



Central West

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Centre-Ouest

Central West CCAC Report to Our Community 2013-2014

**Your health care community,
in your community**



Ontario

Central West Local Health
Integration Network



Message from the Board Chair and CEO



The Central West Community Care Access Centre (CCAC) is proud to be part of your health care community, in your community.



We invite you to read through to hear from:

- Suenita, whose son Quinton has returned home from the hospital with CCAC care (pg. 4)
- Nancy, 91, whose health is back on track after her Care Coordinator “didn’t give up” (pg. 6)
- Kim and Kevin, whose CCAC rapid response nurse provided essential in-home care (pg. 8)
- Cinderella, Elizabeth and Aldo, who are benefitting from CCAC in-home pharmacy services (pg.10)
- Jasmin, who is realizing her dream of attending high school, despite a collapsed lung (pg. 12)

While each story is unique, they all reflect the extraordinary collaboration occurring across our health care community. We are honoured to care for our patients alongside their families, doctors, nurse practitioners, service providers, community agencies and others. Working closely with these partners, our care coordinators assess their patients’ needs, develop comprehensive care plans and “knit together” the support patients receive across the health care system. Together, we are profoundly impacting the lives of people across our region – and we are building on these partnerships to do even better.

On behalf of the Central West CCAC, thank you for welcoming us into your community.

Carmine Domanico
Board Chair
Central West CCAC

Cathy Hecimovich
Chief Executive Officer
Central West CCAC

Board of Directors



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Board Member



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Board Member

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

Our patients 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 patients, 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.

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“A Special Boy”: Quinton’s Story

“When Quinton was born,” his mother Suenita recalls, “the doctors told me he was a normal baby, all ten fingers and toes.”

Shortly thereafter, Quinton began having seizures. Over the coming days, Suenita would learn that her son suffered from a number of challenges, including an underdeveloped brain and cerebral palsy, and that he would never speak or walk. She spent countless days beside his hospital bed, trying to understand what was next.

“When he was a month old, I asked the doctor if Quinton was going to make it. He said ‘no.’”

Four years later, Quinton has defied the odds. “He has very complex care needs,” notes Alana Fernandes, his CCAC care coordinator, “but with coordinated support and 24/7 care, Quinton’s family has been

able to bring him home.” Even so, his care team needs to remain nimble: “Every time Quinton goes in and out of the hospital his needs change, so we have to continuously tweak what he needs to be safe at home,” Alana explains.

“We work really well with our service providers, ErinoakKids, Sick Kids, Quinton’s advanced practice nurse and others to make sure that Quinton is safe and supported.”

Recognizing the importance of broadening his horizons, Alana has also ensured that Quinton is able to safely join his peers at school.

“Having him in school is a very big step,” says his mother. “At first I wasn’t happy about it; I didn’t want to share him with the world. Then I realized that was very selfish and that Quinton needed to go out there and interact... He has to get a sense and smell of what the outside world is like.”

While she will always worry about her little boy, Suenita is grateful for the care provided by the CCAC and its partners.

“CCAC has been like an angel. They have given me hope that I am not alone in this with my son... they will be able to help you in any way possible. If they are not able to provide it, they tell you where to go or they will send you in the right direction. I feel very good with the services that CCAC is able to provide.”

“CCAC has been like an angel. They have given me hope that I am not alone in this with my son,” says Suenita.



Suenita and Quinton



Hear Quinton’s Story.

Intensive Care Coordination for our Most Vulnerable: Nancy's Story

Nancy Guchardi just turned 91, but has fond memories of her youth. “I was a gad-about,” she recalls, laughing as she remembers her escapades as a young woman.

As she aged, however, Nancy began to experience challenges. Depression coupled with significant vision and hearing impairments made functioning difficult, while high blood pressure meant she was a “stroke waiting to happen.” She hadn’t seen a family doctor or dentist in years, and wasn’t taking her medications. “I figured it was no use,” she recalls.

With no family close by, Nancy’s social isolation was also impacting her health. Unaware of her compromised vision, her apartment’s superintendent slipped notices regarding water shut-offs, repairs, and, finally, an eviction notice under her door. “Nobody even knew I existed then,” she says.

