

Erie St. Clair
Community Care Access Centre



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

2008 - 2009 CCAC ANNUAL REPORT

APRIL 1, 2008 – MARCH 31, 2009

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

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Ontario

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2008 - 2009 Year in Review: Key Messages from the Board Chair and Executive Director

The 2008 – 2009 year was a year of growth and opportunity for the Erie St. Clair Community Care Access Centre (CCAC). Confidence in the role of CCACs as care connectors and system integrators resulted in unprecedented demand for service and new frontiers for collaboration.

The Ministry of Health and Long –Term Care announced significant investment in aging-at-home. The Erie St. Clair Local Health Integration Network directed local funds to community care sponsors. The Erie St. Clair CCAC is a key partner or sponsor in five Year 1 initiatives: Geriatric Rapid Response Team, Palliative Consultative Team, ROHO Cushion Program, Emergency Room Case Management, and Community Nurse Practitioners. These initiatives support independence in the home through the provision of inter-disciplinary team support and expertise in the home environment. This support and expertise prevents unnecessary hospitalization – the patient remains comfortable at home and unnecessary costs are avoided.

A new provincial data system was implemented in the Erie St. Clair CCAC, representing a major update to the electronic recording and maintenance of CCAC client records. This was a monumental undertaking; staff are to be commended for their skills and diligence in seeing the project to the end. The rewards include efficiency gains for our organization, richness of data, allowing us to analyze service trends, costs, and outcomes, and increased accountability to our funders and community. The system which is Province-wide for the CCAC sector provides a uniform platform for connectivity and consistency.

Service demand out-paced funding. A sizeable deficit by year-end was anticipated in the fall of 2008. A cost recovery plan was put in place which included a call for proposals for a third party to conduct a Transformational Operations Review. The review being conducted in April and May 2009 is an opportunity to position the Erie St. Clair CCAC as a leader in community care and to build sustainability into program planning.

Quality and transparency have been a focus for the Erie St. Clair CCAC this year. Performance metrics have been established for the organization, Board Minutes in both English and French are posted on our website, highlights of monthly Board meetings are



posted on the Erie St. Clair Local Health Integration Network website, public presentations at Board meetings have been welcome, and the engagement of municipal and community leaders across Erie St. Clair has been of paramount interest.

The Ontario Association of Community Care Access Centres (OACCAC) provides member services to the fourteen CCACs in the Province. Collective work has been undertaken during this year to make it easier for the public to access our services. This includes development of a new Mission and Vision with an identifiable brand. A common information services number for all CCACs is now available; calling **310-CCAC** will link you with a CCAC client services representative who can provide information about community health care and about connecting you with care. CCACs provide health care information and services to over 650,000 individuals annually. Our Erie St. Clair CCAC is a trusted quality care connector, providing health care information and services to over 33,000 individuals annually.

We have appreciated the engagement and interest of the community and stakeholders in our work over the past year. Together we are stronger. We look forward to continued collaboration and dialogue in the coming year.

Dated: June 2009



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 2008 - 2009

(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-2011
Jean-Paul Gagnier	Member	06-Dec-2006 - 05-Dec-2008
Gordon J.J. Simmons	Member	06-Dec-2006 - 05-Dec-2011
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”

2008-2009 Highlights

- The Board of Directors of the Erie St. Clair Community Care Access Centre spends more than a quarter of its time on Quality as recommended by the Quality Committee; the Quality Committee welcomes clients as a standing item on meeting agendas to hear personal stories of their health care experience.
- The Governance Committee of the Board led the Board of Directors in an exercise to leverage diversity of Board membership; our diverse Board has been instrumental in reaching out to our broad community of stakeholders and helping to identify and resolve community needs.
- Early results of the Aging-at-Home programs are promising. For example, by the end of March, our Nurse Practitioners each month were seeing over 60 patients in their home in a consultative role working with care teams including family physicians to identify the best treatment and care plan. This results monthly in the avoidance of over 30 Emergency Room visits. In addition, our Nurse Practitioners link CCAC patients without family doctors to available providers including Community Health Centres.
- Clients were asked to rate our Erie St. Clair CCAC services. The results are as follows:
 - 85% satisfaction rating and above provincial average for ease of contact with CCAC, timeliness of response, information provided regarding our services, information provided regarding other services, and information about whom to contact for help and follow-up.
 - 74 – 78 % satisfaction rating for understanding client needs and involving clients in care.
 - Clients surveyed identified that they would like more regular contact with our professional case managers.
- Workplace satisfaction was measured through an employee engagement survey; plans are in place to facilitate effective and dynamic communication within the Erie St. Clair CCAC work environment.
- The Governance Committee of the Board met with area Urban Planners, Economic Development and Civic Planning representatives regarding our mutual interest in supporting age-friendly communities and quality seniors living. This will culminate in a Community Summit in the fall of 2009 with civic and community leaders to stimulate area-wide interest in a mutual exchange of ideas.
- CCAC Care Connectors are working with patients registered with Health Care Connects to match them with a primary care provider. This is part of a province-wide program launched in February 2009 by the Ministry of Health and Long-Term Care.
- The Erie St. Clair Community Care Access Centre, the John McGivney Children's Centre, the Greater Essex County District School Board, and the Windsor-Essex Catholic District School Board met in February to discuss sustainability of the school health support services program. As a result, a Working Group of representatives including parents has been formed to explore opportunities to develop new models of care for school health support services; work will continue into 2009/2010.

