



2014-2015

**CHAMPLAIN COMMUNITY CARE
ACCESS CENTRE
ANNUAL REPORT**

Cheryl Graham, one of many “Heroes in the Home,” recognized for her loving care and advocacy for her daughter Jodi.

Who We Serve

Population of 1.3 Million across Champlain region

59,000+ patients annually

18,000+ patients monthly with Personal Support Services, Nursing or Therapy visits

Coordinated care with hundreds of primary care/family health teams and community organizations

2,300+ Long Term Care Home admissions annually

200,000+ patient contacts/visits annually

57,000+ patient assessments annually

Who We Work With

1,200 Primary Health Care Physicians

13 Service Provider Agencies

200+ Retirement Homes

59 Long Term Care Homes

20 Hospitals

60 Adult Day Program Providers

MESSAGE FROM THE CEO AND BOARD CHAIR

Working Together for Quality Care

Home and community care is at the forefront of our transforming health care system. Across the province, efforts are underway to create a more integrated system that puts patients and their families first. It is an exciting time for our sector.

A number of changes are happening to make home and community care more responsive to patient needs and build on our ability to increase access, quality and value for money. With rapidly growing demand and increasingly complex care needs, our challenge is to ensure a transparent and sustainable system that meets the changing needs of people in our communities—now and in the future.

Balancing increasing demand with long-term sustainability isn't easy. Supported by our dedicated and caring staff, we are collaborating with health system partners to lead changes that will help people remain at home and in the community for as long as possible.

People are at the heart of everything we do. The Champlain CCAC's vision is to embed the patient and caregiver voice throughout our organization. Our new Patient and Caregiver Declaration of Values, which was developed with input from the community and our Patient and Caregiver Council, is an important step in our commitment to delivering the highest quality care experience.

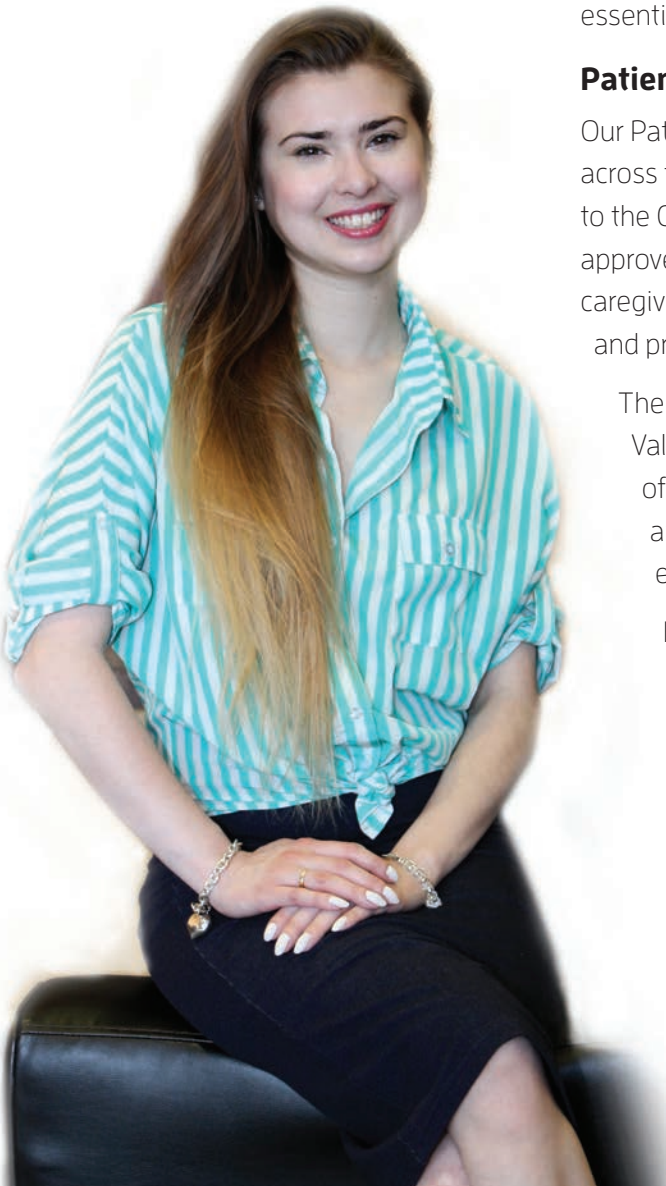
Thank you to our patients, families, caregivers, staff and health partners for joining with us in Working Together for Quality Care.



