

2015-2016

CHAMPLAIN COMMUNITY CARE ACCESS CENTRE

Annual Report to the Community



Carole Proulx, one of many “Heroes in the Home,” recognized for her loving care and advocacy for her son Shelby.

Message from the CEO and Board Chair

More care is being provided at home and in the community than ever before—and the needs continue to grow. This past year was no exception—as we saw increasing demand across the region. We had a highly successful year, releasing our waitlists and assuming new patients. This past year almost 59,000 people received care and support through the Champlain CCAC, with 2,699,431 hours of personal support services and 711,487 nursing hours provided.

We continue to work in close collaboration with our partners to create a more integrated system of home and community care. We know that greater integration is the key to helping patients and their families experience fewer gaps, smoother transitions and better access to quality care. The patient voice is essential to ensuring a positive care experience. Our dedicated Patient and Caregiver Council continues to guide our quality improvement efforts and we are grateful for their commitment and hard work.

It is an exciting—yet challenging time for our sector. With rapidly growing demand and increasingly complex care needs, our challenge is to ensure a sustainable system that can meet the changing needs of people in our diverse communities. To this end, we have established a 20-point Action Plan: Maintaining Increasingly Complex Patients at Home. We invite you to read the plan and follow our progress at www.champlainccac.ca

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

Denise Alcock

Denise Alcock
Board Chair

Marc Sougavinski

Marc Sougavinski
Chief Executive Officer



The Champlain CCAC Leadership Team is proud to present the highlights of Fiscal 2015/2016

Highlights of Fiscal 2015/2016

Continued Growth in Complex Care

The Champlain CCAC had a successful year while managing increased demand and complexity within our resource allocations. We released our waitlists for personal support services from 1,938 to almost zero, and assumed care for more high need, high risk patients.

Last year, we saw a 3.9-per cent increase in referrals overall—and an 81-per cent increase in referrals from the community.

Our number of complex patients have increased by

33%

IMPACTT Innovation Centre

This year, the Champlain CCAC launched a new innovation centre for home and community care. The IMPACTT Centre (Innovation eMpowering Patients and Caregivers Through Technology) was designed to test, refine and evaluate technological solutions for the home and community care sector.



“The innovations being tested at the IMPACTT Centre are so exciting—and will help me to stay involved in my dad’s care. Caregivers are ready to embrace technology.”
~ Sharon Haig, Caregiver and Patient and Caregiver Council member

Quick Facts

- Population of 1.3 Million across Champlain region
- 58,900 patients annually
- Seniors represent 59.2% of our patients
- 20,000 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
- 202,000 patient contacts/visits annually
- 59,500 + patient assessments annually

Strategic Partnerships

- 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

Advancing Palliative Care

We continued to enhance the quality of palliative care for our patients and caregivers through strategic partnerships with hospitals and educational institutions. One year after implementation, the Champlain Symptom Management Kit initiative has improved the ability to relieve end of life symptoms, optimized dying patients' chances of remaining at home, and increased caregivers' preparedness in caring for their loved ones. This project was developed in partnership and consultation with The Regional Palliative Consultation Team; Bayshore HealthCare Ltd.; Élisabeth Bruyère Hospital; Carefor Health and Community Services; Saint Elizabeth Health Care; South East CCAC; and community palliative care physicians.

In Champlain 94% of survey respondents indicated that the patient died in the right place of death

94%

Community Stroke Rehabilitation Program (CSR)

This new program is a bilingual, specialized outpatient stroke rehabilitation service for residents of the Stormont, Dundas and Glengarry counties and the Akwesasne community. It is managed by the Champlain CCAC, in collaboration with the Centre de Santé Communautaire de l'Estrie (CSCE) in Cornwall, and the Champlain Regional Stroke Network (CRSN). Community-based stroke rehabilitation services improve patient outcomes and reduce system costs.

Increased Access to Nursing Clinics in the Community

In 2015-2016, we added seven new nursing clinics across the Champlain region for a total of 19. New clinics located close to where people live and work have increased access to services such as wound care and IV medication for mobile patients. Currently, 28 per cent of nursing visits take place in clinics. An evaluation of patient experience in clinics is underway.

Community Engagement

Actively engaging communities in the Champlain region is key to understanding and meeting the needs among diverse communities. