can continue to live safely and comfortably at home.

First AGM for Newly-Independent CCAC

On April 1, the Ministry of Health and Long-Term Care announced that CCACs would return to being community-based, independent organizations. Under this structure, the members of our Board of Directors and our Chief Executive Officer are no longer appointed by the Minister. Board members will now oversee Board succession and recruit from the community. Our CEO will report to the Board and our organization will be reporting regularly to the public on our activities.

We will be holding our first Annual General Meeting on Monday June 22nd at 6:15pm at our Mississauga office on North Sheridan Way. The meeting is open to the public. [Click here for the address and directions.](#)

[Read more about our highly-qualified Board of Directors.](#)

H1N1 Flu Virus [Human Swine Influenza] Resources

- [Ministry of Health and Long-Term Care: Swine Influenza section](#)
- [Ministry of Health and Long-Term Care: Important Health Notices](#)
- [Ontario Agency for Health Protection and Promotion](#)
- [Public Health Agency of Canada](#)
- [Government of Canada Fight Flu.ca](#)
- [World Health Organization care services.](#)

Global Hand Hygiene Day - May 6, 2009

May 6 has been dubbed "Global Hand Hygiene Day" by the World Health Organization (WHO). It marks the official launch of SAVE LIVES: Clean Your Hands - a major global effort to support healthcare workers to improve hand hygiene and thus stop the spread of life-threatening, health-care associated infections. While hospitals in Ontario have been involved in the Just Clean Your Hands campaign for some time now, today serves as a good reminder of the importance of hand hygiene.

For more information on the SAVE LIVES: Clean Your Hands campaign visit the WHO website: <http://www.who.int/gpsc/5may/en/>.

For more information on the Just Clean Your Hands campaign, visit the website: <http://www.justcleanyourhands.ca/index.html>.

And remember, all healthcare providers have a role to play in infection prevention and control. By working on this together, we can have a significant impact on the lives of those we serve. (Provided by the Mississauga Halton Infection Control Network)

