



Annual Report to the Community

Erie St. Clair Community Care Access Centre | 2012 - 2013



Erie St. Clair
ccac
Community
Care Access
Centre

casc
Centre d'accès
aux soins
communautaires
d'Érie St-Clair





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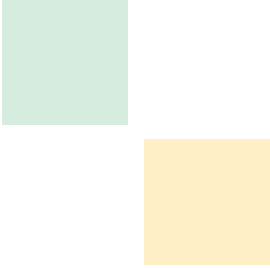


Our Mission and Vision

CCACs across Ontario share the same mission and vision. They are illustrations of our commitment to providing the very best of community care across the province of Ontario.

Our Mission: To deliver a seamless experience through the health system for people in our diverse communities by providing equitable access, individualized care coordination and quality health care.

Our Vision: Outstanding care — every person, every day.



About the Erie St. Clair Community Care Access Centre

The Erie St. Clair Community Care Access Centre (CCAC) is one of 14 community-based, independent health care agencies funded by the Ontario Ministry of Health and Long-Term Care through the Erie St. Clair Local Health Integration Network. Over the last year, the CCAC has offered care to nearly 37,000 residents in our region. In addition, we provided advice, information and connections to other community services to thousands more.

The CCAC has three core areas of responsibility to the public:

- Manage assessment and placement into Long-Term Care homes in our region.
- Conduct health assessments to establish the care needs of all individuals referred to the CCAC.
- Serve as a care coordination leader for all health care and support service information in our community.

The objective of our care team is to support residents to live in their homes with greater independence, avoid hospital admission, access support services in the community and, when necessary, explore Long-Term Care options if it becomes difficult to live independently at home.

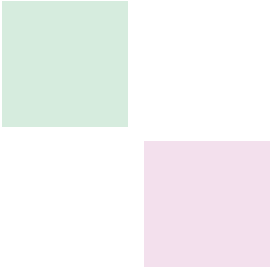
Care coordination is at the heart of the services provided by the CCAC. Care Coordinators at the CCAC are qualified health professionals who interact with the public and provide care on a daily basis through health assessments, professional advice and health-related information.



CCAC Care Coordinators support individuals who are referred to the CCAC and may be eligible for a variety of different services in the community. These services include nursing, personal support, physiotherapy, occupational therapy, speech/language therapy, social work and nutritional counseling. Once eligibility is determined, all services are planned with a CCAC Care Coordinator.

The CCAC is a central coordination point for information on community support services, health crisis management, preventive health programs and programs to manage acute and chronic illnesses.

A significant amount of health care and social services are available in the community to meet the diverse needs of the residents in our region. The CCAC is a central coordination point for information on community support services, health crisis management, preventive health programs and programs to manage acute and chronic illnesses. The Erie St. Clair CCAC and our Care Coordinators support the needs of those in our community and we are just a phone call away.



Message from the Board Chair and CEO

The way in which Ontarians and residents of Erie St. Clair receive their health care services is changing. Health care is becoming increasingly decentralized, and the focus is building a robust high-quality community care system. Every day health care services are being made more available closer to where we all live, in the home...or as close to home as possible. Over the last year, the Erie St. Clair CCAC has continued to be our region's leader in the delivery of high-quality community care services.

During 2012-2013 the Erie St. Clair Community Care Access Centre faced both significant challenges and opportunities. Due to a significant increase in community health care needs, the CCAC identified a substantial projected deficit. A strategy involving every CCAC staff member was established to manage this growing need for care and reduce waste and redundancies. The result was a balanced budget that created a leaner organization with improved care models and a greater capacity to provide quality care.

Over the last year, the Board of Directors of the CCAC has continued to increase accessibility and transparency by creating an online portal to make it easy for any member of the public to view live broadcasts of our monthly Board meetings.

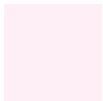
The CCAC is a leader in community care innovation, and we are privileged to be delivering this care with our community partners. Over the last year, with support from the Erie St. Clair Local Health Integration Network and our 35 local Long-Term Care Homes, we produced customized tour videos for each Home to support our local residents in their decision making about housing options.

With the 2012-2013 Annual Report to the Community we have done our utmost to provide you with a great start to learn about the CCAC. However, this is only a starting point. We encourage you to view our public meetings, access our information published online and engage

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in a dialogue with the CCAC. The needs of our community are constantly changing, and an ongoing conversation with you is the best way to help us deliver community care in our region. The needs of the community and the profile of community care will continue to grow. As we continue to meet our area's growing demand, it is our belief that we can best accomplish this with an engaged community.

