



Happy 2010!

Everyone at the Mississauga Halton CCAC wishes you and your family a healthy, safe and happy New Year!

Mississauga Halton CCAC Welcomes Jutta Schafler Argao as Interim CEO

Mississauga Halton CCAC Board members and employees welcome Jutta Schafler Argao as interim Chief Executive Officer (CEO) for the organization. Before joining the Mississauga Halton CCAC as the Senior Director of Performance Management and Accountability in 2007, Jutta worked at Trillium Health Centre for close to a decade. She possesses a wealth of knowledge and experience about the health care system, having worked in Ontario and British Columbia. Jutta is committed to ongoing communication and relationship building with the CCAC's partners, to ensure that clients receive quality, seamless care. She assumed her new role following Vida Vaitonis' departure in November and will hold this position until a new CEO is hired. We thank Vida for her dedication and contribution to our organization, and welcome Jutta to the helm!



Client Safety at the Heart of Our Business

Client safety and seamless flow through the health care system are the cornerstones of many programs at the Mississauga Halton CCAC. We are proud to report we improved the client experience and relieved some pressure from our local hospitals by introducing new programs in 2009 which have



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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

had significant impact on the safety of clients.

In 2009, 300 individuals waited for access to long-term care or nursing homes in their homes rather than in hospital through Wait at Home. This reduced the risk of hospital-acquired infections and de-conditioning and put individuals in a comfortable, familiar environment to make significant life decisions or transitions.

[Read more about client safety.](#)

Spreading the Word about the Home First Approach

The Mississauga Halton CCAC and partners have been sharing with audiences across Canada the success of Home First in reducing ALC (alternate levels of care) rates and enabling more effective transitions for individuals from acute care back home. The program was presented at Home Care Summit, hosted by the Canadian Home Care Association in Banff, Alberta from October 28-30, 2009 and in the Innovation Expo at the Ontario Hospital Association's HealthAchieve2009 in Toronto from November 16-18.

[Read more about these presentations.](#)

Bringing Home the Gold

The Mississauga Halton CCAC participated in two winning storyboards for Trillium Health Centre's Quality Awards of Excellence, presented on October 29, 2009 for 'Quality Month'. The storyboard titled *The Flo Collaborative* won first place in the Operational Excellence - Sustainability category and *Home First – An Innovative Approach for the Management of ALC Patients* received the Ken W. White Award for first place in the Learning and Innovation- New Improvement category.



[Read more about the awards.](#)

How Can We Help You? Puis-je vous aider? W czym mogę pomóc?

The Mississauga Halton CCAC is dedicated to

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.

Contact Us

310CCAC

310-CCAC (2222)

www.310ccac.ca

**Mississauga Halton
CCAC**

www.mh.ccac-ont.ca

Feedback?

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

ensuring that clients and families whose first language is not English have access to all the information they need, in the language that they are most comfortable using, to make the best possible decisions about health care. That is why many of our publications are now available in Chinese, Polish, Punjabi, Urdu, as well as English and French. Clients can also contact our offices directly and request to speak to someone in a language other than English if they have further questions or concerns.

[Read more about publications and interpretation services.](#)



Improving Customer Service for People with Disabilities

As of January 1st, 2010, Community Care Access Centres (CCACs) complied with standards of customer service in order to meet the unique needs of people with disabilities, according to the Accessibility for Ontarians with Disabilities Act (AODA). Contracted Service Providers have received training materials for their employees from the Mississauga Halton CCAC and their deadline to comply is March 31st, 2010. If you have any questions regarding compliance, please contact Paula Davidson at 905-855-9090 x7891 or by email at paula.davidson@mh.ccac-ont.ca.