Michael Ennis
Board Chair



Gilles Lanteigne
Chief Executive Officer



PERSON DRIVEN CARE

Person Driven Care—one of our three strategic directions—sees patients as equal partners in planning, developing and assessing care needs. It is an approach that involves putting patients and their families at the heart of all decisions. The patient/caregiver voice is essential to delivering optimal outcomes, experience and value.

Patient and Caregiver Engagement

Our Patient and Caregiver Council comprising members from across the Champlain region has made an important contribution to the Champlain CCAC. In just one short year, the Council has approved a three-year Caregiver Strategy, helped to develop caregiver resources, and provided rich feedback on key initiatives and programs.

The Champlain CCAC's Patient and Caregiver Declaration of Values is a key achievement of our Patient and Caregiver Council. It is the result of a partnership between our patients and caregivers, the community at large, and staff, who all contributed their ideas to express what they want—and expect—from the Champlain CCAC.

Kelsey Lett, a member of our Patient and Caregiver Council, is the Champlain CCAC's In-House Patient Engagement Advisor. This new role is an exciting step forward in advancing our vision of Person Driven Care.

We Are All Essential to the Care Journey



“We improve care only when patients, families and health professionals work together as equal partners. Together we’re the dream team.” ~ Kelsey Lett, Champlain CCAC’s In-House Patient Engagement Advisor.

A Strong Focus on Ethics

The continued success of the Ethics Program is a direct result of staff's proactive approach to dealing with ethical issues that arise in their day-to-day work.

- A total of 33 formal ethics consultations were provided in 2014-2015.
- The Ethics Program provided 16 capacity-building sessions to over 550 participants.
- New initiatives include Ethics Drop-in Sessions, an Ethics Journal Club, and Champlain CCAC participation in National Health Ethics Week.

These opportunities have allowed staff to exchange views and brainstorm solutions to common ethical issues facing home care professionals.

Our Evolving CARE model

In early 2015, the Champlain CCAC introduced an evolved Care Model combined with several process improvements to allow our Care Coordinators to spend even more time with patients to deliver a better care experience.

In congregate care settings—retirement homes and apartments, for example—we have assigned a single Care Coordinator. This increases continuity of care and allows for more efficient assessments and closer collaboration with other health providers.

Health Links

The new Health Links will continue to be a key driver of better care coordination for high needs patients. The Champlain CCAC is involved in all 10 Health Links in the Champlain region and the Executive Lead Organization for the Prescott-Russell Health Link.

ENGAGED AND PROACTIVE PEOPLE

Our employees are dedicated health professionals who strive to live the Champlain CCAC's values—caring, collaboration, accountability, respect and excellence—every single day. Working with patients, families, service providers and partners, our staff contribute their expertise and innovative solutions to improve the care of those they serve.

Staff and leaders were honoured to receive the highest level of achievement of the Quality Healthcare Workplace Award.

Workplace Health

Workplace Health remains an important priority for the organization. Recognizing that mental illness is a key pillar of a healthy workplace, the Champlain CCAC developed a comprehensive mental health strategy and continues to build capacity to ensure a healthy workplace. A stigma awareness campaign called 'Not myself today' generated rich discussions among staff and increased access to resources and supports.

Awards and Recognition

For the second consecutive year the Champlain CCAC was recognized as one of the National Capital Region's Top Employers. This special designation recognizes Ottawa-area employers that lead their industries in offering exceptional places to work.

In November 2014, we were also awarded Platinum-level for the Quality Healthcare Workplace Award, which is sponsored by the Ontario Hospital Association and the Ministry of Health and Long-Term Care.

The Champlain CCAC and five university-affiliated hospitals comprised the six Platinum winners—the award's highest level of achievement.



QUALITY HEALTHCARE
WORKPLACE AWARD

PLATINUM

2014



Reducing Alternate Level of Care

The Champlain CCAC is supporting more people at home instead of in hospitals while they wait to be transferred to more appropriate care settings. Alternate Level of Care (ALC)—the percentage of hospital beds occupied by those waiting for more appropriate placement—continued to decline in 2014–2015.

9.8%

Reduction in the number of patients requiring Alternate Level of Care



GETTING CARE IN THE RIGHT PLACE

Increased Nursing Clinic Utilization

Nursing clinics are an important element of building a sustainable home and community care system. For every one per cent of patient volume streamed to clinics, roughly \$200,000 can be redirected to homebound, higher need, high-risk patients.

- In 2014–2015, we added seven new nursing clinics across the Champlain region for a total of 19.
- Nursing clinic utilization increased from 18.6 per cent in 2013 to 22.5 per cent last year.
- Planning is underway to add two nursing clinics to expand access to care.

The development of new clinics has increased access to care by allowing us to stream ambulatory patients to locations across the Champlain region for routine procedures such as wound care and IV medication. This is both patient-centred and cost-efficient.

Improving Access to Long-Term Care

Across the Champlain region more people are now transitioning to long-term care homes from the community instead of hospitals—only 30 per cent are now placed in long-term care from hospitals compared to 50 per cent in 2011. Accordingly, hospital long-term care wait times have decreased from 400 to 250 days over the past three years and the length of stay in long-term care has decreased from 3.3 to 2.8 years, as patients are supported in their homes longer.

Advancing Palliative Care

The new Champlain CCAC Hospice Palliative Care Model aims to improve equitable access, quality, efficiency, and the overall care experience. Key elements of the model are an integrated multi-disciplinary team that promotes seamless and patient-centred care through shared decision-making; and enhanced palliative training and education for team members.

PARTNERSHIPS: WORKING TOGETHER FOR QUALITY CARE

Building Connections with Community Support Services

Referrals to Community Support Services have continued to increase. Last year there was a 105% increase in referrals. In the coming year we will be working closely with Community Support Services partners on transitioning milder needs patients to community agencies approved for the provision of Personal Support Services. The Champlain Local Health Integration Network is an early adopter of this shift and we are excited to work even closer with our community partners in the months ahead to expand home and community care services in the region.

Community Paramedicine

Community Paramedicine allows Advanced Paramedics to apply their training and skills beyond the traditional role of providing emergency response. Working in collaboration with the Champlain CCAC, community paramedics provide services that help patients, like seniors with complex conditions, live independently in their homes and communities.

Engaging with Primary Care

We continue to build stronger connections with 1,200 primary care physicians with dedicated resources and improved communication, including a dedicated physician phone line, online referral forms, fact sheets and the Champlain Primary Care Digest.

Dorothy, R.N. from Renfrew Victoria Hospital and Nicole, MSW, RSW, a CCAC Care Coordinator work together to help members of their community get the care they need.



The Champlain CCAC also informs and engages with patients, caregivers, and health system partners on Twitter, Facebook, YouTube and LinkedIn.



Connecting with Our Community

Effective communication is essential to achieving our mission. The Champlain CCAC and Champlain Healthline websites provide useful information and resources for patients and caregivers.

We maintain a dynamic website that received over 68,000 visits in 2014-2015, while Champlain Healthline received over 490,000 visits. Visitors can find information about our programs and services in addition to valuable resources for caregivers that are now available on the affiliated **CaregiverExchange.ca** website.

HOLDING OURSELVES TO THE HIGHEST STANDARDS

Transparency and accountability are foundational to care delivery and resource optimization. Last year the Champlain CCAC implemented an ambitious Transparency Strategy that met and exceeded all transparency-related requirements of the *Excellent Care for All* Act. Visit the website at **www.champlainccac.ca** to learn more about:

- Wait times for home care and long-term care across Champlain
- Quality Improvement Plans and progress reports
- Information about patient/caregiver experience and complaints
- Board of Directors expenses, meetings and minutes
- Executive compensation and expenses

SUSTAINABLE HEALTH CARE

Patient Care Innovation

In 2014, the Champlain CCAC began testing and implementing the use of Interactive Voice Response technology, which allows a computer to contact and interact with patients after hospital discharge. Pre-recorded questions determine if patients are managing well at home, if their condition has worsened, and if their first home care visit took place as scheduled. Patients can request a call from their Care Coordinator if they need help or have questions.

