



South East

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires

2012-2013

ANNUAL REPORT

Connecting You With Care



ACCREDITATION CANADA
AGRÈMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé



Ontario

South East Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Sud-Est





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

We value our patients, ourselves and each other through open communication, respect, and customer focus, while promoting continuous learning and accountability in a supportive, healthy environment.

Our Story

Community Care Access Centres (CCACs) work in communities across Ontario to connect people with quality in-home and community-based health care. We make sure our patients receive the care they need when they need it. We provide information, direct access to qualified care providers and many comprehensive services to help people come home from the hospital sooner or live independently at home longer.

Finding and accessing care can sometimes be confusing and complicated. CCACs are here to help people find their way through Ontario's health care system, understand their options and get the highest quality care possible. We help people across their life spans from school children who have special health needs to seniors who need health services at home or access to a long-term care home.

Our caring and knowledgeable staff work hand-in-hand with patients and their families. We seek to understand each person's situation so that working together we can develop an individualized plan. The CCACs expertise, in-depth assessment process, and strong partnerships ensure patients receive specific care tailored to them and feel supported through their entire care journey.

*Visit our website – www.se.ccac-ont.ca
– to hear our patients tell their story.*



Message from the Board Chair and Chief Executive Officer

The increased focus on home and community care is helping to make Ontario the healthiest place to grow up and grow old. More seniors are receiving care at home, where they want to be.

Helping seniors and others receive care and treatment at home and in their communities will benefit the entire health care system by freeing up hospital beds and reducing pressure on emergency departments. Last year, we worked in hospital inpatient and emergency departments across the region to help 12,071 people return safely home from hospital.

Ontario's Community Care Access Centres (CCAC) are serving more people and especially more high needs patients. Caring for more people with high care needs requires increased collaboration across the health system and CCACs play a key role in creating a better aligned health system. With a continued focus on collaboration, the South East CCAC works with multiple partners to ensure the right care is provided at the right time and in the right place.

Putting people at the heart of all we do, CCACs get people the care they need so that they can continue living in their homes and communities. Our Care Coordinators are system navigators who work across the system to meet the complex needs of an aging population. Coordinating care to 3,283 individuals each day the South East CCAC strives to provide outstanding care to very person, every day by helping patients and their families find their way through Ontario's health care system, understand their options and connect them with the highest quality care possible.

Jacqueline Redmond,
CEO

Douglas Evans,
Board Chair

In 2012/2013, South East CCAC provided care to more than 33,410 people across the South East Region, including:

- 20,889 patients receiving care at home
- 14,481 seniors who were supported to stay in their homes independently
- 3,451 children receiving health services at school



Board of Directors

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Highlights and success stories:

The South East Community Care Access Centre (CCAC) provides in-home and community-based health and support services, long-term care home admission management, connects residents with primary care, as well as offering comprehensive information and referral services.

Our focus has been on delivering better access and safer care, working with our partners to enhance the patient experience, measuring our progress, and bringing value home in the communities we serve with a commitment to continuous improvement.

In 2012/2013, South East CCAC provided care to more than 33,410 people including: 20,889 patients receiving care at home; 14,481 seniors who were supported to stay in their homes independently; and 3,451 children receiving health services at school.

Getting people the care they need at home and in the community, the South East CCAC helped more than 1,242 seniors transition to a long-term care home; worked in hospital inpatient and emergency departments across the region to help 12,071 people return home from hospital with home care; and provided 663 more patients with personal support, and 100,248 more hours of personal support than the previous year.

In homes, schools and communities across the South East, the CCAC provided:

- 300,606 nursing visits and 31,304 hours of shift nursing
- 1,282,537 hours of personal support services
- 65,980 visits from rehabilitation professionals (physiotherapists, occupational therapists and speech language pathologists)
- 4,158 social work visits and 2,472 visits from clinical nutritionists/dieticians

Not only are we coordinating care for more people, nearly half of those new patients are what is considered high needs which led to an overall 6.8 per cent increase in the cost of providing care over the previous year.

Our care coordinators are dedicated nurses, occupational therapists, social workers and other health professionals who work directly with patients in hospitals, doctor's offices, and at home to ensure people get the care they need. As our care coordinators continue to help people navigate the health system to meet the complex needs of an aging population, measuring the quality of care is paramount to ensuring we deliver the best possible care to every person, every day.

Once again, the South East CCAC has been rated very favourably by the people we serve achieving a 95 per cent overall satisfaction in the Patient and Caregiver Experience Evaluation. We are grateful to our service providers and partners for helping us achieve this significant result. We also received positive reviews from our partners when we engaged them to gather feedback to help inform decision making and identify areas for continuous improvement.

