



South East
ccac casc
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires

Annual Report

2016/17

Year in Review

Helping more people access better health care faster and closer to home is part of the government's plan to build a better Ontario and home and community care continues to be an essential part of that plan.

Our Care Coordinators are the heart and soul of home and community care. They possess the essential assessment skills to help patients and their families access the care they need.

Throughout the past year, the South East Community Care Access Centre (CCAC) made progress in a number of key areas of our Quality Improvement Plan:

- All staff received training on the falls protocol;
- Our wait times for nursing have improved and we are close to our target of 95 per cent of patients receiving nursing services within five days of authorization;
- Work is continuing on first dose of IV antibiotics, ensuring that the necessary forms are in place and available
- We continue to work with Health Links partners and expanding the enhanced care coordination into community teams; and
- We have implemented a change to follow patients through their hospital stay in the east, which received positive feedback from patients.

The ability to offer eReferral to Long-Term Care Homes has been one of the priority functionalities to roll out this year. Some of the benefits of eReferral to LTC include:

- elimination of faxing to and from participating long-term care homes;
- the homes are able to view their own waitlist; and
- the homes and CCAC can share pertinent information with each other in a timely fashion.

The South East CCAC launched a successful French Language Services Pilot in April to ensure we are meeting our requirements to provide services to our Francophone population. The pilot ensured that our reception staff are prepared to greet our French speaking patients and ensure they are linked to our French Language Services team for support as needed.

The South East CCAC joined forces with Providence Care, and Kingston General Hospital (Cancer Care Ontario) to participate in Canada-wide quality improvement program. The Canadian Foundation for Healthcare Improvement (CFHI), announced a team led by Providence Care, KGH and the CCAC, which will focus on improving access to palliative care services in our region was



selected as one of the 10 inter-professional teams of healthcare leaders that have been chosen to participate in the 2016-17 *EXTRA: Executive Training Program*.

The EXTRA program is a 14-month bilingual improvement fellowship – the only one of its kind in Canada. During the intensive program, each participating team designs, implements and evaluates a major quality improvement project that is of strategic value to their organization and region, enhancing patient outcomes, quality of care and cost-effectiveness.

Between May and September 2016, the South East CCAC implemented a new Integrated Care Coordination Model. Our goal is to improve the experience for our patients, our staff, and our partners. The South East CCAC remains committed to patient-centred care. Using feedback from patients and staff coupled with new strategic directions for home and community care within the province, we redesigned our current patient care model in order to create a more integrated, seamless, equitable, and high-quality continuum for our patients.

As a member of the *Regional Integrated Falls Prevention & Management Strategy of South East Ontario*, we worked collaboratively across sectors and the health care continuum to improve collective capacity to prevent and reduce the burden and impact of falls and fall related injuries among older adults and other at risk groups in Southeastern Ontario.

As part of this important work to reduce falls, the new South East Fall Prevention website provides information on services that help prevent falls is a collaborative effort between the Steering Committee, the South East CCAC, the HealthLine Information Network and the South East LHIN. This public facing website provides information about services that can help people reduce their risk in an easy to use website. Internally, our *Falls Protocol* for all chronic and complex (adult, senior and palliative) patients provided a standardized response to falls and fall risk.

Each year, delegates tell us they've come to value the OACCAC conference as the leading event of its kind in Ontario for networking and knowledge sharing in home and community research, best practices, technologies and innovations.

The South East CCAC had an impressive level of representation at the conference with nominations going forward in five Awards for Excellence categories and we were also proud to deliver four poster presentations at the conference.

In June, the Boards of Directors of each of the hospitals along with the South East Local Health Integration Network (LHIN) and the South East CCAC, voted to give their support to moving forward with efforts to create a more seamless hospital system. The work, referred to as 'Health Care Tomorrow: Hospital Services' will make hospital care easier to navigate and access for patients, and to make the best use of resources across the region.



On June 6, Dr. Eric Hoskins, Ontario's Minister of Health and Long-Term Care, and Madeleine Meilleur, Ontario's Attorney General announced that medical assistance in dying would be permitted in Ontario as a result of a decision by the Supreme Court of Canada. Our Ethicist provided a number of training sessions for staff, partners and the Board of Directors to help us understand this complex issue.