Through a partnership between the CCAC and a local family health team, Nancy was connected with Candace Skinner, a CCAC care coordinator, for help. Yet

despite Nancy’s considerable needs, “it took months and months to gain her trust,” Candace notes. Nancy agrees. “At first, I thought she was just a ‘big-talker,’” she says. “I told her to go home. But she didn’t give up. She kept coming back.”

Over time, Candace earned Nancy’s respect. “I call Candace ‘the generator.’ She does what she says she is going to do, and she follows through right to the end.” Nancy notes. While Nancy is a candidate for long-term care, her goal is to remain at home for as long as possible.

“Nancy may be a senior, but she is absolutely capable,” says Candace, “and she’s very clear on what she wants. Our job is to support her in that.”

Candace intervened with Nancy’s superintendent, helping secure her housing. She also built a team of more than

20 health care and other partners to help Nancy stay safe, and regularly connects with them to ensure Nancy’s needs continue to be met.

A year and a half after she first sent Candace away, Nancy has a family doctor, is taking her medications, and has a much improved outlook on life. She has been to the dentist and optometrist for the first time in years, her blood pressure is stable, and, with the assistance of the Behavioural Supports Ontario (BSO) initiative, is exploring her future options with a respite stay in a long-term care home.

Her sister, Yolanda, calls Candace an “angel in disguise.”

“You’re right from heaven,” she recently said over the phone from New York. “All I know is that if it weren’t for you, Nancy would have given up a long time ago.”



Nancy and Candace

Rapid Response Nursing: Kevin and Kim's Story

In April 2013, the Central West CCAC hired five rapid response nurses to support patients with complex clinical care needs as they returned home from the hospital. In the program's first year, Central West RRNs supported over 400 patients – including Kevin. His daughter, Kim, wrote to us the following spring to share their experience with the program and Kevin's nurse, Angie. Here is some of what Kim had to say:

Good Afternoon,

I'd like to let you know that my dad (Kevin Guest) and I were thrilled to have Angie Saini as his rapid response nurse after he returned home from the hospital with pneumonia.

She was very friendly, informative, professional, compassionate, patient, kind and humorous. She took time to review in detail and simple terms every medication my dad was on and why, as well as the side effects of them. She also described and showed us in detail every medical issue that he has, and there are many!

It was the first time that my dad fully understood how serious his health issues were, and how lucky he was to be alive! She was the first person able to get him to understand how ignoring symptoms, or not taking proper care of himself, could be life altering. He has not been taking any "irresponsible risks" ever since, which is a huge relief for me!

She also reviewed and left copies of information, symptom and action plans sheets for his COPD and Congestive Heart Failure, and completed a sheet with items to discuss with his doctor...

When Dad wasn't regaining his strength as quickly as we hoped, I made a few calls for help, but most just told me to take him to emergency, which is the last place he wanted to be. It was Angie that gave me hope and made a few calls of her own, and arranged an appointment with his doctor the next day. She was also able to arrange for the physiotherapist to visit dad that afternoon and begin his therapy... within only a few days of completing her exercises, dad became much stronger.

Once everything on her list had been looked after, Angie informed us that she would be closing Dad's case, but we were



Kim and Kevin

free to call her at any time if we had any questions or concerns. Dad's care coordinator, Eric Lee, was also very friendly, compassionate, patient and understanding, not only of my dad's situation, but also of mine. He was able to find a room for dad at a Brampton Extendicare the following week.

We wanted to express to you how very impressed and grateful we are, with all of the assistance and care that we've received from the CCAC.

Sincerely,

Kim Storey



Keeping Patients Safe with In-Home Pharmacy Services



Managing Multiple Medications: Cinderella's Story

Challenge: Cinderella takes approximately 24 medications daily to manage multiple chronic health conditions. "I was all over the place with my medications," she notes, and would sometimes miss taking them because she would lose track and didn't want to risk an overdose.

