

Erie St. Clair
Community Care Access Centre



Centre d'accès aux soins communautaires
d'Érié St-Clair

2007 - 2008 CCAC ANNUAL REPORT

APRIL 1, 2007 – MARCH 31, 2008

SUBMITTED BY:
BETTY KUCHTA, EXECUTIVE DIRECTOR
ROSE SCOTT, CHAIR OF THE BOARD

HEAD OFFICE
712 RICHMOND STREET, Box 306
CHATHAM, ON N7M 5K4
TELEPHONE: 519 436 2222
TOLL FREE: 1 888 447 4468
FACSIMILE: 519 351 5842
WEB SITE: WWW.ESC.CCAC-ONT.CA

SIÈGE SOCIAL
712, RUE RICHMOND, C.P. 306
CHATHAM (ONTARIO) N7M 5K4
TÉLÉPHONE: 519 436 2222
SANS FRAIS: 1 888 447 4468
TÉLÉCOPIEUR: 519 351-5842
SITE WEB: WWW.ESC.CCAC-ONT.CA



Ontario

Community Care Access Centre
Centre d'accès aux soins
communautaires

2007 - 2008 Year in Review: Key Messages from the Board Chair and Executive Director

The Year 2007/2008 was a year of transition for the Erie St. Clair Community Care Access Centre. It was the first full year of operation for the new corporation formed on January 1, 2007 from three predecessor organizations – the Chatham-Kent, Sarnia/Lambton and Windsor/Essex CCACs.

Our organizational goals during transition were: no disruption to client service, maintaining strong relationships with the community, collaborating with the Erie St. Clair Local Health Integration Network and health care partners on improved care delivery for residents of Erie St. Clair, and promoting a healthy workplace through effective communication between branches. All of these goals were achieved.

The Board is proud of its 2007 - 2010 Strategic Plan, developed in consultation with community agencies. This “**Pathway for Care and Innovation**” outlines how we have decided to engage our services and fulfill our duty as enablers of care in the home. It is a tangible document which establishes a record of our commitments, a contract with the residents of Erie St. Clair and in a single brush stroke displays everything we are doing. The deliverables centre on five key themes: efficiency and accountability, accessibility, enabling our community, innovation and continuous improvement, and integration.



A critical element for organizational success is the recruitment of a strong Leadership Team. New portfolios were developed to reflect the Erie St. Clair Community Care Access Centre mandate of quality service delivery for home care, placement, and information and referral services within the context of an integrated health care environment across a wide service area. These portfolios are: Office of the Executive Director, Senior Director of Client Services, Senior Director of Corporate Services, Senior Director of Performance and Accountability, Senior Director of Strategic Planning and Integration, and Senior Director of Human Resources and Organizational Development. Front-line staff and managers joined together as one organization with all local offices and service sites intact to ensure accessibility of the public to our health care services.

The Erie St. Clair Local Health Integration Network became an important partner for the Erie St. Clair Community Care Access Centre. As a funder and catalyst for change, the Erie St. Clair Local Health Integration Network brought the area health

service providers together to emphasize the need for transformation and to identify the potential for tangible system improvements. The Erie St. Clair Community Care Access Centre as a key enabler of change initiated new programs in response, including the referral of all individuals being discharged from the hospital over the age of 75 for community health assessments and services as required in the home. This was effective in freeing up hospital resources and reducing hospital re-admissions.

The Erie St. Clair Community Care Access Centre in partnership with Windsor Regional Hospital, Hôtel-Dieu Grace Hospital, and Bluewater Health was fortunate to participate in the FLO Collaborative, an initiative of the Ministry of Health and Long-Term Care which provided leadership training and resources to review the flow of patients from hospital to community. Important permanent process changes have been made to facilitate timely discharge of patients from the hospital back to their home and community.

The year of change brought opportunities for exploration of new ways to serve our area Erie St. Clair clients better. The richness and diversity of the area manifested in our Board composition, in our staff, in our health care partners and our clients will provide a strong foundation for comparing health trends and practices and evaluating results all with a goal to improving the quality of our local health care and the lives of our patients.

Dated: June 2008



Rose Scott, Board Chair



Betty Kuchta, Executive Director

Mission Statement

Our passion is health; our strength is our people and our partners; our promise is compassionate care.

On a day to day basis, we are:

- an easy to use **gateway** to information and high quality health services;
- an **innovator** seeking to optimize people's health, well being and autonomy;
- an **integrator** partnering with others to reduce the barriers to access, respect diversity, and improve the care experience of people across the health care continuum;
- an **employer of choice** who believes in the remarkable capacity of our people to continuously learn and make a difference;
- an **open communicator** who promotes positive relationships; and
- a **steward of public resources** who is openly accountable and contributes to a sustainable health system

Vision Statement

To be recognized across the country as Centres of Excellence for integrated community services and health information by 2017.