2008 / 2009 Performance Metrics				
Metrics	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Quality				
Client Satisfaction Survey	1,365 clients surveyed (annual)			
% of clients on caseload with no doctor	5.9%	5.9%	12%	4%
% of occurrences compared to total # of clients	< 1%	1%	2%	2.7%
# of clients on extenuating circumstances	As at June 2008 49	As at September 2008 43	As at December 2008 31	As at March 2009 26
Business Processes				
# of processes aligned	8	13	13	8
Supporting a safe work environment	Ergonomic assessments	- Flu Shot Clinics - Hand Washing Stations - Safe Driving Messages - Listeriosis Notice - Ergonomic Assessments	- Mask Fit Testing - WHMIS - Violence in the Workplace - Safe winter driving messages - Ergonomic Assessments	- Dealing with Angry Clients - Mask Fit testing - Ergonomic Assessments
Supporting an environmentally friendly work environment	- Recycling - Paperless Agendas	- Formation of G3 (Go Green Group) - Distribution of Energy Savings Kits	- G3 regular meetings/ newsletter - Distribution of Energy Savings Kits	- Increased # recycling bins - Energy efficient bulbs in Board Room - Monthly green tips to staff
Learning / Human Resources				
Staff Turnover Rate	< 1%	3%	1.4%	1.4%
# of projects initiated using performance improvement methodologies	15	4	2	2
# of training / education hrs / client services staff	12.3 hours	2.2 hours	17.9 hours	24.6 hours
Financial / Service Utilization				
% of population served by CCAC	3.5%	4.8%	6.0%	5.4%
% of clients served with primary diagnosis of diabetes, COPD *, arthritis	Diabetes 9.3% COPD 3.8% Arthritis 6.6%	Diabetes 9.2% COPD 3.5% Arthritis 6.9%	Diabetes 8.9% COPD 3.4% Arthritis 7.2%	Diabetes 8.9% COPD 3.4% Arthritis 7.6%
% of clients in age groups	0 - 18 = 12.1% 19 - 65 = 25.6% 66 - 75 = 14.9% 76 - 85 = 27.0% 86 + = 20.4%	0 - 18 = 10.1% 19 - 65 = 27.9% 66 - 75 = 15.7% 76 - 85 = 26.9% 86 + = 19.4%	0 - 18 = 9.6% 18 - 65 = 29.0% 66 - 75 = 16.1% 76 - 85 = 26.7% 86 + = 18.6%	0 - 18 = 10.4% 18 - 65 = 35.4% 66 - 75 = 17% 76 - 85 = 23.2% 86 + = 14%
Children served with medically fragile condition as a % of total # of children served	5.8%	5.5%	5.1%	4.8%
% variance of actual expenditures to budget	13.9%	6.5%	4.9%	2.5%

* COPD – Chronic Obstruction Pulmonary Disease

Our Contracted Service Providers

As of April 1, 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

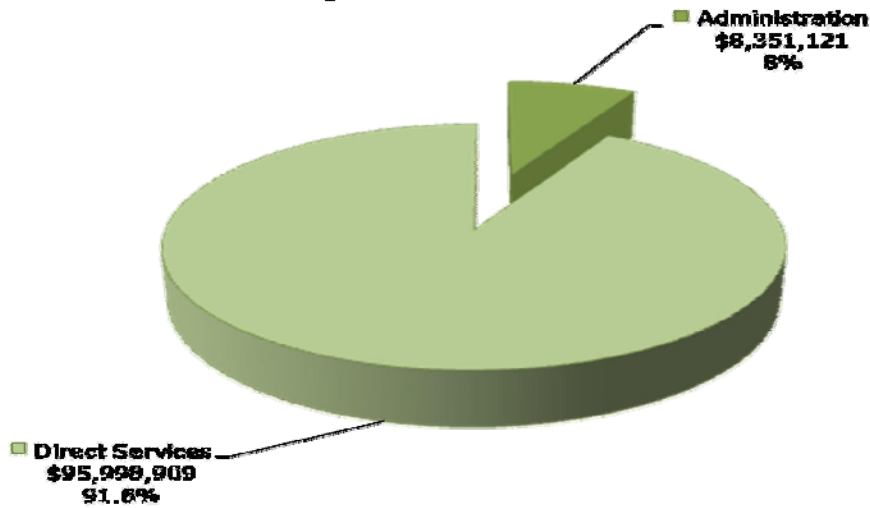
Nutritional Counselling

- ◆ Nutritional Management Services

2008-2009 Financial / Statistical Information

2008/2009 Funding		2008/2009 Number of Individuals Served	
Provincial Funding	\$ 98,346,724	In-Home Health Care	30,266
One-Time	2,049,685	Private & Home School & Public Schools	2,900
Other Funding	1,951,270	Long-Term Care Placement	4,325
	\$ 102,347,679	Total # of Individuals Served	33,892