Solution: Seema, her CCAC in-home pharmacist, arranged to have Cinderella's medications prepared in a blister pack to make them easier to manage. Seema also identified a drug interaction that could affect Cinderella's heart and, in consultation with Cinderella's physician, was able to eliminate the medication.



Ensuring Appropriate Medications: Elizabeth's Story

Challenge: Elizabeth wasn't sure what each of her medications did, and was concerned about mixing them up.

Solution: In addition to educating Elizabeth about her medications, CCAC pharmacist Victoria identified a dosing issue with one of Elizabeth's newer medications. "When Victoria came and saw that medication, she told me that I should be taking half the dosage," Elizabeth recalls. "I thought she really could have saved my life."



Learn how CCAC is keeping patients safe with in-home pharmacy services.



Supporting Patients and Caregivers at Home: Aldo and Anna's Story

Challenge: Aldo is on multiple medications and his wife and caregiver, Anna, was concerned about the unwanted side effects he was experiencing. Getting her questions answered was challenging: "Aldo has mobility issues," Anna explains. "When I go to doctors, I normally forget to bring the medications because there are so many. Having a pharmacist come to our home really makes it easier to manage."

Solution: "We can visit at the time and date that is best for the patient, in the comfort of their own home," notes CCAC pharmacist Christina. "In this case, Anna explained her concerns about Aldo's medications, and I brought some recommendations to their family doctor." Aldo's medications were modified based on Christina's recommendations, ultimately resolving some side effects and eliminating others completely.

Helping Students Return to School: Jasmin's Story

“It all started in 2007 when I was nine years old - it started out like a cold that just wouldn't go away,” remembers Jasmin Singh.

Weeks later the previously-healthy student was diagnosed with Wegener's disease, a condition that restricts the blood flow to her lungs. She was also diagnosed with a secondary condition that causes severe pain to her legs.

“On a daily basis, Jasmin suffers from shortness of breath and extreme fatigue, and has difficulty with mobility,” explains Alana Fernandes, her CCAC care coordinator. “A lot of the activities most of us take for granted are very difficult for Jasmin.”

Over the next seven years, Jasmin endured multiple, lengthy hospital stays. Her left

lung collapsed, and the pain in her legs became more significant. “The CCAC helped Jasmin to move from hospital to home,” recalls her mother Ravinderwant, “because Jasmin does not like to stay in the hospital. She wants to stay at home.”

Refusing to be deterred, in February 2014 Jasmin told Alana she also wanted to return to school. “Sick Kids is really far from where I live and I can't easily see my friends,” she notes. “When I am at school I can see my friends, I have them here as support, I have teachers who can support me and I am able to learn something new every day.”

Alana immediately reached out to Jasmin's local school and set about making Jasmin's wish a reality.

“Because Jasmin is so medically fragile and so high risk, a comprehensive care plan was required to ensure her safety,”

she explains. “I assessed Jasmin's needs and determined she required the support of a nurse, occupational therapist, and physiotherapist to keep her safe. Working together as a team, we've been able to manage her very complex needs.”

So far, the support and care is enabling Jasmin's active participation at school.

“The CCAC supports students like Jasmin by providing personalized care and personnel so that they can fully participate in daily school activities,” says Jasmin's guidance counsellor Suzanne Lacourciere, who also calls Jasmin “inspiring.”

For her part, Jasmin is exactly where she wants to be. “I really enjoy school, so I am really happy,” she says. “It helps me stay more positive, unlike in the hospital where everything is so gloomy.

“I could not do this without the CCAC.”

“When I am at school I can see my friends, I have them here as support, I have teachers who can support me and I am able to learn something new every day,” says Jasmin.



(L-R): Nurse Aimee, Jasmin, Ravinderwant, Alana



**Learn how CCAC
helps students
return to school.**

Part of your Health Care Community, in your Community



Supporting Seniors with More Physiotherapy Options

In addition to the in-home physiotherapy services already offered through the CCAC, in 2013 Central West launched exercise and falls prevention classes

for seniors in our community. Developed by qualified health care professionals, the classes blend exercises with falls prevention education to support participants' independence and help increase their mobility and safety.

