



## Mississauga Halton CCAC Welcomes New CEO Caroline Brereton

The Board of Directors of the Mississauga Halton Community Care Access Centre has appointed Caroline Brereton, MBA, as Chief Executive Officer for the Mississauga Halton CCAC effective May 25th.



Caroline is a highly effective, dynamic senior healthcare executive with proven strategic leadership capability and a strong operational management focus. She comes to the CCAC from Leading Edge Group where, as the Senior Healthcare Consultant, she was responsible for business development and strategic planning for the Canadian healthcare division. Before that, she worked with Trillium Health Centre for over a decade holding various senior level positions. Most recently, she was Vice President, People, Corporate & Clinical Support Service at Trillium.

Caroline has a strong vision for a quality and patient focused health system within which the CCAC is a key partner in overall health system transformation. Caroline's vast experience within the healthcare sector and the alignment of her values and vision with those of the CCAC has made it clear that she is the right leader for the organization.

## Making a Difference in ALCs

The Mississauga Halton CCAC is working closely with local hospital partners to develop innovative ways to deliver on the promise of high quality care and to ensure a smooth flow of



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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

individuals through the health care continuum.

Through the Aging at Home Strategy, the Ministry of Health and Long-Term Care made alternate levels of care (ALC) patients – patients waiting in acute care beds in the hospital for access to long-term care – a priority. Reducing ALC rates will ensure that clients receive the right care in the right place and enable a significant reduction in emergency department wait times.

[Read more about ALC.](#)

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## Our Partners are Talking, and we're Listening!

Mississauga Halton CCAC stakeholders have a lot to tell us, and we are listening! The feedback is in from our second annual stakeholder satisfaction survey, and though 95% would recommend us to their friends and family, results show that there are areas for improvement in our relationships with some stakeholder groups. Through the survey, we received feedback from 112 organizations which included community support services, long-term care homes, hospitals, service providers, family health teams, public health units, school boards, mental health and addictions agencies, CCACs and the LHIN. An impressive response rate (91%) shows that stakeholders appreciated the opportunity to provide feedback.

[Read more for results from the survey.](#)

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## Reflecting on a Successful Year

Fiscal year 2009 was a successful year for Mississauga Halton CCAC. The CCAC undertook many significant initiatives to further enhance efficiencies in the way services are provided to individuals in our community. Key successes include the adoption of a new, province-wide system to manage client information and the opening of new community clinics and depots to provide nursing services more efficiently to people. Finally, we are working closely with hospital and community partners to develop innovative ways of helping people navigate the health care system. The dedication of our employees to quality care enabled Mississauga Halton CCAC to finish the year on budget and without any significant wait lists for services.

[Read more about the the past year.](#)

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## Helping People Feel Better Faster

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](http://www.310ccac.ca)

**Mississauga Halton CCAC**  
[www.mh.ccac-ont.ca](http://www.mh.ccac-ont.ca)

## Feedback?

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



Last year, one third of the 305,956 visits made to local emergency departments were made by people with injuries or illnesses who could have been seen elsewhere and they experienced the longest waits. These startling statistics are what drives *Feel Better Faster*, a campaign offering the public quick and easy access to information about local health and community services to meet their non-urgent needs.

The campaign is a joint initiative sponsored by the Mississauga Halton Local Health Integration Network (LHIN) on behalf of The Credit Valley Hospital, Halton Healthcare Services, Trillium Health Centre and the Mississauga Halton CCAC. Launched in April, the program aims to reduce emergency department wait times in local hospitals by helping residents make better decisions in accessing their care.

[Read more about Feel Better Faster.](#)

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

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**CCAC** **CASC**  
Community Care Access Centre  
Centre d'accès aux soins communautaires

## Mississauga Halton

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### Archived News

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Caroline has a strong vision for a quality and patient focused health system within which the CCAC is a key partner in overall health system transformation. Caroline's vast experience within the healthcare sector and the alignment of her values and vision with those of the CCAC has made it clear that she is the right leader for the organization.



#### Making a Difference in ALCs

The Mississauga Halton CCAC is working closely with local hospital partners to develop innovative ways to deliver on the promise of high quality care and to ensure a smooth flow of individuals through the health care continuum.

Through the Aging at Home Strategy, the Ministry of Health and Long-Term Care made alternate levels of care (ALC) patients – patients waiting in acute care beds in the hospital for access to long-term care – a priority. Reducing ALC rates will ensure that clients receive the right care in the right place and enable a significant reduction in emergency department wait times.

