

2009-2010 report to the community

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**Our Clients
Come First**



**Outstanding
Care —
Every Person,
Every Day**



Connecting You With Care 



Message from the Chair of the Board and CEO

We began the 2009-2010 fiscal year with a renewed commitment to connect our clients with the proper level of care and services within the community and to play a critical role in helping them move through the health care system during the different phases of their care needs.

As we look back on 2009-2010, we can say with confidence that we, at Central West Community Care Access Centre (CCAC), have embraced our role as “community care connectors”. We walked with our clients along their journey and helped them navigate the complex health care system. We provided access to community care and other health and social services when they needed it. Most of all, we never lost sight of the fact that “our clients come first”. We achieved this through active listening, compassion, encouraging independence and delivering quality care in a timely manner.

The Central West CCAC’s Board of Directors and staff work closely together to align and focus the work at all levels of the organization. In doing so, we harness the energy of our dedicated staff, partners and service providers to collaborate in ways that produce meaningful results for our community and our clients. Since our inception, the Central West CCAC has enjoyed tremendously rich and rewarding relationships with our partners, and this certainly continued to be the case during the 2009-2010 year. Some of our major accomplishments include:

- Reduced Alternate Level of Care (ALC) days and improved movement of patients to other levels of care that best meet their needs in collaboration with hospital partners
- Launched 310-CCAC in Central West, a free information and health-referral service across Ontario
- Connected 1,359 individuals without a primary health care provider to area physicians
- Provided in-home health care services to 17,084 adults and 3,287 children through home and school programs
- Facilitated the placement of 1,231 clients into long-term care homes

At the Central West CCAC, *Connecting you with care* is more than just a tagline – it’s a statement of our commitment to the people we serve today and those we will serve in the future. It’s a promise that we will do our best, each and every day, to provide outstanding care that caters to the unique needs of this community.

Sincerely,



David Lehtovaara
Board Chair
Central West CCAC



Cathy Hecimovich
Chief Executive Officer
Central West CCAC

Central West CCAC at a Glance

The Central West CCAC is one of 14 Community Care Access Centres in Ontario that connect people with the quality health care they need, when and where they need it. Thousands of people receive services through the Central West CCAC each year following injury, illness, or the complications of age or disability.

The Central West CCAC is funded by the Ministry of Health and Long-Term Care through the Central West Local Health Integration Network (LHIN). We develop plans to address the needs of Central West residents in partnership with our LHIN and are accountable to this body for our contributions to our clients and the health care system.



The Central West Region

The Central West CCAC territory covers approximately 2,590 square kilometres and includes all of Dufferin County, the northern portion of Peel Region, parts of north-western Toronto and south-west York Region. We serve a population of 739,000 (as per the 2006 census) or 6.1% of Ontario's population. More than half of the entire population resides in the City of Brampton, with other densely populated areas in Rexdale (Toronto), Malton (Mississauga), Orangeville and Woodbridge.

Central West CCAC by the numbers

- **2009-2010 Budget: \$76,833,809**
- **Clients served: 28,184**
- **220 staff members (full-time equivalent)**
- **CCAC offices in Brampton and Orangeville, with staff located onsite at Etobicoke General Hospital, Brampton Civic Hospital and Headwaters Health Care Centre**

Our Vision and Mission

All of our employees – from our case managers to our administrative staff and management – are dedicated to realizing our Vision and Mission.

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.

Did you know?

- The Central West CCAC manages admission to 3,440 beds in 23 long-term care homes in the Central West region.
- Central West is the fastest growing region in Ontario with the population expected to grow by 25% between 2006 and 2016.
- Central West CCAC serves the most ethnically diverse population in Ontario with over 50% identified as visible minorities.
- Central West has the highest birth rate in Ontario with more than 11,000 babies born each year.

What we do?

- Connect thousands of people each year with the care and support they need at home, at school or in the community following injury, illness or the complications of age or disability
- Facilitate access to long-term care homes so that those no longer able to live on their own can be cared for in a comfortable, home-like environment
- Arrange for and coordinate the provision of nursing, rehabilitation and supportive care to people of all ages, from children to adults to seniors
- Help clients navigate the health care system, acting as a vital link to the health supports, services and resources they need
- Help our clients live as independently as possible

Board of Directors

The Central West CCAC Board of Directors develops our strategic directions and provides monitoring and oversight of program quality, effectiveness and financial viability.