[Read more about AODA.](#)



Planning Ahead in Case of a Pandemic

At the Mississauga Halton CCAC, we recognize the significant role we play to enable quality care for our clients every day – including during times of emergencies. This drove the recent update of our Pandemic Influenza Plan which establishes a framework for our response to a global pandemic. The plan is part of our comprehensive emergency management strategy and reflects a collaborative

effort between all areas of our organization and our contracted service providers. We engaged in this collaborative initiative with all Ontario CCACs to create a consistent Pandemic Response Plan across Ontario.

[Click here to view The Pandemic Plan.](#)

Reinforcing Strategic Objectives to Successfully Navigate Today's Environment

The Mississauga Halton CCAC Board of Directors has completed their annual review of the objectives laid out in our Strategic Plan. They have revised the objectives for 2010/2011 in the context of our current environment. We sincerely thank representatives from the **Mississauga Halton Local Health Integration Network (LHIN), Credit Valley Hospital, Trillium Health Centre, Halton Health Care, contracted service providers, long-term care homes and Metamorphosis** for their time and input throughout the review process. The strategic objectives which are revised annually set the stage for our Operating Plan and budget for the coming year.

[Read more about the review of our strategic objectives.](#)

Delivering Quality while 'Living Within Our Means'

The Mississauga Halton CCAC is committed to delivering quality services to clients within our funding allocation and as such, we engaged contracted Service Providers in a series of meetings to examine strategies for 'Living Within Our Means'. Meetings were held in 2009 to brainstorm, prioritize and plan key strategies including the redesign of medical equipment and supplies utilization and delivery mechanisms, expanding our nursing clinic model, clarifying roles and accountabilities, and streamlining the billing processes to enable timelier financial reporting.

[Read more about delivering quality.](#)

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

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Connecting you with care

CCAC CASC

Community Care Access Centre Centre d'acc  s aux soins communautaires

Mississauga Halton

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Mississauga Halton

1/7/2010

Leadership

Mississauga Halton CCAC Welcomes Jutta Schafler Argao as Interim CEO

Mississauga Halton CCAC [Board members](#) and employees welcome Jutta Schafler Argao as interim Chief Executive Officer (CEO) for the organization. Before joining the Mississauga Halton CCAC as the Senior Director of Performance Management and Accountability in 2007, Jutta worked at Trillium Health Centre for close to a decade. She possesses a wealth of knowledge and experience about the health care system, having worked in Ontario and British Columbia. Jutta is committed to ongoing communication and relationship building with the CCAC's partners, to ensure that clients receive quality, seamless care. She assumed her new role following Vida Vaitonis' departure in November and will hold this position until a new CEO is hired. We thank Vida for her dedication and contribution to our organization, and welcome Jutta to the helm!

1/7/2010

Safety

Client Safety at the Heart of Our Business

Client safety and seamless flow through the health care system are the cornerstones of many programs at the Mississauga Halton CCAC. We are proud to report we improved the client experience and relieved some pressure from our local hospitals by introducing new programs in 2009 which have had significant impact on the safety of clients.

In 2009, 300 individuals waited for access to long-term care or nursing homes in their homes rather than in hospital through Wait at Home. This reduced the risk of hospital-acquired infections and de-conditioning and put individuals in a comfortable, familiar environment to make significant life decisions or transitions. Through Stay at Home, over 200 people received increased levels of care, enabling them to stay at home and remain independent instead of moving into long-term care. The [Geriatric System Navigation](#) program is a proactive, upstream approach to keeping seniors over 75 who recently visited the Emergency Department at home and out of hospital. Over 3,300 individuals were eligible for GSN services since April 2009 and 800 people became CCAC clients through the program. These initiatives fit within the Ministry of Health and Long-Term Care's Aging at Home Strategy which promotes safety and independence for seniors while reducing the strain on hospitals.

Another approach to treating clients in a way that is efficient and convenient for them are [medical supply depots and community clinics](#). Medical supply depots allow people to pick up their supplies at a time that suits them. Clients avoid having to wait at home for a delivery and their supplies are always available for nurses to complete treatments. Similarly, clinics allow clients to schedule their appointments whenever it's convenient for them. Clinics also "free up" nursing resources for home-bound individuals.