Executive Director and Board of Directors in 2007 - 2008

(by Order-in-Council appointment dates)

Betty Kuchta	Executive Director	27-Sep-2006 - 26-Sep-2009
Rose Scott	Chair	01-Dec-2007 - 30-Nov-2010
Heather Haines	Member	11-Nov-2007 - 30-Nov-2010
Barbara Bjarneson	Member	13-Jan-2008 - 12-Jan-2011
Esdras Ngenzi	Member	15-Feb-2008 - 14-Feb-2011
William Baker	Member	11-Oct-2006 - 10-Oct-2008
Jean-Paul Gagnier	Member	06-Dec-2006 - 05-Dec-2008
Gordon J.J. Simmons	Member	06-Dec-2006 - 05-Dec-2008
Jeewen Gill	Member	11-Oct-2006 - 10-Oct-2009
Frank N. Bagatto	Member	06-Dec-2006 - 05-Dec-2009
Scholastica Lyanga	Member	06-Dec-2006 - 05-Dec-2009

A Pathway for Care and Innovation

Efficiency and Accountability

"Delivering on our mandate in the day to day work of the CCAC to provide high quality, consistent delivery of services"

Accessibility

"Accessibility to the ESC CCAC begins with a clear understanding by the public of the role and services offered by our agency"

Enabling our Community

"The ESC CCAC is in a unique position to educate individuals to become enablers of their own care in the home, and assume greater control of their condition"

Innovation and Continuous Improvement

"It is the goal of the ESC CCAC to ensure that our employees are provided with the tools and education necessary to be on the leading edge of in-home healthcare provision, built on principles of continuous improvement"

Integration

"The ESC CCAC will work on broader integration initiatives with providers of health care in our community"

2007-2008 Highlights

- Comprehensive Board Governance Policies adopted consistent with provincial CCAC sector to promote high standard of governance and leadership excellence.
- The Quality Committee of the Board welcomed community representatives to its membership. A non-Board community perspective increases insight into quality issues and expands the reach of the Erie St. Clair CCAC.
- Board representatives of the Erie St. Clair CCAC participated in inaugural meetings of the Governance Advisory Councils of the Erie St. Clair Local Health Integration Network in October 2007 held in Sarnia-Lambton , Chatham-Kent, and Windsor-Essex. Board members eagerly seize this as an opportunity to improve health care delivery in our region through service integration.
- Participated in working groups organized by the Erie St. Clair Local Health Integration Network to develop ideas for best use of Aging-at-Home funding to support independence in the home.
- Worked with the Erie St. Clair Local Health Integration Network and area hospitals to establish strategies for reducing use of Alternate Level of Care beds and improve wait-times. This included adding CCAC case managers to the staffing complement in Emergency Departments for quick access to in-home assessments and treatment to reduce hospital admissions.
- Assumed leadership role for Erie St. Clair End-of-Life Care Network working in partnership with the Windsor Regional Cancer Program, local hospices, physician champions and other health service providers to improve end-of-life care across the region and integrate service consistent with patient expectations.
- The Erie St. Clair CCAC joined in celebrations for the opening of the Hospice Residential Home by the Hospice of Windsor-Essex in the fall of 2007. Admission assessments and the provision of nursing and home support services represent successful collaboration between agencies bringing together clinical and human services expertise for the delivery of efficient and high quality end-of-life care services.
- Expansion of gold standard wound and skin treatment protocol to Windsor-Essex for efficiencies in care delivery and faster healing times.
- The competitive bidding process for CCACs was halted across the province by the Minister of Health and Long Term Care in January 2008 to allow for a review of the process. This necessitated the cancellation of the Erie St. Clair CCAC Request for Proposals issued in November 2007 for nursing and home support services.
- Initiated service alignment within Erie St. Clair CCAC for standardization and efficiency gains; alignment of payroll and accounting systems completed.
- Foundational elements initiated for Bargaining Unit consolidation within Erie St. Clair CCAC for each of professional and support staff.
- Staff feedback and idea exchange incorporated into everyday work-life to benefit from those experienced on the front-line for service and process improvements.
- The Chatham office of Erie St. Clair CCAC re-located to new quarters at 712 Richmond Street upon lease expiry to accommodate growth in client services while improving value-for-money in accommodation costs.
- The Ministry of Health and Long Term Care announced that the Long Term Care Action Line 1 866 876 7658 will now receive complaints regarding CCAC services.