David Lehtovaara
- Chair -



Carmine Domanico
- Vice Chair -



Paul Nelson
- Treasurer -
(effective June 2009)



Mathew Alexander
- Board Member -
(to December 2009)



Anna Paluzzi
- Board Member -
(effective June 2009)



Bhupinder Sharma
- Board Member -



Gord Gallagher
- Board Member -



Mary Wheelwright
- Board Member -

Our Values

OUR CLIENTS COME FIRST.

We demonstrate this commitment through active listening, showing compassion, encouraging independence, acting as advocates and facilitating access to quality care.

RESPECT IS CRITICAL TO ALL GOOD RELATIONSHIPS.

It underscores all our interactions with clients, staff and community partners.

LEARNING ENVIRONMENTS ARE EMPOWERING.

We explore and adopt new ideas to improve our practice.

DIVERSITY IS AN ASSET.

It creates a richness of experience and an appreciation of other possibilities.

WE ARE ACCOUNTABLE.

We strive for consistency, fairness, and optimal outcomes through the wise use of resources and the measurement of results.



In-Home and Community Care

Although many of our referrals come directly from physicians or hospital, anyone can refer to the CCAC. Once the initial contact is made, a Central West CCAC case manager conducts a thorough assessment, then works in collaboration with the client and their family to develop a care plan that best meets their needs. Some of the more frequently used home care services include nursing, rehabilitation, and in-home personal support services. In addition to coordinating professional health care services, case managers can also refer clients to other health and social services which help enhance the client's quality of life.

Our case managers work to develop strong relationships with the people they serve. Through proactive consultation with health care providers, case managers carefully monitor clients' progress and adjust their care plans according to their ever changing needs. Our goal is to provide the right level of service, in the right place, at the right time and help them live as fully and independently as possible.

Did you know?

The Central West CCAC serves people of all ages, including children. We work with families, service providers and school boards to meet the needs of these special young people at home and at school by providing services such as physiotherapy, occupational therapy, personal support and speech-language pathology. The population of the Central West region is unique – we have the youngest and fastest growing population in Ontario. During the 2009-2010 fiscal year, we provided services to 4,191 clients under the age of 20.

In-home & Community Care Key accomplishments in 2009-2010

NURSING CARE CENTRES

2009-2010 saw the opening of two nursing care centres in the Central West region. Clients who may have previously received nursing services such as IV therapy or wound care at home or in the Emergency Department now have access to nursing centres at convenient locations. Clients no longer have to wait to be seen by an emergency department physician or a visiting nurse in their home. They can simply come in at their appointed time, receive their services and carry on with their day. 512 clients received care in our new nursing care centres last year.

- Headwaters Health Care Centre (Orangeville)
- 36 Vodden Street, Unit 304 (Brampton)

WOUND CARE PROGRAM

Wounds have a large impact on the quality of life of our clients, and may take a long time to heal. In our quest for continuous improvement, we implemented a new wound care program that is built on evidence-based practice developed by experts in wound care management. With the implementation of new principles and service guidelines, we were able to significantly enhance the care we provide through better client outcomes such as improved quality of life and healing.

CLUSTER CARE

Personal Support Workers (PSW) provide a key service to clients requiring personal care needs. With the cluster care model, PSWs are assigned to a group of clients who live in close proximity to each other. It provides a more flexible and responsive way of delivering services to our clients. Under this model, clients enjoy the added benefit of more frequent visits throughout the day, if necessary.

“I wanted to thank the Saint Elizabeth nurses at the Headwaters CCAC nursing care centre for their excellent care and treatment of a vascular leg problem I had developed. They were most knowledgeable, efficient and always had a friendly smile on their face. With the help of their good care, my problem has successfully healed.”

Eckhard, Central West CCAC client

“The Central West CCAC staff have been just fantastic to my husband and myself. It’s like a bright ray of sunshine coming through; someone’s there, they listen and they care. We can be together now (at the same long-term care home). We’re ready to start on another big adventure in life.”

Evelyn, Central West CCAC client, married to another Central West CCAC client for the past 49 years

Long-Term Care

As an organization, the Central West CCAC strives to support all members of our community who require care to remain independent in their own homes. However, when this is no longer possible, CCACs facilitate access to long-term care homes. Long-term care homes are designed for people who require the availability of 24-hour nursing and assistance within a secure setting. In general, long-term care homes offer higher levels of personal care and nursing support than those offered by either retirement homes or supportive housing.

Clients considering long-term care homes can contact the Central West CCAC directly. Our placement facilitators provide detailed factual information on all long-term care options that are available. We also offer counselling to new clients uncertain if placement in a long-term care home is right for them.

