



Success of Home First Puts Mississauga Halton CCAC, Hospitals & LHIN in Provincial Spotlight

Last month, the Mississauga Halton LHIN hosted a videoconference with the Mississauga Halton CCAC, Halton Healthcare Services and Trillium Health Centre to share the success of the Home First program in reducing Appropriate Levels of Care (ALC) rates and enabling the smooth flow of patients through the health care continuum, from hospitals to long-term care homes.

Through Home First, patients who have completed the acute care phase of their treatment can return home with increased levels of home care service. This enables them to make longer term plans from home, which may or may not include waiting for a long-term care home bed. This reduces the risk of hospital-acquired infections and provides a comfortable environment in which to make significant decisions about their future care and at the same time freeing up critical beds in the hospital for patients admitted through the emergency departments.

[More about the videoconference and Home First.](#)

New Client Health Record Information System to Improve Client Service, Productivity, and Data Integrity



The Mississauga Halton CCAC will be launching the first phase of a new client health record information system (affectionately termed CHRIS) on November 2nd, 2009. The new system will allow us to manage client needs better and allow for more efficient communication with our LHIN and CCAC partners. CHRIS has already been implemented in many CCACs and all CCACs will convert to the new system by 2010/11. Our assessment tools will be integrated into the new client data system which will provide us with an integrated client record and will be the same in all

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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

14 CCACs in Ontario. This will allow for consistent tracking and data gathering across the province.

[More about the new information system.](#)

Mississauga Halton CCAC Preparing for H1N1

In order to prepare for a possible H1N1 influenza pandemic in the fall, the Mississauga Halton has been working over the summer on a number of fronts, including flu assessment and treatment centres, pandemic planning and employee preparedness.



Flu Assessment and Treatment Centres

The Health Department has requested the assistance of the Mississauga Halton CCAC and our contracted nursing providers to provide staff for the Flu Centres.

Pandemic Planning

The CCACs across Ontario have developed a provincial Pandemic Plan in preparation for a possible flu outbreak this fall.

Employee Preparedness

Our employees have been fitted for masks to ensure their health and wellbeing as they continue to care for our clients.

[More about these H1N1 initiatives.](#)

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.

Contact Us

310CCAC

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Mississauga Halton CCAC

www.mh.ccac-ont.ca

Feedback?

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

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CASC

Centre d'accès aux soins communautaires

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Mississauga Halton

9/18/2009

Best Practice

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Mississauga Halton is leading the way in Ontario in finding solutions to reduce ALC rates.

"This best practice conference was so important because reducing ALC rates is at the top of everybody's priority list in Ontario," explains Narendra Shah, Chief Operating Officer, at the MH LHIN. "The LHIN, CCAC and hospital partners were all receiving inquiries from system partners across the province to find out more about our 'home first' philosophy. By working together to host the videoconference, we were able to provide a fulsome view of Home First and the positive impact it has had in Mississauga Halton".

The conference included five panel members from Mississauga Halton discussing the various aspects of Home First and ALC. There were over 70 sites across Ontario who participated in the event.

Impact of Home First program:

- With the help of Home First, the number of clients in acute beds at Halton Health Services (HHS) who no longer required hospital care and were awaiting access to long-term care dropped from 24% in June 2008 to 5% in June 2009.
- From June 2008 to June 2009, the average number of patients that came to HHS's emergency departments each day and were 'admitted to no bed' (in other words, that were admitted but did not have access to an acute care bed) decreased by two thirds. The enhanced services provided through Home First enabled this decrease because patients who no longer needed acute care services were discharged sooner, freeing up acute beds for admitted patients from the emergency departments.
- At Trillium Health Centre, the average ALC patients waiting to get into a long-term care home per month dropped from about 110 in March 2009 to just over 60 in June 2009.
- Credit Valley Hospital recently implemented the Home First program and the results are already looking positive.
- The Mississaugan Halton CCAC has worked in partnership with each MH LHIN hospital to ensure that through Home First, all patients are given the opportunity to return home with support to make longer term care decisions outside of acute care. Through LHIN investments, the CCAC has been able to facilitate, on average, 10 patient discharges home per week. Prior to Home First, these patients would have waited in hospital for a long term care home.