Our Contracted Service Providers

2007 - 2008

Nursing

- ♦ Bayshore Home Health
- ♦ ComCare Health Services
- ♦ ParaMed Home Health Care
- ♦ St. Elizabeth Health Care
- ♦ VHA Home Health Care
- ♦ Victorian Order of Nurses

Occupational Therapy

- ♦ Claire Latimer
- ♦ Community Care Therapy
- ♦ John McGivney Children's Centre
- ♦ Pathways Health Centre for Children
- ♦ Physical Relief
- ♦ Sunnyside Rehabilitation Services
- ♦ Susan Schaafsma
- ♦ Victorian Order of Nurses

Speech / Language Therapy

- ♦ Bluewater Health
- ♦ Community Care Therapy
- ♦ Ellen MacDonald-Beacock
- ♦ John McGivney Children's Centre
- ♦ Karine Pépin
- ♦ Physical Relief
- ♦ Pathways Health Centre for Children

Personal Support and Homemaking

- ♦ Bayshore Home Health
- ♦ Canadian Red Cross
- ♦ ComCare Health Services
- ♦ ParaMed Home Health Care
- ♦ St. Elizabeth Health Care
- ♦ Victorian Order of Nurses

Physiotherapy

- ♦ Community Care Therapy
- ♦ John McGivney Children's Centre
- ♦ Judith Page
- ♦ Pathways Health Centre for Children
- ♦ Physical Relief
- ♦ Sarnia-Lambton Physiotherapy

Social Work

- ♦ Bluewater Health
- ♦ Diane Lozon
- ♦ Hospice of Windsor & Essex County
- ♦ Melissa McCloskey

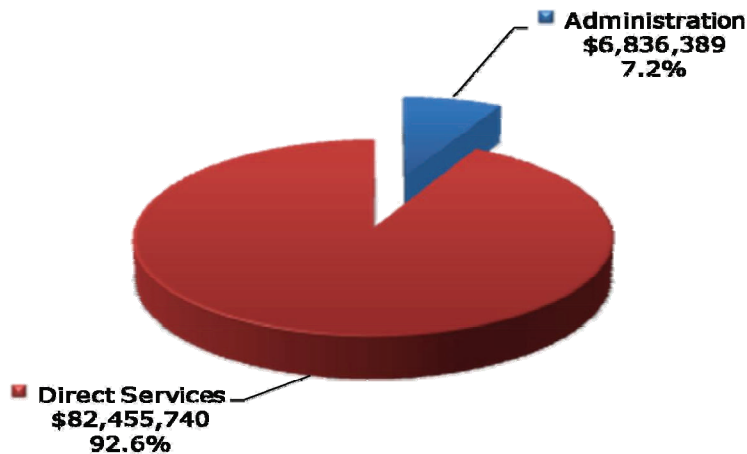
Nutritional Counselling

- ♦ Nutritional Management Services

2007-2008 Financial / Statistical Information

2007/2008 Funding		2007/2008 Number of Individuals Served	
Provincial Funding	\$ 91,046,602	In-Home Health Care	25,716
One-Time	1,976,896	Private & Home School & Public Schools	2,290
Other Funding	1,298,214	Long-Term Care Placement	4,459
	\$ 94,321,712	Total	32,465

2007-2008 Erie St. Clair CCAC Expense Allocation



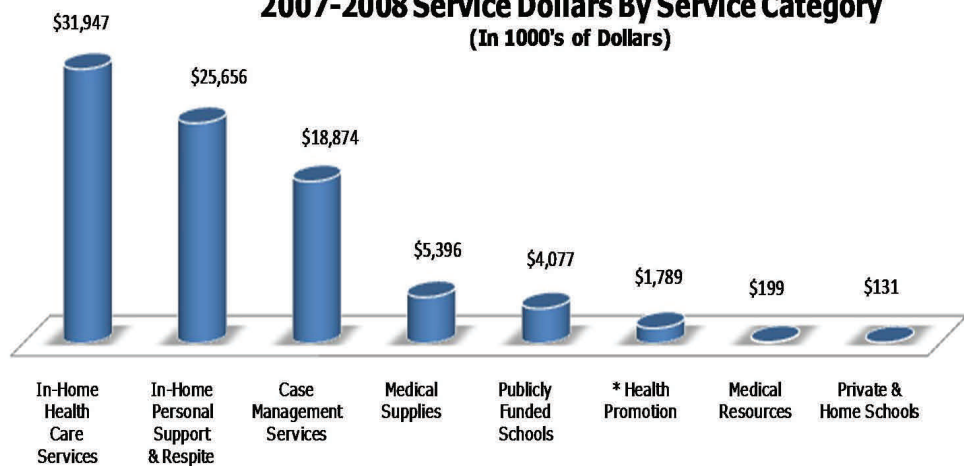
Quick Facts:

The Erie St. Clair area is home to 645,200 people (5.2% of the population of Ontario) in the communities of Chatham-Kent, Sarnia-Lambton and Windsor-Essex

Quick Facts:

There are four First Nations Communities in Erie St. Clair: Chippewas of Kettle and Stony Point, Chippewas of Sarnia, Walpole Island and Moravian Town