Long-Term Care Key accomplishments in 2009-2010

WAIT AT HOME PROGRAM

When a client’s stay at a hospital has come to an end and a decision has been made to move to a long-term care home, they may experience barriers in returning to the community while they wait for a bed to become available at a long-term care home of their choice. With our new “Wait at Home” program, clients receive enhanced services that enable them to return home safely and wait in the familiar and more comfortable surroundings of their own home. Our case managers work with the client and their family to develop a support plan that matches the goals and clinical needs of our clients. In 2009-2010, 43 clients were able to “wait at home” as a result of this program.

Health Care System Navigation

One of our key objectives in 2009-2010 was to help you, our clients, navigate the complex health care system. We create connections for people by developing, coordinating and maintaining links across the health care services system. We create connections with people, walking with clients as they journey from hospital to home and other points in between. In other words, we are the "go to" source when it comes to navigating the health care system and we act as a vital link to the health support and information people need.



“Our case managers were compassionate, professional and so very helpful in educating us on the services available and guiding us through the process of obtaining the care my father needed in dealing with his illness, and the support my mother needed in her role as his primary caregiver. We will not forget their dedication, patience and understanding.”

Ken, son of Central West CCAC client



Our role as system navigators

310-CCAC

310-CCAC is a provincial phone number and web database that connects all Ontarians with health information, support and resources in their own communities. Access to local health-related services and information is a simple click or phone call away. Anyone in Ontario can pick up a phone and dial 310-CCAC (toll-free and area code not required) to be connected to their local CCAC or visit the web at www.310CCAC.ca. In that single phone call, they can speak to a health professional, arrange for a variety of in-home health services, and get connected to health programs and resources in their communities.

HEALTH CARE CONNECT

Health Care Connect is a service provided by the Central West CCAC that helps Ontarians without a family health care provider find one. Clients can register for the program by calling 1-800-445-1822. The Central West CCAC then connects them to physicians and nurse practitioners who are accepting new patients in their community. Last year, Central West CCAC helped 1,359 individuals find a health care provider in their area.



**310-CCAC LINKS PEOPLE TO OTHER
 COMMUNITY-BASED HEALTH AND
 SUPPORT SERVICES**



**HEALTH CARE CONNECT LINKS
 PEOPLE TO PRIMARY CARE
 PROVIDERS IN THEIR AREA**

Supporting our Hospitals

Reducing hospital Emergency Department wait times and Alternate Level of Care (ALC) days are fundamental to the success of Ontario's health care system. ALC refers to cases where hospital patients have completed the acute care phase of their treatment but remain in acute care beds waiting for discharge or transfer elsewhere.

With beds occupied by patients waiting to move elsewhere, a patient in the Emergency Department cannot be admitted, causing a domino effect that leads to longer Emergency Department wait times. This is where we, the CCAC, play a critical role in keeping the health care system flowing. Working closely with hospital staff, Central West CCAC case managers assess both admitted clients and those in the Emergency Department and assist them to safely transition home with the community services and supports they require.

OUR CASE MANAGERS WORK SHOULDER-TO-SHOULDER WITH HOSPITAL STAFF TO ENSURE CLIENTS RECEIVE THE RIGHT LEVEL OF SERVICE AND SPECIALIZED PROGRAMS TO MEET THEIR NEEDS.

“The collaborative relationship between Headwaters Health Care Centre and Central West CCAC has enabled us to better serve the needs of patients in our community. The Central West CCAC nursing care centre has been an exceedingly positive experience for staff and clients. The nursing care centre has increased patient satisfaction by reducing wait time in our emergency department to receive care. As a result, patients receive their medications and treatments in the right place at the right time while relieving pressure off the emergency department. The partnership has been extremely successful and offers an innovative model of care for our community.”

Liz Ruegg, Vice President, Patient Services & CNE
Headwaters Health Care Centre

“Over the past year, we have continued to build a very strong partnership with our colleagues at Central West CCAC. Our collaborative working relationship is integral to our success in ensuring optimal access to care and patient flow within the Central West region.”

**Elizabeth Buller
Senior Vice President,
Patient Services
William Osler Health System**

Our contribution to reducing ALC days

CASE MANAGERS SUPPORT HOSPITAL DEPARTMENTS

In yet another example of closer integration with hospitals, our case managers are physically located in designated units at Headwaters Health Care Centre, Brampton Civic Hospital and Etobicoke General Hospital. This proximity supports the goal of increasing collaborative planning by appropriately identifying patients who can safely move to other levels of care in the community. Over 60% of clients referred to the CCAC for services come from hospitals. Last year, we helped discharge 7,574 patients home with CCAC services and allowed them to recover in the comfort of their own homes.