By March 31, 2014, over 1,100 local seniors had participated in CCAC exercise and falls prevention classes – and more classes continue to be developed.

Exercise and Falls Prevention Classes are available free of charge to all seniors in our community. For more information, call 1-888-733-1177, ext. 7744.

Improving Patient Care Through Health Links

In 2013-2014, the Central West CCAC continued to focus on patients with complex care needs through active participation in all five local Health Links – provincial initiatives to improve collaboration between health care providers. Through Health Links, each patient benefits from a care plan developed by the CCAC in partnership with their family doctor or nurse practitioner, as well as providers of other services and supports that address what's most important to the patient.

"People need and deserve comprehensive, coordinated care at all points on their journey," notes Cathy Hecimovich, CEO, Central West CCAC. "Through Health Links, we are building on our strong partnerships with primary care providers, hospitals, and other partners to better integrate the health care system. Ultimately, strengthening the way we work together will result in higher-quality, more seamless, and more patient-focused care, giving people a stronger sense that we are all working together to support their needs. We are very pleased to contribute to this important work, both as a partner at the table and as lead for the North Etobicoke-Malton-West Woodbridge Health Link."

"Although Health Links are in their infancy, even at this early stage we are seeing a lot of success."

Dr. Jeffrey Ashley, Site Chief of Family Practice,
Etobicoke site of the William Osler Health System

Partnering with Hospitals to Bring Patients Home

Last year, the Central West CCAC helped 10,565 individuals safely transition from hospitals back into our community.

While most people prefer to recover at home, enabling them to do so also has another benefit: it frees up hospital beds for people needing hospital care and reduces wait times in emergency departments. In 2013 the Central West CCAC, with its hospital and other partners, refined its *Home First* programs to help ensure that people experienced effective and efficient transitions back into their homes and communities. By May 2014, our region was experiencing the lowest Alternate Level of Care rate in the province; this means that a greater percentage of patients were able to return home with support once their acute care needs were met, rather than remain in the hospital to recuperate.

Going forward we will continue this important work with our partners to ensure the best use of health care resources across our community, while helping people access the care they need to go *home first*.

Honouring Excellence

Recognizing that an engaged workforce is essential to providing the best care, the Central West CCAC proudly received both provincial and national awards in 2013-2014 for their high-quality workplace and engaged staff.

In November, our organization was honoured by the Ontario Hospital Association (OHA) and the Ministry of Health and Long-Term Care with a Gold *Quality Healthcare Workplace Award*. Health care organizations from across the province participate in the award program, which is meant to raise the bar of excellence for quality health care workplaces.

"I would like to congratulate the Central West Community Care Access Centre on this tremendous accomplishment," said Anthony Dale, Interim President and CEO of the Ontario Hospital Association. "You have demonstrated exceptional leadership and a strong commitment to staff. I look forward to your continued success."

In January, Central West was also acknowledged as one of the Achievers 50 Most Engaged Workplaces™ in Canada. This annual award recognizes top employers that display leadership and innovation in engaging their workplaces, particularly with respect to the Eight Elements of Employee Engagement™: Communication, Leadership, Culture, Rewards & Recognition, Professional & Personal Growth, Accountability & Performance, Vision & Values and Corporate Social Responsibility.

"We are very proud that our employees are engaged in the work they do within our community," noted Cathy Hecimovich, CEO, Central West CCAC. "In living our values, they truly are ensuring that our patients receive outstanding care."





Heroes in the Home

Last fall, we again honoured our heroes: caregivers who are truly making a difference in the lives of others. During our second annual Heroes in the Home awards, the Central West CCAC acknowledged 110 caregivers for their tireless contributions to improving the lives of those limited by age, illness, or disability. We thank all the members of our community who participated, and look forward to recognizing more of our community's remarkable heroes again in autumn 2014.



Care in our Community, By the Numbers

Helping People Access Care and Support

Our health care system is complex – and knowing what help is available, and how to access it, can be a challenge. Whether you are seeking assistance for yourself, a patient, a loved one or a friend, CCACs can make the process of accessing information, support, care and advice easier.