9/18/2009

Data Quality

New Client Health Record Information System to Improve Client Service, Productivity, and Data Integrity

The Mississauga Halton CCAC will be launching the first phase of a new client health record information system (affectionately termed CHRIS) on November 2nd, 2009. The new system will allow us to manage client needs better and allow for more efficient communication with our LHIN and CCAC partners. CHRIS has already been implemented in many CCACs and all CCACs will convert to the new system by 2010/11. Our assessment tools will be integrated into the new client data system which will provide us with an integrated client record and will be the same in all 14 CCACs in Ontario. This will allow for consistent tracking and data gathering across the province.

To prepare for this new system a team was formed to ready the organization, including standardizing our internal business processes across the entire organization. Intensive staff training began at

http://www.ccac-ont.ca/News.aspx?EnterpriseID=6&LanguageID=1&MenuID=1064[22/09/2009 3:19:44 PM]

Mississauga Halton in mid-September and runs until the end of October. A second wave of training will take place in January-February of next year before the final phase is implemented on February 22nd. 20% of our staff will be in training at any one time until the end of October. This means we will have challenges in sustaining our current level of productivity across the organization. We are doing everything we can during this busy time to ensure that client services are not disrupted. Above all else we will ensure that the safety of our clients will not be compromised.

Mississauga Halton CCAC Preparing for H1N1In order to prepare for a possible H1N1 influenza pandemic in the fall, the Mississauga Halton has been working over the summer on a number of fronts.

9/18/2009

Flu Preparedness
Mississauga Halton CCAC Preparing for H1N1

In order to prepare for a possible H1N1 influenza pandemic in the fall, the Mississauga Halton has been working over the summer on a number of fronts.

Flu Assessment and Treatment Centres
The Region of Peel Health Department is planning to set up two Flu Centres in Mississauga to provide assessment, treatment and referral services to individuals that do not have access to existing primary care providers and for situations where existing primary care providers may be overwhelmed in the case of a severe pandemic.

The Health Department has requested the assistance of the Mississauga Halton CCAC and our contracted nursing providers to provide staff for the Flu Centres. Credit Valley Hospital and Trillium Health Centre will also be providing physician and nursing support to this initiative. The Region of Peel will provide administrative and management staff to operate the centres, as well as all equipment and supplies.

The target date for implementing the Flu Centres is the end of October. The planning for these centres over the past year has been a truly collaborative effort involving the Health Department, local hospitals, the CCAC, pharmacies, physicians and the emergency response services.

Pandemic Planning
The CCACs across Ontario have developed a provincial Pandemic Plan in preparation for a possible flu outbreak this fall. The plan has been shared with our key partners and service providers to ensure a robust plan that can meet our local needs. Meetings between the Mississauga Halton CCAC and its three hospital partners have been initiated to strategize about managing the transfer of patients during a flu outbreak.

Employee Preparedness
In the event of a flu outbreak our employees will be on the front lines helping those in the community afflicted with the flu as well as supporting regional and hospital initiatives. As a result our employees have been fitted for masks to ensure their health and wellbeing as they continue to care for our clients.

8/24/2009

Survey
Do you provide ongoing, unpaid care to a loved one who could not manage without your help?
Mississauga Halton LHIN is conducting a survey to understand what informal caregivers need with respect to respite services. Respite services provide a regular caregiver with a break, time to do something for themselves or relief from day-to-day caregiving. Information from the survey will inform planning for respite services in the LHIN and assist in designing respite services that are truly client-centred.

Please click on the link below to complete the survey.
http://www.surveymonkey.com/s.aspx?sm=gF03BVnfIKPTvIQwP9zhrvg_3d_3d

8/7/2009

Survey
95% Say They Would Recommend CCAC Services
In March, the Mississauga Halton CCAC surveyed its partners and stakeholders to get feedback on our organization and find out how we can improve our partnerships in order to provide even better service for people in the Mississauga Halton area.

Overall, the satisfaction level was 61%. Our ability to partner with organizations was noted to be 69%, and 95.5% of respondents said they would recommend CCAC services to a friend or member of their family. Stakeholders see relationships as our greatest strength, and in particular their relationships with CCAC Case Managers. However, there are greater opportunities to build relationships with agencies in the community support service agency sector, and to engage our partners and stakeholders in planning and implementing new programs and initiatives.

As a navigator in the health care system, we are committed to strengthening our relationships with the community support service agency sector. We are collaborating in various projects such the Community Support Services Portal, quarterly sector meetings hosted by the Mississauga Halton LHIN and Metamorphosis, and working with supports for daily living agencies to establish consistent referral processes. As a result of our focus on cost efficiencies and implementation of best practices, as well as the H1N1 outbreak, we have been collaborating with our contracted service providers and other stakeholders on projects such as pandemic preparedness, supplies and equipment practices, and CHRIS (our new client management system) implementation. The survey helped determine the importance of these activities for our partners and we thank everyone that provided valuable feedback to help us improve our relationships in the community and our service to clients.