We look forward to another year of fulfilling our privileged role as leaders in community care and welcome your engagement along the way.



James W. Greenway
James Greenway,
Chair, Board of Directors



Betty Kuchta
Betty Kuchta,
Chief Executive Officer





Board of Directors & Committees of the Board

The Board of Directors of the CCAC is made up of dedicated volunteers who provide countless hours of their time to the continual improvement of quality community care. The board represents all corners of our region and provides perspectives from a wide range of professional and cultural backgrounds.

The Board is responsible for overseeing the financial viability of the organization, reviewing executive performance, supporting strategic planning and ensuring the provision of high-quality patient and clinical services.

Information on past and future meetings, minutes and board recruitment can be accessed at **www.esc.ccac-ont.ca**.

Board of Directors 2012–2013

James Greenway – Chair
Dr. Gordon Simmons – Vice Chair

Walter Copeland – Treasurer
Betty Kuchta, Chief Executive Officer – Secretary

Kathryn Biondi
Robert Dye
Jean-Paul Gagnier*
Jeewen Gill
Jennifer Hill

Marshall Kern
Martha Knight
Cathie Luxton
Warren Reinisch

*New member elected to fill vacancy, November 29, 2012.



[Click here to learn more!](#)



Board Committees

Finance Committee Membership

Walter Copeland, Chair; Warren Reinisch, Vice Chair; Robert Dye; James Greenway (ex officio); Jennifer Hill; Gordon Simmons

Audit Committee Membership

Warren Reinisch, Chair; Kathryn Biondi, Vice Chair; Walter Copeland; Jean Paul Gagnier; James Greenway (ex officio); Cathie Luxton

Quality Committee Membership

Cathie Luxton, Chair; Marshall Kern, Vice Chair; Kathryn Biondi; James Greenway (ex officio); Heather Haines, Community Representative; Martha Knight; One Community Representative vacancy

Governance Committee Membership

Martha Knight, Chair; Marshall Kern, Vice Chair; Robert Dye; Jeewen Gill; James Greenway (ex officio); Gordon Simmons

CEO Performance Evaluation including Performance Management Mid-Term Review Committee:

James Greenway, Chair; Gord Simmons, Vice Chair; Kathryn Biondi (one-year term, 2012-2013), Marshall Kern (two-year term, 2012-2014)

Our board has developed five Board Values. Board members strive to live these values in their capacity as representatives of the community.



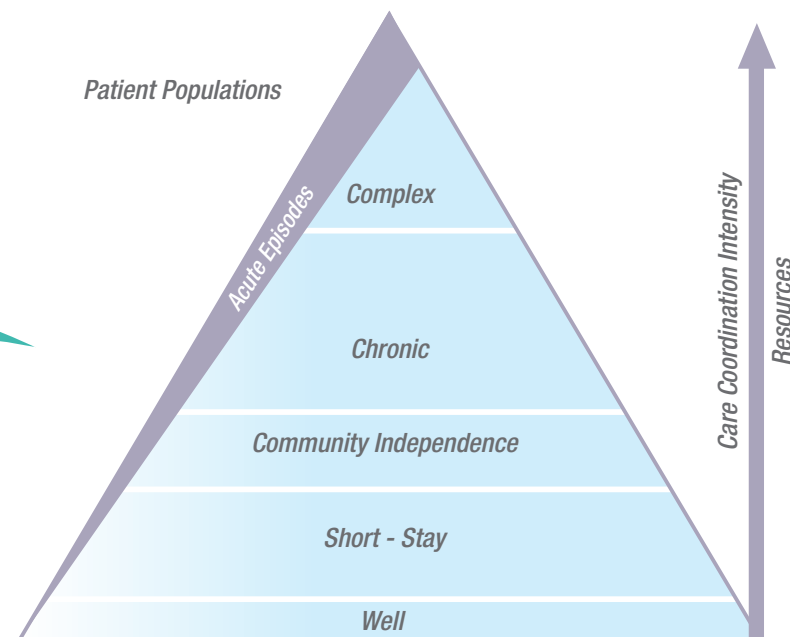
Click here to learn more!