PALLIATIVE CARE/ENHANCED END-OF-LIFE PROGRAM

Studies have shown that most clients at end-of-life choose to die at home rather than in a hospital. With a dedicated team of palliative care case managers and service providers, Central West CCAC has increased its ability to focus on the specialized needs of this client group. Clients and their families receive increased home services to ensure they are appropriately supported during the last stages of their illness.

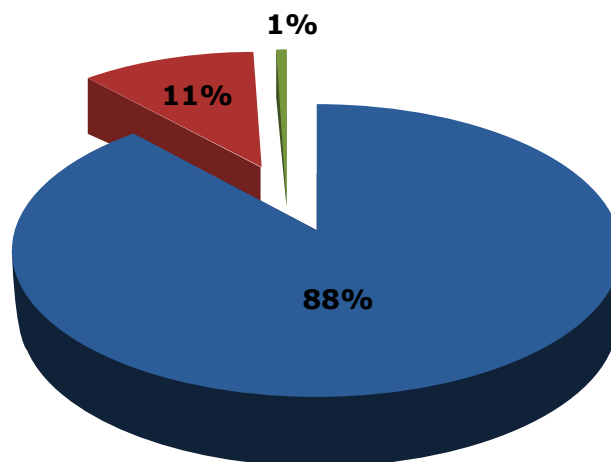
EMERGENCY DEPARTMENT COLLABORATIVE

Our case managers play an active role in the hospital's Emergency Department by ensuring that the appropriate people go home with enhanced services, as an alternative to being admitted into the hospital. The case manager in the Emergency Department provides linkages to other health and social services in the community, determines the most appropriate level of CCAC service and implements a plan that is suitable for the needs of each individual.

Fiscal Accountability

Did you
know?

Central West CCAC served 28,184 clients in 2009-2010 compared to 27,496 clients in 2008-2009. This represents a year-over-year increase of 2.5%.

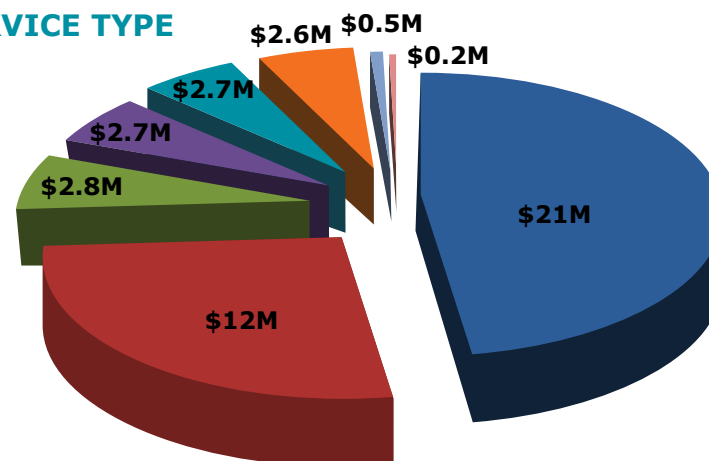


2009-2010 EXPENDITURES BY PERCENTAGE

- Client Services
- Administration
- In Service Education/Other

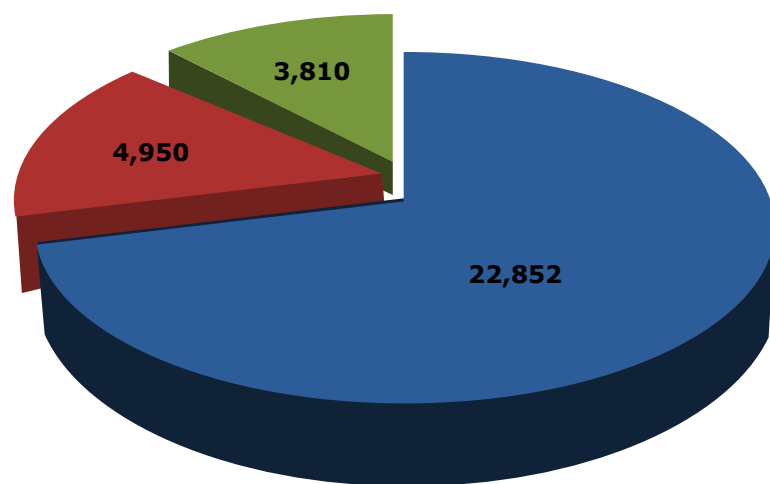
2009-2010 EXPENDITURES BY SERVICE TYPE

- Personal Support
- Nursing-Visits
- Nursing-Shift
- Occupational Therapy
- Physiotherapy
- Speech
- Social Work
- Nutrition