Putting people at the heart of all we do, Ontario's 14 CCACs have been perfecting the ***Patient Care Model***, a population-based approach to care that matches care coordination intensity with the specific needs of our patients. The model is a key part of the broader health sector strategy to deliver value to patients, quality services, sustainability, and evidence-based practices. The model enables a consistent approach across all CCACs to ensure a more standardized delivery of services to patients across the province. This model also provides provincially endorsed standards of care for each patient population. The standards relate to things such as frequency and timing of contact with patients and reassessments.

Getting people the care they need at home and getting better every day the South East CCAC:

- Assisted more than 1,242 seniors transition to a long-term care home
- Worked in hospital inpatient and emergency departments across the region to help 12,071 people return home from hospital with CCAC care
- Provided 663 more patients with personal support, and 100,248 more hours of personal support than the previous year





The **Quality and Value in Home Care** initiative provided the vision for the broader health system to establish a new way of delivering health care that will maximize the value of investments to improve quality of care and population health outcomes by focusing on: patient-centred care, quality care, evidence-informed practice, seamless care, integrated care, value for money, payment for outcomes, and accountability.

The expiration of CCAC contracts for purchased patient services across Ontario on September 30th, 2012 provided the opportunity to strengthen accountability and make changes that will serve to advance improvements in the delivery of integrated, quality care in alignment with government's directions and priorities. New contracts went into effect across Ontario on October 1, 2012.

Leveraging our Information Technology, the South East CCAC experienced a rapid expansion in the number of information and communications technology innovations. The South East CCAC **Business Intelligence** strategy was developed in response to organizational demands for rich data collection and analysis. This strategy included the implementation of data warehouse, data cube and reporting solutions.

These tools are used to monitor, track and manage the data warehouse updates, as well as the report delivery and development processes. These technologies allow the South East CCAC to quickly implement and maintain informational decision making products in a constantly changing environment.

To help people navigate a multi-faceted and sometimes complex health system we launched a new information and referral website. The ***SouthEasthealthline.ca*** is an innovative website that puts accurate and up-to-date information about health services at the fingertips of consumers and health care providers across the South East region of Ontario.

In addition to helping the public navigate the system, the information and referral service provides benefits to the health system. Health providers can profile their services for free within a centralized provincial web site and family physicians and other health professionals have a reliable source of information about health resources in their communities at their fingertips. When all 14 Ontario CCAC's implement thehealthline.ca, the provincial solution will host some 50,000-service records and welcome millions of users each year as a provincial information gateway.

To improve access to information to help families and school boards make informed decisions, we added a section to our public website with current information about **children's services**. It is important that we work with schools and families to help them navigate the health care system and connect them to the most appropriate services to meet their individual needs.

Other:

- Average number of patients served per/day 3,283
- 8,618 Patients came from community referrals, 12,071 patients came from hospital



Families seeking information about **long-term care home waitlists** can now access a monthly report on the South East CCAC public website. The report includes the number of individuals on the waitlist for each level of accommodation within a home and the average number of beds that become available in each home.

Health Quality Ontario launched its revamped long-term care and home care public reporting website. The home care services public reporting website is the first and only in Canada, publicly reporting on the quality of home care services including provincial results for 11 home care quality indicators on topics such as wait times, incontinence, cognitive function and pressure ulcers. The site will also include information about patient experiences with home care services. Results are provided at both the provincial and local level.

To improve information and access to services the South East CCAC implemented a robust communications plan to help tell our story. We were pleased to partner with Caregiver Omnimedia to provide caregivers with a book called ***Going Home*** to help plan for the return home after hospitalization. The South East CCAC distributed 10,000 copies of this powerful system navigation tool to help caregivers make informed decisions around a loved one's care and managing important transitions safely.

The South East CCAC French language Services Committee's *Designation Work Plan* continues to ensure that information services destined to the public and patients are available in both French and English. We now have our patient admissions package available in

both official languages and have partnered with the North East CCAC to triage phone calls to our French phone line.

Maintaining our commitment to patient safety, our **patient safety plan** connects the dots, helps us keep track of the key activities, and gives us a guide to make sure we stay focused on ensuring care was safe, timely and effective. As part of our focus on patient safety, every person who receives services through the South East CCAC receives a copy of our Safe Living Guide. We also coordinated an eight-week media campaign with our service providers to promote safety in the home.