In 2010 we will continue to fine-tune these and other programs to fulfill our mission of delivering a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

1/7/2010

Programs

Spreading the Word about the Home First Approach

The Mississauga Halton CCAC and partners have been sharing with audiences across Canada the success of Home First in reducing ALC (alternate levels of care) rates and enabling more effective transitions for individuals from acute care back home.

Janet Parks, Director of Client Services at the Mississauga Halton CCAC and Dale Clement, Chief Operating Officer at Oakville Trafalgar Memorial Hospital, presented the Home First approach at the 2009 Home Care Summit, hosted by the Canadian Home Care Association in Banff, Alberta from October 28-30. The Home First approach was also presented in the Innovation Expo at the Ontario Hospital Association's HealthAchieve2009 in Toronto from November 16-18.

Was this page helpful to you?

Yes

Somewhat

No

http://www.ccac-ont.ca/News.aspx?EnterpriseID=6&LanguageID=1&MenuID=1064[11/01/2010 9:43:37 AM]

1/7/2010

"These conferences featured home and health care success stories from across the country," explained Janet Parks. "They were a way for people to network with others and hear about innovative approaches to providing services to people in a variety of settings. They give health care leaders a chance to learn what is working well in some communities and what it takes to make an idea successful. They are an information and idea exchange and we were pleased to be able to share the Home First philosophy with others so they can reduce ALC rates and better serve patients."

Excellence

Bringing Home the Gold

The Mississauga Halton CCAC participated in two winning storyboards for Trillium Health Centre's Quality Awards of Excellence, presented on October 29 for 'Quality Month'.

The storyboard titled *The Flo Collaborative* won first place in the Operational Excellence - Sustainability category. It explored the Flo Collaborative, a quality improvement program targeting patient transitions from acute care hospitals to subsequent care destinations.



Home First – An Innovative Approach for the Management of ALC Patients received the Ken W. White Award for first place in the Learning and Innovation- New Improvement category. The Home First program helps reduce alternate levels of care (ALC) rates by enabling the smooth flow of patients through the health care continuum from hospital to home.

This year, 36 storyboards outlining quality improvement initiatives were submitted for competition or display and education. Storyboards are judged by an external judging panel made of quality improvement experts and aligned with Trillium's new strategic themes.

1/7/2010

Service

How Can We Help You? Puis-je vous aider? W czym mogę pomóc?

The Mississauga Halton CCAC is dedicated to ensuring that clients and families whose first language is not English have access to all the information they need, in the language that they are most comfortable using, to make the best possible decisions about health care.

That is why we now offer many of our [fact sheets, brochures and guides](#) on CCAC programs, services and process in several of the most commonly-spoken languages in our area. Our publications are available in Chinese, Polish, Punjabi, Urdu, as well as English and French. Clients can also [contact our offices](#) directly and request to speak to someone in a language other than English if they have further questions or concerns. Our diverse staff will help meet their needs in many different languages, or can make arrangements for an interpreter to ensure clear communication.



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When it comes time to make important decisions about care for yourself or a loved one, be sure you have a good understanding of what your options are.

1/7/2010

Accessibility

Improving Customer Service for People with Disabilities

As of January 1st, 2010, Community Care Access Centres (CCACs) complied with certain standards of customer service in order to meet the unique needs of people with disabilities, according to the Accessibility for Ontarians with Disabilities Act (AODA).

The Mississauga Halton CCAC is working to ensure that accessibility requirements are met by developing new policies and procedures and training employees so they learn how to best serve people with disabilities. Contracted Service Providers have received training materials for their employees from the Mississauga Halton CCAC and their deadline to comply is March 31st, 2010. If you have any questions regarding compliance, please contact Paula Davidson at 905-855-9090 x7891 or by email at Paula.Davidson@mh.ccac-ont.ca. The AODA requirements are just one more way that the Mississauga Halton CCAC is showing its commitments to providing outstanding care – every person, every day.