Quality Patient Services

The Erie St. Clair CCAC is dedicated to providing exceptional quality care to its residents. This past year, the CCAC implemented what is known as the “Client Care Model” of care delivery. As the diversity of patients and patient needs increase, the CCAC and our partners have responded by implementing a model of care delivery that focuses on intensity of care coordination, health system navigation and standards of care for specific patient populations, all guided by evidence-based practices.

The Client Care Model is a framework that standardizes how the CCAC defines, works with and is accountable for five identified patient populations. Each population receives specific care coordination intensity, care planning and service that align with their care needs.

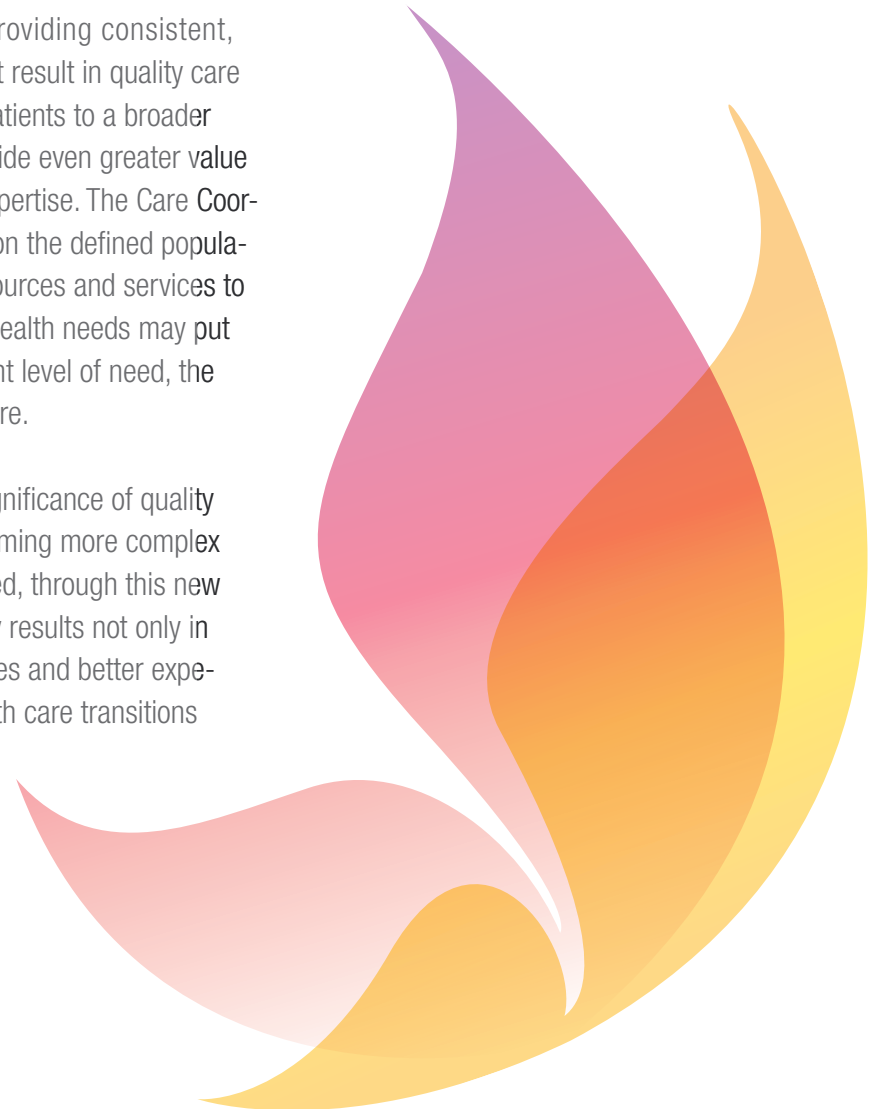
The patient populations are classified as:





Across the province, CCACs are now providing consistent, specialized care coordination services that result in quality care and positive outcomes for patients. The CCAC role is expanding to connect patients to a broader range of community care options and resources. The Care Coordinators provide even greater value to both patients and the system through their dedicated patient population expertise. The Care Coordination and CCAC services for patients can range in intensity, depending upon the defined population, from connecting patients to the care they need via other community resources and services to intense care coordination and contracted CCAC services for patients whose health needs may put them at risk of hospitalization or institutionalization. No matter what the patient level of need, the CCAC provides excellence in patient health knowledge, understanding and care.