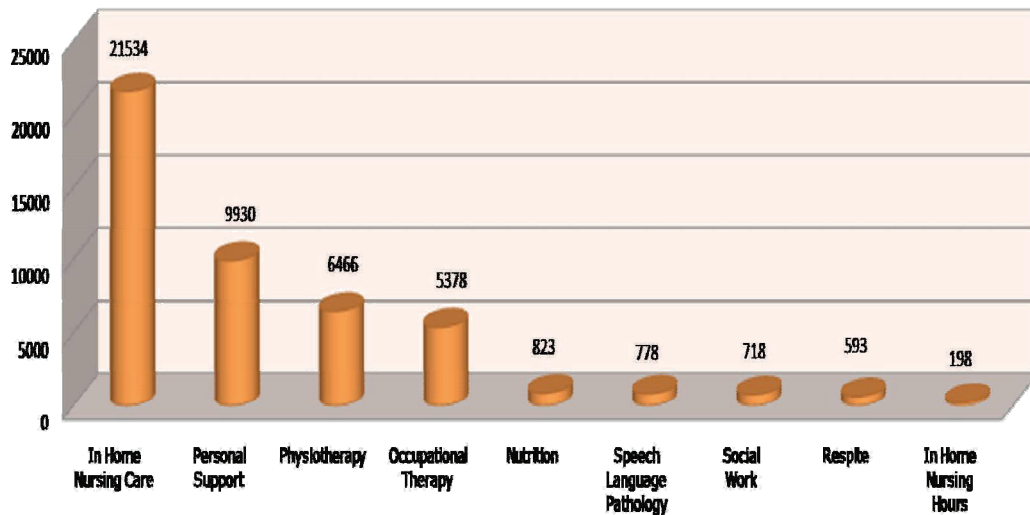
2007-2008 Service Dollars By Service Category (In 1000's of Dollars)



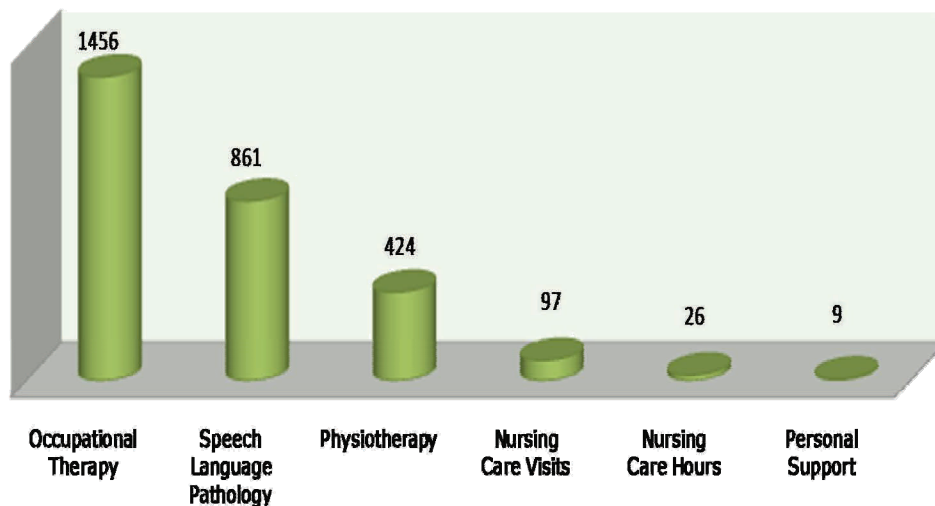
* Specialized Geriatric Services, Information & Referral and End-of-Life Care Network

2007-2008 Financial / Statistical Information

**2007-2008 Number of Individuals
Served By Discipline**



**2007-2008 Number of Students Served
Private and Home Schools and Public Schools**



Quick Facts:

For accessibility Erie St. Clair CCAC has 15 service locations. In addition to Head Office and two Branch Offices, the locations are at all area hospitals, in rural Community Health Centres and at the French Language Health Services Centre in Pain Court.

Erie St. Clair
Community Care Access Centre



Centre d'accès aux soins communautaires
d'Érié St-Clair

Head Office

**712 Richmond Street, P. O. Box 306
Chatham ON N7M 5K4
Tel: 519 436 2222
Toll Free: 1 888 447 4468
Fax: 519 351 5057**

Sarnia Branch

**1150 Pontiac Drive, P.O. Box 185
Sarnia ON N7T 7H9
Tel: 519 337 1000
Toll Free: 1 800 265 1445
Fax: 519 337 1494**

Windsor Branch

**5415 Tecumseh Road East, 2nd Floor
Windsor ON N8T 1C5
Tel: 519 258 8211
Toll Free: 1 888 248 9978
Fax : 519 258 2004**

www.esc.ccac-ont.ca



Ontario

Community Care Access Centre
Centre d'accès aux soins
communautaires