The use of an automated system has allowed us to quickly identify and address patient experience and quality issues. Already it has yielded impressive results, as the success rate for automated calls to patients after hospitalization was 91.5%—over 5 times higher than the manual rate.

Shared Services

The Champlain CCAC introduced shared information systems to connect 38 community support service agencies within the Champlain Local Health Integration Network (LHIN). This innovation is advancing integrated health care delivery and cost savings.

HEROES IN THE HOME AWARDS: CELEBRATING EXCEPTIONAL CAREGIVING

The Champlain CCAC celebrated 47 caregivers at its Heroes in the Home Caregiver Recognition Awards in April 2014. The awards were presented to family members, friends, volunteers and health care professionals at three special ceremonies in Ottawa, Cornwall, and Pembroke.



Honouring Ottawa Hero Mildred Basalle with Mayor Jim Watson, Chantale LeClerc (Champlain LHIN), Michael Ennis and Gilles Lanteigne.

A SINCERE THANK YOU TO THE DEDICATED MEMBERS OF OUR PATIENT AND CAREGIVER COUNCIL

Dee Campbell, Co-Chair	Russ Morton
Norma Daigle	Kim Thompson
Sharon Haig, Co-Chair	Doug Thompson
Scott Johnston	Kathy Warren
Kelsey Lett	



Champlain CCAC would like to recognize service providers and partners in care:

Access Health Care Services Inc.	Ontario Medical Supply Limited
At Home Hospice	ParaMed Home Health Care
Bayshore HealthCare Ltd.	TRAC Group Inc.
Bayshore Therapy	Red Cross Care Partners
Carefor Health and Community Services	Revera Health Services Inc.
CommuniCare Therapy Inc.	Saint Elizabeth Health Care
Family Physiotherapy Centre	TIA Rehab
Medigas	Champlain Rehab Solutions
Mulvihill Drug Mart Ltd.	We Care Health Services

Board of Directors

Michael Ennis, Board Chair	Diane Hupé
Dr. Denise Alcock, Vice-Chair	Dr. Melody Isinger
Dr. Célestin Abedi	Ralph Moxness
Dr. Maria Barrados, Treasurer	Michel Parent
J. Hugh Brownlee	Bill Skinner
Lynn Graham	Sherryl Smith

Executive Team

Gilles Lanteigne, Chief Executive Officer	Kim Peterson, Vice-President, Clinical Care
Patrice Connolly, Vice-President, People and Stakeholder Engagement	Deryl Rasquinha, Vice-President, Performance and Strategy

Our Commitment to Sustainability

Balancing the changing health needs of people in our diverse communities with long-term sustainability continues to be a key challenge. Demand is increasing dramatically—and the people we serve have more complex health needs.

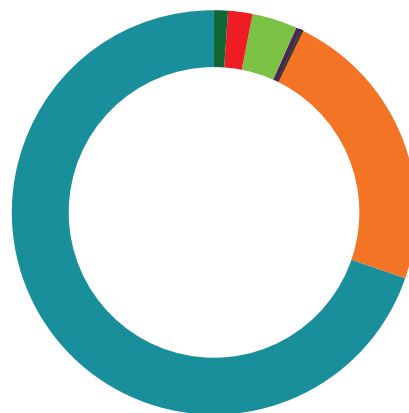
Together with our partners, we are working to meet the changing needs of people across the region and support as many people at home and in the community as possible.

We continue to put every effort into finding efficiencies that can be redirected to patient care, and advancing integrated health care delivery in the Champlain region.