With an aging population and a health system that must evolve with it, the significance of quality community care is more important now than ever. As patient needs are becoming more complex and more specific, the Erie St. Clair CCAC Care Coordinators are well equipped, through this new model, to handle the varied aspects of their care. This change in care delivery results not only in value for the system, but also – and most importantly – better health outcomes and better experiences for patients, through specialization, best practices and smoother health care transitions across the continuum of care.





Accountability and Transparency

The Erie St. Clair CCAC has a strong culture of accountability and transparency. The CCAC takes the responsibility of managing public resources very seriously, and in so doing, we do our best to provide the public with information on our work. The following are two tangible examples of this culture at work.

Balancing the Cost of Care

As an agency receiving 100% of our funding from taxpayers, the CCAC is accountable to the public for the management of its resources. In 2012, the administration of the CCAC forecast a deficit potentially reaching \$8 million. The potential for a negative impact on how local community care is provided was significant, so a strategy involving the entire CCAC team was developed.

Working with the Local Health Integration Network, the CCAC produced a strategy called Balancing the Cost of Care. This was a strategy composed of dozens of projects, focused on eliminating unnecessary spending, inefficient processes and creating new models of care delivery.

The end result is reflected in both our audited financial statements, which reflect a positive cash position, and a stronger organization prepared to meet the needs of the community and challenges of the ever-changing health system.

Governance and Transparency

The Erie St. Clair CCAC is governed by a community board of directors dedicated to providing full access to proceedings in order to educate and engage the public. The board believes in providing an open door to stakeholders and the public and that access to CCAC resources and information is the best way to serve the growing needs of the community. In March 2012 a formal decision was made by the board to webcast board proceedings over the internet, making public involvement in the CCAC easier than ever before.



[Click here to learn more!](#)

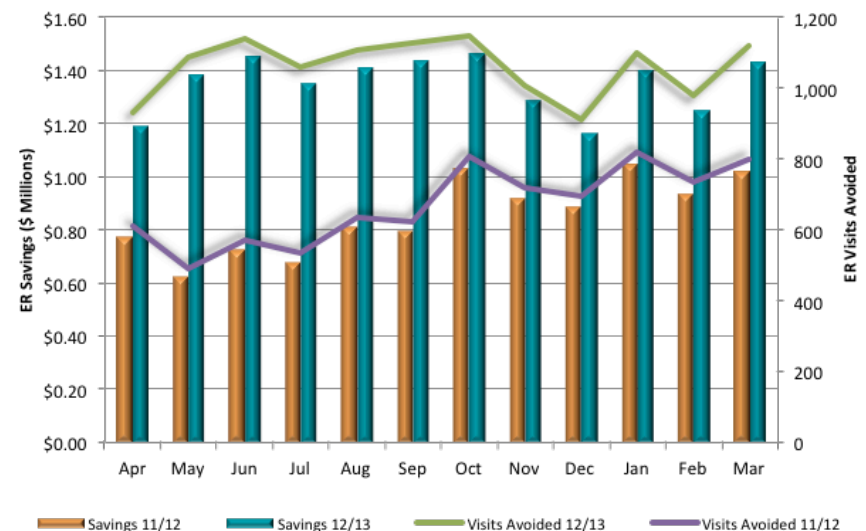
Partnering with Our Communities and Providers

The CCAC is an engaged community partner, and we leverage our partnerships to provide better care for patients and support responsible use of taxpayer dollars in the entire health system. Nowhere is this dual commitment more clear than in our work with local hospitals in Erie St. Clair. Once a patient is admitted to CCAC service, our goal is to ensure that individual receives care in the home as long as is medically responsible. Not only is receiving care in the home a safer, cost effective option, it contributes to hospital and emergency room avoidance.

As Chart 1 shows, over the last two years, the CCAC has diverted an increasing number of patient visits from the ER, leading to significant savings for our local hospital partners. This is substantiated by Table 1, which demonstrates the number of individual visits avoided to the ER in our region.

The data demonstrates that nearly 12,700 ER visits were avoided in the last year, leading to an estimated savings of over \$16 million to the local hospital sector. This data is reported to the Ministry of Health and Long-Term Care and used to estimate the impact of home care provision in our communities.