In 2013-2014, the Central West CCAC:

- Connected **2,754** patients in need of a family doctor or nurse practitioner with these professionals in their communities;
- Provided specialized mental health and addiction nursing services to over **300** children and youth;
- Helped **1,091** people transition to long-term care;
- Provided support to **5,663** long-term care residents, staff and families impacted by mental health, dementia, addictions and other neurological conditions through the Behavioural Supports Ontario (BSO) initiative;
- Connected **thousands of people** throughout our region with health and community services that could best meet their needs;
- Ensured residents could access up-to-date information on www.centralwesthealthline.ca, a comprehensive online database that received over **46,000** hits throughout the year; and
- Supported **1,349** people through their end-of-life journey.

Providing In-Home & Community Care

CCACs are also here to provide essential health care services to people in their homes and communities, helping individuals maintain their health, safety, and independence.

In 2013-2014, the Central West CCAC provided*:

350,134 nursing visits at home and in clinics, as well as **99,130** hours of shift nursing

more than **1.2 million hours** of personal support services (176,298 more hours than in 2012-2013)

71,400 visits from physiotherapists, occupational therapists, and speech language pathologists

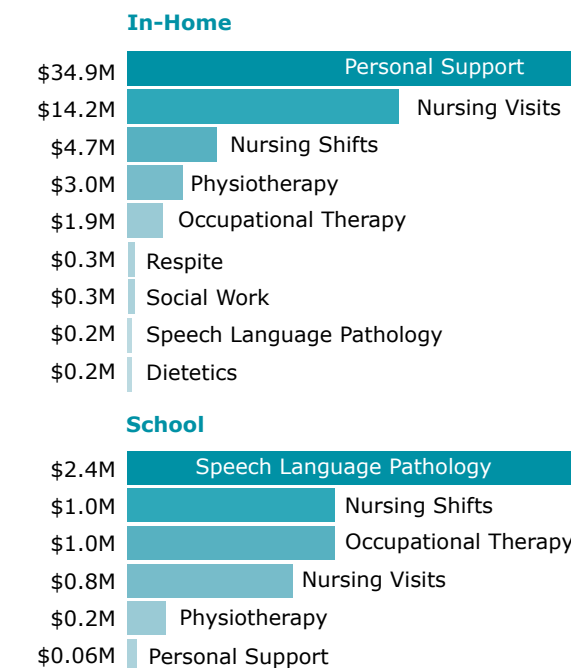
51,000 social work visits and **49,000** visits from clinical nutritionists/dietitians



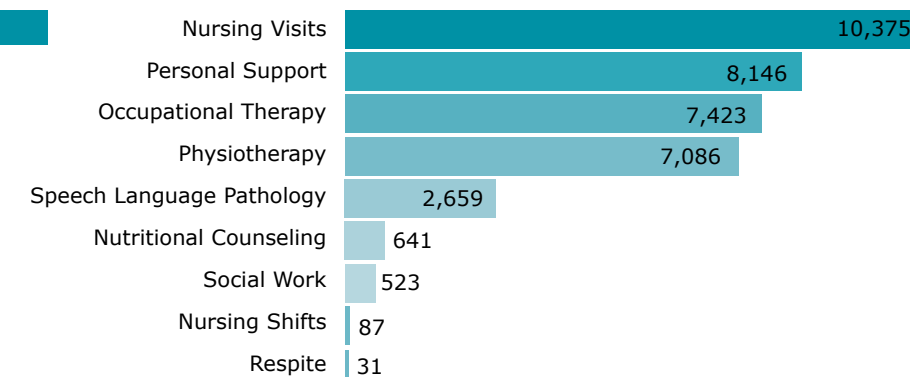
* Source: Ontario Health Reporting Standards (OHRS)