92.7% of patients report a positive experience

FINANCIAL REPORT

Total Expenses



Audited statements

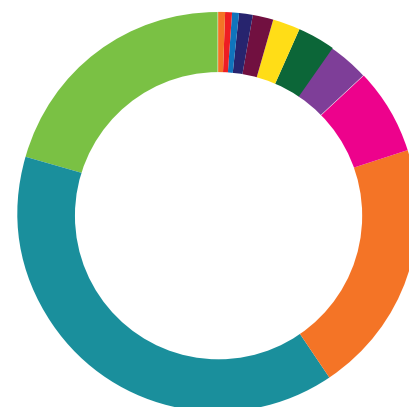
Total expenses (\$000)

Purchased Client services	160,900
Clinical Care salaries, benefits, travel	53,100
Clinical Care general administration	900
Renfrew Pre-school Speech and Language Program	400
Administration Salaries	8,200
Administration - General	4,900
Administration - Rent and Occupancy	2,700
French Language Services	100

Total

\$231,200

Services Provided to Patients



Audited statements

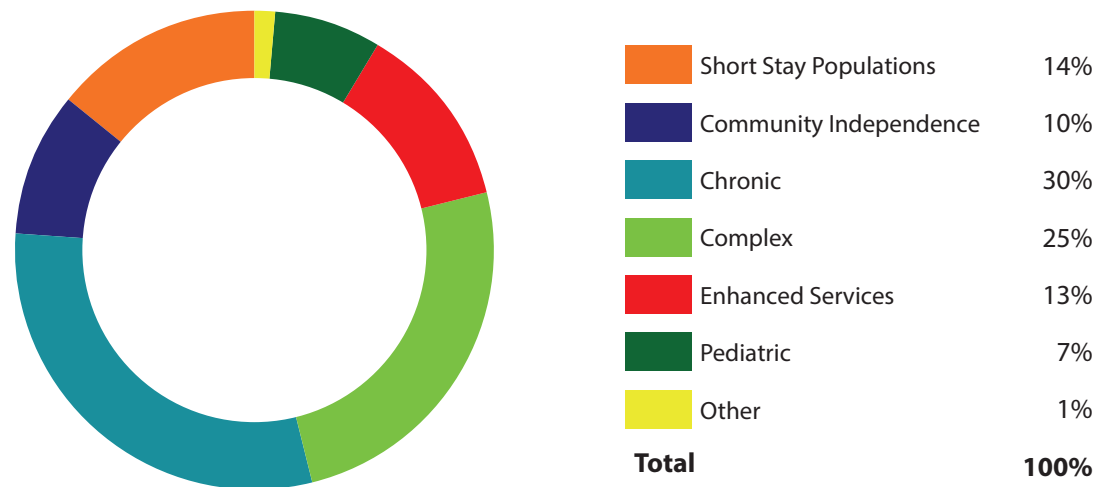
Total expenses (\$000)

Care Eligibility, Assessment, and Coordination	43,900
Personal Support Services	83,400
Nursing	43,900
Medical Supplies, Equipment, Laboratory	14,900
Occupational Therapy	7,200
Physiotherapy	6,800
Hospice	4,400
Nursing Initiatives and Geriatric Assessment	3,600
Speech	2,800
Information and Referral	1,100
Social Work	900
Nutrition	500
Other	1,200

Total

\$214,600

Contracted Service Expenditures by Patient Populations for Fiscal Year 2014/15



Caregivers are essential partners in care. The “Heroes in the Home Awards” are a small gesture that allows us to thank a group of exceptional people who are making a difference every single day.

Gilles Lanteigne recognized heroes Helen and Arnold O’Grady in Renfrew County for helping neighbours and friends for over 15 years.



Champlain CCAC 100-4200 Labelle Street, Ottawa ON K1J 1J8

www.champlainccac.ca

For information about health and social services across the Champlain region visit:

www.champlainhealthline.ca

To make a referral to the CCAC, or to inquire about our community services, please call:

310-2222 or 1-800-538-0520

Connect with us on Social Media:



The Champlain CCAC is funded by the Champlain Local Health Integration Network (LHIN), an agency of the Government of Ontario.