We continued to develop our **Ethics Framework**. A solid ethical decision making framework will give us the tools to make decisions that will best serve our populations within the resources available to us and withstand internal and external scrutiny. It is increasingly important that we make good decisions that will lead to value-based outcome-oriented care for all of our patients.

With an emphasis on building bridges to fill gaps and support our hospital partners, we were pleased to have received funding to implement three exciting new programs: Rapid Response Nursing; Nurse Practitioner Led Outreach in long-term care homes and Mental Health and Addictions Nurses.

The **Rapid Response Nursing** program focuses specifically on successful transitions from acute care to home for complex needs seniors and children, providing high-risk individuals with an in-home nursing visit within 24 hours of hospital discharge, seven days per week.



Nurse Practitioner Led Outreach Team nurse practitioners work closely with interdisciplinary teams, to support resident's acute care needs. When a resident is hospitalized, the nurse practitioner works to ensure a safe and efficient transfer back to a long-term care home.

Mental Health and Addictions Nurses provide mental health and addictions expertise to work with district school boards to address the needs of students with mental health and addictions challenges. The program builds on the role CCACs currently play in helping people navigate the health care system and connecting them to the services they need based on comprehensive assessment and care planning, while supporting coordinated and integrated care delivery.

In November the LHIN announced a total of \$6.2 million to fund local programs which included \$3.5 million to support more patients in the community including the **spread and sustainability of Home First**. This continues to be a very successful initiative with more than 545 people having gone Home First from hospital with the support of the CCAC and our Community Support Services providers in the last year.

Delivering a seamless experience through the health system for people in our diverse communities takes a highly skilled and dedicated team. The South East CCAC was honoured to be nominated for an award at the 15th annual **Quinte Business Achievement Awards Gala** by a satisfied recipient of care who nominated us for providing outstanding care to the community.

As an example of how CCAC staff provide outstanding care, when a flood in one of our long-term care homes displaced 15 of its residents we collaborated with the Local Health Integration Network and the Ministry of Health and Long-Term Care to give the families extra support and find placements for the remaining impacted residents.

The organization also received a strong vote of confidence with a **three-year Exemplary Accreditation from Accreditation Canada**. We are pleased that Accreditation Canada recognizes that we embed accreditation standards into our day-to-day work with a focus on quality. Accreditation Canada defines quality in health care using eight dimensions that represent key service elements and we are very proud to have achieved an almost unheard of 99 percent compliance in the 366 standards.

Accreditation provided an excellent opportunity to systematically evaluate organizational practices against national standards of excellence and to work with our partners. Preparing for accreditation has brought us further together as a team, validated improvements we have made and pointed us in new directions.

The South East CCAC is currently in its final year of a three year strategic plan. Using a Balanced Scorecard for overall reporting of the progress towards strategic plan achievement, the South East CCAC board, leadership and staff remain focused on completion of required activities in this final year while planning has already started for the strategic vision that will take the CCAC beyond 2014.



Going forward we are encouraged by the possibilities created by patient care networks called **Health Links**, which will deliver a new way of caring for people. Health Links are a way to support clinical teams working together to care for the patients who need our care the most, whether they are in hospital or at home or in the community.

Caring for more people with high care needs requires increased collaboration across the health system and CCACs play a key role in creating a better aligned health system. All sectors of the local health care system are integrated in many important ways and we continue to build stronger relationships.

Through Health Links, we will build on our strong partnerships with primary care, hospital and community providers to better integrate the health care system. By leveraging our strong partnerships and sharing one care plan, we will truly wrap support around our most vulnerable residents to ensure they get the right care. Together, we will build a stronger and sustainable health care system that connects people with the care they need at the right time in the right place.

Financial and statistical highlights

Administrative Expenses	\$ 8.7M
Care Coordination*	\$ 23.5M
Other Patient Services & Education	\$ 1.6M
Purchased Patient Services	\$ 75.8M
Total	\$ 109.6M

* Includes Mental Health & Addictions, Rapid Response Nursing and LTC Home Nurse Practitioners

Service Utilization: Fiscal 2012/2013

Service	Utilization
Nursing – Shift	42,000 hours
Nursing – Clinic	31,000 visits
Nursing - Regular	259,000 visits
Personal Support Services	1,283,000 hours
Dietetic Therapy	2,500 visits
Occupational Therapy	31,000 visits
Physiotherapy	24,000 visits
Social Work	4,200 visits
Speech Language Pathology	11,000 visits

Complete Audited financial statements are available on our website – www.se.ccac-ont.ca

If you would like additional information or a speaker for your community group, contact us at 310-CCAC (310-2222).





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