The Home First approach, a joint effort between the Mississauga Halton CCAC and our hospital partners, tackles ALC rates directly. This approach provides extra services to clients enabling them to return home from hospital to either wait for access to long-term care or remain in their own home with enhanced support as long as possible. The initiative is gaining critical acclaim at the national level, and becoming widely recognized as an innovative and effective way to reduce ALCs. Representatives of the CCAC and our hospital partners have met with health care representatives from across the country to share the best practices of this program.



The values of this program – client safety, smooth flow, innovation and efficiency – have led to the evolution of a Home First 'philosophy' driving other important initiatives. Mississauga Halton CCAC and Trillium Hospital have partnered to implement a new discharge model for patients in hospitals. CCAC is also working closely with The Credit Valley Hospital and Halton Healthcare Services in reviewing discharge processes, team communications and accountability. In the near future, CCAC and Credit Valley employees will engage in sessions to analyze the efficiency of the patient flow process and recommend improvements in order to better manage ALC clients.

#### Our Partners are Talking, and We're Listening!

Mississauga Halton CCAC stakeholders have a lot to tell us, and we are listening! The feedback is in from our second annual stakeholder satisfaction survey, and though 95% would recommend us to their friends and family, results show that there are areas for improvement in our relationships with some stakeholder groups. Through the survey, we received feedback from 112 organizations which included community support services, long-term care homes, hospitals, service providers, family health teams, public health units, school boards, mental health and addictions agencies, CCACs and the LHIN. An impressive response rate (91%) shows that stakeholders appreciated the opportunity to provide feedback.

According to stakeholders, Mississauga Halton CCAC employees are polite, courteous and respectful of clients' needs. Additionally, we have been successful in generating awareness about our role in the health care system. Many stakeholders indicated that strong communication and our contribution to client flow across the system are significant contributors to our relationship with their organizations.

Preliminary action planning has identified key priorities we will work towards this year. Priorities include involving stakeholders early and throughout changes that impact our mutual clients and relationships. As well, we will strive to improve collaboration with community support services, hospitals and service providers. Finally, we will build internal capacity to enable effective communication of changes to affected stakeholders.

Thank you to everyone who participated in the survey this year. The comments and suggestions we received are critical to ensuring that we continue to meet the needs of our community and the expectations of the organizations we work with. The survey results will guide us in our operational planning for the coming year and bring us closer to reaching our vision of

outstanding care – every person, every day.

**Reflecting on a Successful Year**

Fiscal year 2009 was a successful year for Mississauga Halton CCAC. The CCAC undertook many significant initiatives to further enhance efficiencies in the way services are provided to individuals in our community. Key successes include the adoption of a new, province-wide system to manage client information and the opening of new community clinics and depots to provide nursing services more efficiently to people. Finally, we are working closely with hospital and community partners to develop innovative ways of helping people navigate the health care system. The dedication of our employees to quality care enabled Mississauga Halton CCAC to finish the year on budget and without any significant wait lists for services.

These successes and other highlights from the last year will be included in our upcoming Report to the Community, set for release in June. The report shares stories about clients, employees and community partners who have contributed to, and benefited from, the Mississauga Halton CCAC over the last year.

**Helping People Feel Better Faster**

Last year, one third of the 305,956 visits made to local emergency departments were made by people with injuries or illnesses who could have been seen elsewhere and they experienced the longest waits. These startling statistics are what drives Feel Better Faster, a campaign offering the public quick and easy access to information about local health and community services to meet their non-urgent needs.



The campaign is a joint initiative sponsored by the Mississauga Halton Local Health Integration Network (LHIN) on behalf of The Credit Valley Hospital, Halton Healthcare Services, Trillium Health Centre and the Mississauga Halton CCAC. Launched in April, the program aims to reduce emergency department wait times in local hospitals by helping residents make better decisions in accessing their care.

"By providing people with information about services available in the community to meet their non-urgent needs, we can reduce wait-times in emergency departments and ensure that individuals receive necessary care," explains Caroline Brereton, CEO of the Mississauga Halton CCAC. "Helping individuals of all ages navigate through the health care system and connecting them with the most appropriate services is crucial to building a healthy community."

For more information, visit [www.feelbetterfaster.ca](http://www.feelbetterfaster.ca) which highlights local services including family doctors, walk-in clinics, pharmacies, home care, long-term care services, mental health services, community support services, urgent care and emergency services and more.