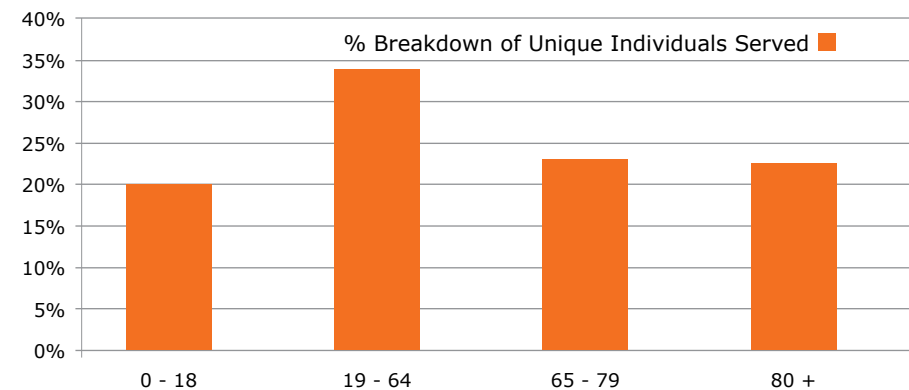
Statistics

UNIQUE INDIVIDUALS SERVED IN 2009 – 2010

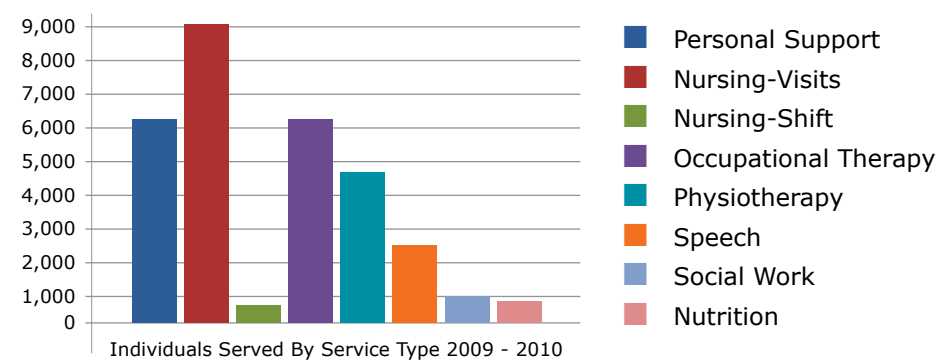


- In Home
- Private and Public Funded Schools
- Placement

UNIQUE INDIVIDUALS SERVED BY AGE GROUP IN 2009-2010



UNIQUE INDIVIDUALS SERVED BY SERVICE TYPE IN 2009-2010



On the Horizon

2010-2011 is shaping up to be another busy year for Central West CCAC. As always, our priorities and initiatives are developed in keeping with our goal of providing equitable access, individualized care coordination and quality health care to you, our clients. Some of our key initiatives on the horizon include:

Integrated Client Care Project

The Integrated Client Care Project will test a new, redesigned approach to the delivery of health care in Ontario. Central West CCAC is proud to be one of four early implementation sites to take part in this exciting multi-year provincial initiative. The goal of this program is to improve client health status and quality of services delivered to our clients. Wound care will be the first dimension of care to be measured under this initiative.

Diversity Plan

The Central West region is home to a diverse and growing population. It is also the most multicultural region in Ontario with more than half its population being visible minorities. As part of this plan, we will reach out to our ethnically-diverse community and engage in meaningful conversation that will allow us to identify service gaps and understand the unique needs of these communities. We will also raise awareness of Central West CCAC services through educational campaigns and community consultations.

Home First

Home First is a team-based philosophy that promotes safe and timely care, services and supports to meet the health care needs of clients and families in the most appropriate setting. The Home First initiative supports people in returning to their homes from hospital wherever possible. The initiative has proven to improve client experiences, reduce the risk of hospital acquired infections and, most importantly, allow the client to recover and optimize functioning and independence prior to making any permanent decisions about how and where they choose to live.



Contact us

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Phone: 310-CCAC
Online: www.cw.ccac-ont.ca

Join us

For job opportunities, email
careers@cw.ccac-ont.ca or visit
www.ccacjobs.ca

Refer to us

To make a referral to the CCAC or to
inquire about services in the community,
please call us at 1-888-733-1177.

The Central West CCAC is funded by the Ministry of Health and Long-Term Care through the Central West Local Health Integration Network (LHIN). Services are provided at no cost to all Ontarians with a valid Ontario Health Card. A physician's referral is not required; anyone can refer to the CCAC!