Fiscal Accountability & Statistics

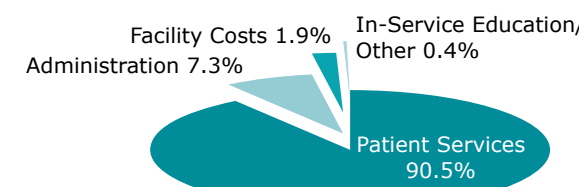
2013-2014 Expenditures by Service Type



Individuals Served by Service Type*



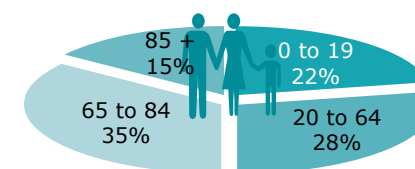
* Individuals may receive more than one service



2013-2014 Expenditures by Percentage



Unique Individuals Served in 2013-2014



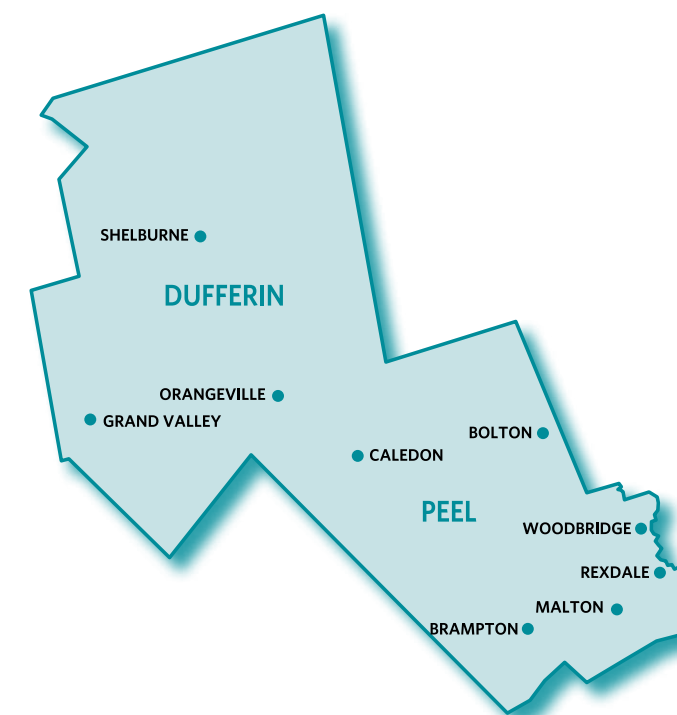
Unique Individuals Served by Age Group in 2013-2014

Audited Financials available upon request

About the Central West CCAC

The Central West Region

The Central West region 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 are proud to serve the almost **840,000** people (6.2% of Ontario's population) who live in the Central West community.



2013-2014 Budget:
\$105,559,272

Patients Served:
35,759

Staff members:
288
(full-time equivalent as of March 31, 2014)

CCAC offices in Brampton and Orangeville

Staff located onsite at local hospitals:
Headwaters Health Care Centre
William Osler Health System

The Value of Care Coordination

CCAC care coordinators are regulated health professionals – nurses, physiotherapists, occupational therapists, social workers, and others – with additional, specialized training in coordinating care across the health care system. They use their clinical skills to assess patient needs and develop comprehensive care plans, then monitor outcomes and adjust plans, as appropriate, to ensure that the care and supports in place are making a difference. Care coordinators help their patients get:

the right care: health care from nurses and physiotherapists, for example; services such as personal support; and other supports, including medical equipment and referrals to other organizations that can help

at the right time: when care is required and as a patient's needs change, their CCAC care plan will change too

in the right place: in-home care, care in the community, long-term care, care at school, hospice care, and care in other settings. Care coordinators have specialized knowledge about their patients' challenges, and work in partnership with them to improve their quality of life.



The Central West CCAC is here for you.

If you have a question, concern, or need information, help is only a call or click away.

For community resources and information, please call 310-CCAC (2222) or visit www.centralwesthealthline.ca.

Contact us:

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1-888-733-1177
310-CCAC

Visit us Online:

www.healthcareathome.ca/centralwest

Follow us on Twitter: @CWCCAC

Join us:

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

Refer to us:

To make a referral to the CCAC or to inquire about services in your 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). CCAC advice and services are covered by the Ontario Health Insurance Plan (OHIP). A physician's referral is not required; anyone can refer to the CCAC.