**Chart 1*



**Table 1*

Visits Avoided	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Visit Avoided 12/13	931	1085	1137	1058	1105	1125	1147	1006	911	1097	977	1119
Visit Avoided 11/12	608	491	570	532	635	622	806	718	693	818	732	799
Monthly +/-	323	594	567	526	470	503	341	288	218	279	245	320
Cumulative 12/13	931	2016	3153	4211	5316	6441	7588	8594	9595	10602	11579	12698
Cumulative 11/12	608	1099	1669	2201	2836	3458	4264	4982	5675	6493	7225	8024
Cumulative +/-	323	917	1484	2010	2480	2983	3324	3612	3830	4109	4354	4674

** Source: Erie St. Clair Community Care Access Centre CHRIS Data*



Providers

The CCAC has a number of contracts with local health care providers who deliver services in the homes of our patients. Our providers are our long-standing partners in the delivery of medical care, together with our own medical professionals. They work in our community to advance the quality of care received in the home. Our providers have an integral role in working with CCAC Care Coordinators and caregivers to strengthen relationships and improve quality of life for our patients.

Nursing

Bayshore Healthcare Ltd., doing business as (DBA) Bayshore Home Health
Paramed Home Health Care, a Division of Extendicare (Canada) Inc.
Revera Health Services Inc.
Saint Elizabeth Health Care
VHA Home Healthcare
Victorian Order of Nurses for Canada – Ontario

Nursing Clinics

Bayshore Healthcare Ltd. DBA Bayshore Home Health (Windsor area only)
ESC CCAC Clinic Chatham (effective November 26, 2012)
ESC CCAC Clinic Sarnia (effective May 1, 2013)



Personal Support

Bayshore Healthcare Ltd. DBA Bayshore Home Health
Paramed Home Health Care, a division of Extendicare (Canada) Inc.
Red Cross Care Partners (effective October 1, 2012)
Revera Health Services Inc.
Saint Elizabeth Health Care
Victorian Order of Nurses for Canada – Ontario
Walpole Island First Nations-Home and Community Care Program

Occupational Therapy

Community Care Therapy Ltd., operating as (o/a) Bayshore Therapy & Rehab
John McGivney Children's Centre
LifeMark Health Management Inc. DBA Sunnyside Rehabilitation Services
Pace Homecare Services Inc. a division of WE Care Health Services Inc.
Victorian Order of Nurses for Canada – Ontario

Physiotherapy

Community Care Therapy Ltd., o/a Bayshore Therapy & Rehab
John McGivney Children's Centre
Pace Homecare Services Inc., a division of WE Care Health Services Inc.

Speech/Language Therapy

Community Care Therapy Ltd., o/a Bayshore Therapy & Rehab
John McGivney Children's Centre
Pace Homecare Services Inc. a division of WE Care Health Services Inc.
Karine Pepin, o/a Advanced Cognitive Communication Rehab Clinic

Social Work

The Hospice of Windsor and Essex County Inc.
Pace Homecare Services Inc. a division of WE Care Health Services Inc.

Nutritional Counseling

Nutritional Management Services Ltd.

Medical Supplies

Canada Care
KCI Medical Canada
Medical Mart Supplies Ltd.

Medical Equipment

KCI Medical Canada
Praxair Canada Inc. (effective October 31, 2012)

Infusion Therapy

Hogan Pharmacy
Rexall Specialty Pharmacy





Supporting Our Staff

The Erie St. Clair CCAC is dedicated to enhancing the health, quality of life and independence of individuals in our communities by offering a single point of access to home and community services. We assist patients in making informed choices about health care options and work to ensure that the right care is available at the right time and place. In order to provide the best quality care, an integral component of the CCAC role is to provide patients, caregivers and families with vital information about referrals and connections to community resources, services and agencies. We work in partnership with them to ensure every patient's needs are being met, thus allowing patients to remain independent and healthy at home for as long as possible.

To support staff and further solidify community collaboration, Erie St. Clair CCAC introduced the “Community Agency Partnership” (CAP) Job Shadowing Program. Through this program, the CCAC provides staff with the opportunity to develop relationships and increase knowledge of local Community Support Service Agencies (CSSA) and their services across Erie St. Clair. This is being offered by providing CCAC staff with the opportunity to spend all or part of a workday with a participating CSSA, to learn about the dynamics of the agency and the patients they serve.