8/7/2009

Depots
Depots Provide Clients with Quick, Convenient Access to Medical Supplies
The Mississauga Halton CCAC is pleased to offer seven [medical supply depots](#) conveniently located throughout the Mississauga Halton area to provide simple, quick access to the supplies prescribed as part of a client's care plan. Many depots are open in the evenings and on weekends so clients can

work with their Case Managers to determine the most appropriate depot location and pick-up times.

Since July, all routine medical supply orders are being delivered to a depot for client/caregiver pick-up. There are exceptions to this policy if a client is unable to pick up their supplies and if no caregiver or family member is available to assist.

We have been working closely with physicians and service providers to ensure that clients are aware of the pick-up process and can access their supplies quickly.

8/7/2009

Client Safety

Mississauga Halton CCAC Participates in Provincial Launch of Client Safety Program

The Mississauga Halton CCAC is promoting client safety in all care settings through the 'Your Health Care – Be Involved' campaign. The province-wide campaign includes client safety tips for the home and community sector and empowers clients to make informed decisions about their health care. It is the result of a partnership between the Ontario Hospital Association (OHA) and the Ontario Association of Community Care Access Centres (OACCAC). 'Your Health Care - Be Involved' presents five client safety tips in a brochure and poster format. [Click here access the brochures and posters.](#)

8/7/2009

Prequalification

CCACs Ensure Quality, Efficiency Through Provincial Prequalification

The [Ontario Association of Community Care Access Centres \(OACCAC\)](#) undertook the first round of a province-wide prequalification process for CCAC service providers. Centered on fairness and communication, this process prequalifies service providers so they can compete in future CCAC Request for Proposal processes. Previously the prequalification process was conducted by individual CCACs – it is now a province-wide process facilitated by the OACCAC.

Prequalification is granted based on evidence of experience, the financial capacity to support a contract for services and the absence of any barriers to capacity such as lawsuits or financial claims.

The prequalification process does not result in any changes to current service provider contracts. Additional opportunities to prequalify will be offered this fall and on a regular basis in the future.

8/7/2009

Leadership

New Senior Director, Client Services

The Mississauga Halton CCAC is pleased to introduce Nancy Kula, our new Senior Director of Client Services. Nancy is a seasoned health care executive with over 20 years of experience in the health care sector. She has a track record of planning and implementing effective and positive changes in organizations in partnership with funders, service providers and diverse stakeholder groups.

Nancy comes to us from the Unionville Home Society where she served as its President and CEO for the past two years. She provided strategic leadership to four interrelated corporations providing a continuum of services and supports for seniors including long-term care, seniors housing, and community support services. Nancy began her career in health care as an Occupational Therapist and also holds an MBA from the University of Western Ontario.



8/7/2009

Website

Exciting Website Improvements

The Mississauga Halton CCAC website is making it easier than ever to learn about community care options and long-term care. Our site now includes a link to [310CCAC](#), video clips of CCAC [client stories](#), downloadable [guides and brochures](#) about our programs, live updates (RSS feeds) so you can sign up for information to be sent directly to your inbox, and more. Our draft [Pandemic Plan](#) is also posted online and will be updated regularly as we work with all CCACs to achieve consistent responses across the province to emergencies. Browse our website today to check out all the great features that it has to offer.

8/7/2009

Community

CCAC Employee Fighting Hunger in the Community

This year, the Mississauga Halton CCAC presented its first-ever Volunteer of the Year Award to an employee who showed extraordinary commitment to the wellbeing of others through her volunteer work. For the last nine years, Cindy MacMillan of the Human Resource Department has spent an evening a week volunteering with the Food Bank.

"One of the greatest accomplishments for a food bank volunteer is when he or she can evoke a positive reaction from a client and turn what might be perceived as a bad time into something good," explains Cindy. "Seeing the client smile as they leave and not feel embarrassed or uncomfortable with visiting the food bank or coming back again, that's when you know you've really made a difference."



Congratulations Cindy, and to all the other Mississauga Halton CCAC employees who volunteer their time for various causes, for having such a positive impact on our community.

7/27/2009

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.](#)