As of January 1st, 2010, Community Care Access Centres (CCACs) complied with certain standards of customer service in order to meet the unique needs of people with disabilities, according to the Accessibility for Ontarians with Disabilities Act (AODA).

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The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005 and requires that public and private sector organizations comply with accessibility standards for customer service, information and communication, employment, transportation, and building accessibility.

1/7/2010

Planning

[Planning Ahead in Case of a Pandemic](#)

At the Mississauga Halton CCAC, we recognize the significant role we play to enable quality care for our clients every day – including during times of emergencies. This drove the recent update of our Pandemic Influenza Plan which establishes a framework for our response to a global pandemic.

The plan is not intended for the management of routine influenza outbreaks or respiratory illnesses. It is part of our comprehensive emergency management strategy and reflects a collaborative effort between all areas of our organization and our contracted service providers. We engaged in this collaborative initiative with all Ontario CCACs to create a consistent Pandemic Response Plan across Ontario.

Please visit the [Publications and Reports](#) section of our website to view The Pandemic Plan.

1/7/2010

Planning

[Reinforcing Strategic Objectives to Successfully Navigate Today's Environment](#)

The Mississauga Halton CCAC Board of Directors has completed their annual review of the objectives laid out in our Strategic Plan. They have revised the objectives for 2010/2011 in the context of our current environment.

To gain an understanding of the current environment, CCAC connected with key stakeholders to hear their perspectives and learn about the issues they face. We sincerely thank representatives from the Mississauga Halton Local Health Integration Network (LHIN), Credit Valley Hospital, Trillium Health Centre, Halton Health Care, contracted service providers, long-term care homes and Metamorphosis for their time and input. The strategic objectives which are revised annually set the stage for our Operating Plan and budget for the coming year.

Our strategic objectives represent the direction that the Mississauga Halton CCAC is moving in and take into account the current reality faced by our clients, our stakeholders and our partners. 2010/2011 represents the 'close-out' year for our current strategic plan and we anticipate moving forward significantly in our System Navigation, Quality Improvement, Information Management, Integration & Partnership, and Workforce Planning journey. As in prior years, we will publish our strategic roadmap for 2010/2011 in the coming months.

1/7/2010

Quality

[Delivering Quality while 'Living Within Our Means'](#)

The Mississauga Halton CCAC is committed to delivering quality services to clients within our funding allocation and as such, we engaged contracted Service Providers in a series of meetings to examine strategies for 'Living Within Our Means'. Meetings were held in April, May and August 2009 to brainstorm, prioritize and plan key strategies. Those key strategies included the redesign of medical equipment and supplies utilization and delivery mechanisms, expanding our nursing clinic model, clarifying roles and accountabilities, and streamlining the billing processes to enable timelier financial reporting.

The latter strategy involved developing detailed process maps as well as identifying challenges and root causes following our CHRIS Go Live. We look forward to implementing solutions for these issues. We thank contracted Service Providers for fully and creatively participating in this key initiative which has once again proved that collaboration and partnership enable quality client services.

1/4/2010

**January: Alzheimer Awareness Month
Alzheimer Awareness Presentation**

The Alzheimer Society, in partnership with the Gertrude Cetinkski Lectureship presents: The RISING TIDE - An update on Alzheimer's disease/dementia research, treatment and care 2010. [Click here for more information.](#)

12/21/2009

**Health Care Options
Know Your Options**

See this great links for information about health care options available to you and your family.

- Find Health Care Options: www.ontario.ca/healthcareoptions
- Medical Services Directory: <http://www.hco-on.ca/English/Search/>
- Fact Sheets in a Variety of Languages: <http://www.health.gov.on.ca/en/public/programs/hco/factsheets.aspx>

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.](#)