On June 15, World Elder Abuse Awareness Day, we partnered with the South East Regional Elder Abuse Prevention Network (REAP) to launch a public website to promote the resources and services that can help and will increase seniors' safety and well-being to help create a community that is safe, secure, respectful and supportive for older adults to live in and enjoy independence free from abuse. This site provides up-to-date information on elder abuse for professionals and patients and families, including information about where to go for help in the South East region.

In the Minister's 10 point action plan *Patient's First a Roadmap to Strengthen Home and Community Care*, he has committed to expanding self-directed care, in which patients and their caregivers are given funds to hire their own provider or purchase services from a provider of their choice. The minister committed to review the early results of the first wave of projects in 2016 and develop a plan for broader implementation province-wide in 2017. CCACs are continuing to work with the Ministry of Health and Long-Term Care to prepare to launch self-directed care as an option for patients who receive care at home. We worked with the ministry to develop policies, tools and resources that will ensure a consistent experience for patients across Ontario.

Ontario announced an investment of \$80 million for enhanced home care and \$20 million for caregiver respite this year to enhance support for home care clients with high needs, and their caregivers. At a funding announcement held at our Saint Elizabeth Nursing Clinic at City Place on July 21, MPP for Kingston and the Islands, Sophie Kiwala announced approximately \$5 million would be earmarked for the South East LHIN. This meant South East CCAC could expand service provision to CCAC patients with complex care needs. A total of \$1million was allotted to support caregivers including respite care and additional personal support hours to caregivers in the greatest need.

The south east has the highest concentration of family caregivers in Ontario. According to a 2012 Angus Reid survey, there are as many as 150,000 informal caregivers in our area. While we coordinate services to roughly 38,000 individuals each year, this leaves a vast number of families providing informal care to a loved one.

One of the goals in the Patients First strategy is to ensure information is available for caregivers. In addition to our website www.southeasthealthline.ca which consistently receives 28,000 unique users each month to find information about community services, the South East CCAC also publishes *Family Caregiver Newsmagazine* in both official languages as part of our mandate to provide information to the public about community and social services.



A provincial Client and Caregiver Experience Evaluation survey is conducted every year, by National Research Corporation Canada on our behalf. CCACs survey a sample of patients receiving service in their home (except for end of life patients) about their experience with CCAC and with their service provider. The South East CCAC is still (statistically) higher than the provincial average in Overall Experience and close to the best in the province and has once again been recognized as a top performer along with Erie St. Clair CCAC with 94 per cent positive response.

Health Quality Ontario's *Measuring Up 2016*, their annual report on the status of the health system highlighted patient experience with homecare as a bright spot in the report. Patient experience ratings show consistently positive results across all regions. For Ontario as a whole, the percentage of positive patient experiences has remained stable at 92 per cent since 2013/14.

Indigenous cultural competency is an area that the Ministry of Health and Long-Term Care (MOHLTC) and all Local Health Integration Networks (LHINs) are advancing as a system wide approach to "ensuring Indigenous people have access to more culturally appropriate care and improved outcomes" (MOHLTC 2016). This plan includes providing cultural competency training for front-line health care providers and administrators. An interactive and facilitated online training program for professionals working in the Ontario health system has been developed and a number of spaces were offered at no cost to health service providers and leaders in the South East.

We continue making progress related to primary care involvement. We interviewed both care coordinators and staff at the primary care sites where there is current involvement with primary care on a formal basis which provided valuable information that will help inform the plans required to move forward with primary care involvement with our care coordinators.

Looking forward to the next year, our Quality Improvement Plan for 2017-18 is under development. We plan to continue to monitor and improve uptake of the falls protocol, with plans to evaluate it later in the year. We will continue to monitor nursing and personal support wait times and look for opportunities to provide service within five days where it makes sense to do so. Our main focus will be to continue to expand our support of Health Links patients and integration with primary care, testing ways of blending the role of Health Links care coordination with coordination of home and community care services.

Financial Statements

To view the 2016-17 South East CCAC Audited Financial Statements, [please click here](#).