The program thus far has met with a great reception and success. CCAC staff feel empowered by experiencing first-hand the services and community agencies to which they often refer their patients. So far, CCAC staff have been matched with and have spent enriching time learning from CSSAs such as the Victorian Order of Nurses, Chatham-Kent Brain Injury Association, Assisted Living Southwest Ontario and the Red Cross.

Focus on Continuous Improvement and Innovation

The Erie St. Clair CCAC has recently undergone a rigorous accreditation process. Accreditation is official recognition that the CCAC is guided by internationally recognized service standards and best practices. Moreover, accreditation demonstrates that the CCAC is committed to continuous improvement, reducing risk, addressing health and safety concerns, respecting cultural and individual preferences and providing the best possible quality of care. Additionally, accreditation reflects the CCAC's commitment to patients and demonstrates the CCAC's accountability to the community. The CCAC has been accredited for a period of three years by the Commission on Accreditation of Rehabilitation Facilities (CARF). This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the CCAC's substantial conformance to the CARF standards.

CARF is an independent, non-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer focused standards to help organizations measure and improve the quality of their programs and services. An organization receiving a Three-Year Accreditation has put itself through a rigorous 18-month peer review process and has demonstrated to a team of evaluators during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.



Following 18 months of evaluations and review, the Erie St. Clair CCAC was awarded full Accreditation following an on-site survey in June 2012, during which the surveyors made visits to CCAC office locations in Chatham, Sarnia and Windsor and interviewed patients, staff, board members and health partners. The Erie St. Clair CCAC was the first CCAC in Ontario to be accredited by CARF. The evaluators noted, among many other strengths, that the "Erie St. Clair CCAC is a high-performing health service provider dedicated to improving the quality of life of persons served in the area it serves. The Board, senior leadership, and staff show an immense loyalty and commitment to putting the person served first."



[Read the Erie St. Clair CCAC's full Accreditation Report by clicking here!](#)



[Click here to learn more!](#)



Financial Overview

The Erie St. Clair CCAC is fully funded by the Ministry of Health and Long-Term Care through the Erie St. Clair Local Health Integration Network. Our budget is funded entirely by public funds. Managing our finances while ensuring we meet the growing care needs of the community is one of our top priorities.

Funding and the needs of the community may vary from year to year. On occasion funding is received for specific initiatives directed by the Ministry of Health and Long-Term Care, and on occasion new programs can change how care is delivered in the community, leading to increased or decreased levels of spending.

The audited financial statements of the Erie St. Clair CCAC can be found on our website at **www.esc.ccac-ont.ca**.



[Click here to learn more!](#)



ERIE ST. CLAIR COMMUNITY CARE ACCESS CENTRE | STATEMENT OF OPERATIONS
FOR THE YEAR ENDING MARCH 31, 2013, with comparative figures for 2012.

		2013		2012
REVENUE				
MOHLTC Provincial Grant—Base Allocation	\$	118,813,220	\$	116,431,739
MOHLTC Provincial Grant—One-time Funding		817,386		5,746,303
External Recoveries		232,132		577,514
Bank interest		86,656		67,191
Amortization of deferred capital contributions		346,015		399,350
		120,295,409		123,222,097
EXPENDITURES				
Program				
Administrative and support services		9,699,015		10,121,942
Patient care (Community & social services)		108,456,922		112,693,446
Health promotion and education		1,039,610		821,767
		119,195,547		123,637,155
EXCESS OF REVENUE OVER EXPENDITURES	\$	1,099,862	\$	(415,058)
(expenditures over revenue)				



Engagement and Feedback

The Erie St. Clair CCAC is dedicated to enhancing the health, quality of life and independence of individuals in our communities by offering a single point of access to home and community services. We assist patients in making informed choices about health care options and we work to ensure to connect them to the care they need. In order for the CCAC to continually improve our quality of service, we welcome feedback from our patients and our communities. We encourage you to contact us with any feedback, questions or concerns you may have.

Connect with the Erie St. Clair CCAC:

By phone..... 1-888-447-4468 or 310-2222 (no area code required)

By email engagement@esc.ccac-ont.ca

Via the internet www.esc.ccac-ont.ca

By mail..... 712 Richmond Street, P.O. Box 306 Chatham, Ontario N7M 5K4

Follow us on Twitter.....  [@eriestclairccac](https://twitter.com/eriestclairccac)

Also, visit the **www.eriestclairhealthline.ca** for a comprehensive source for information on health and social services in your community.



ErieStClairhealthline.ca