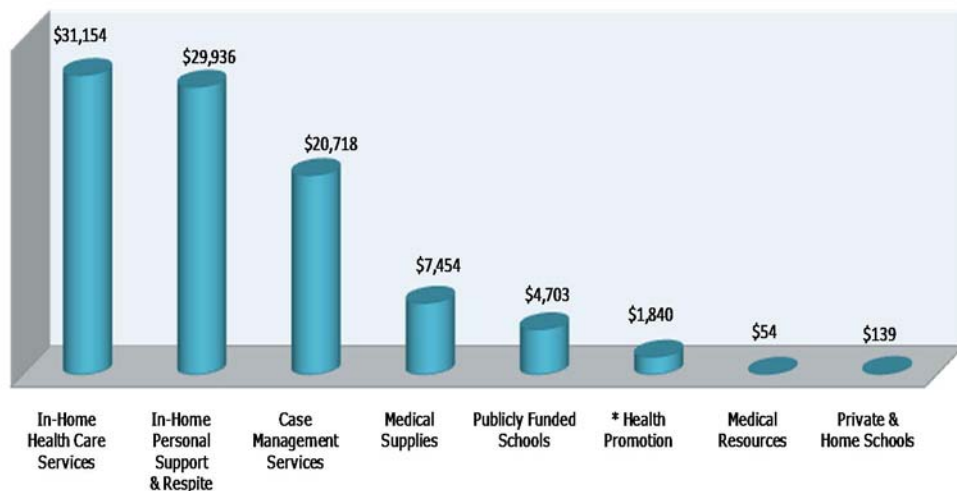
Erie St. Clair CCAC Expense Allocation



Quick Facts:

Erie St. Clair CCAC catchment 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

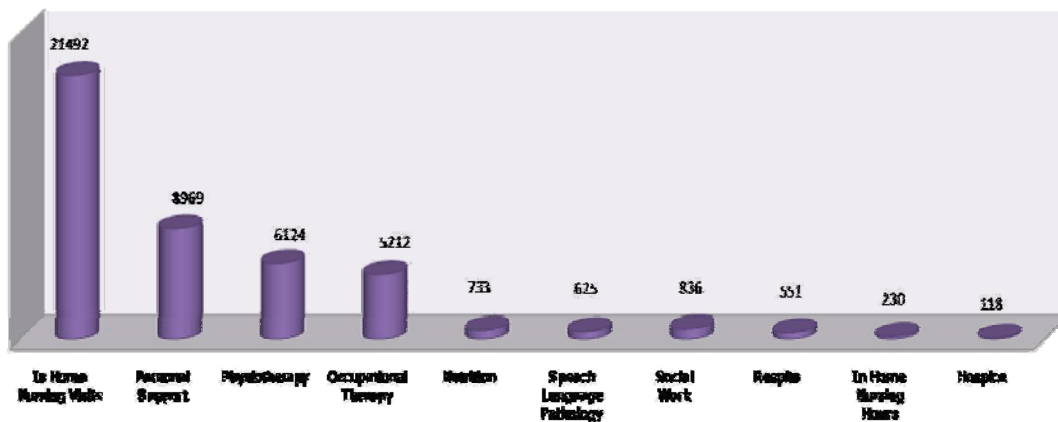
2008-2009 Service Dollars By Service Category (In 1000's of Dollars)



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

2008-2009 Financial / Statistical Information

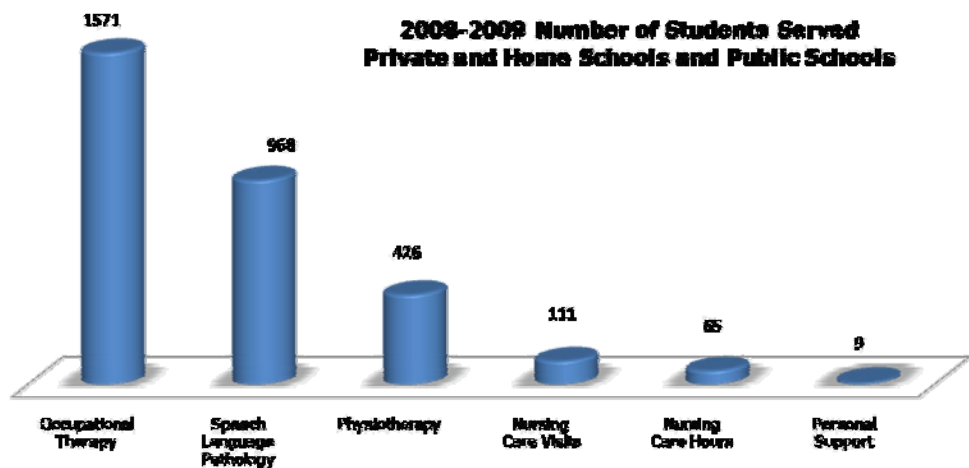
**2008-2009 Number of Individuals
Served By Discipline**



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

**2008-2009 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 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.

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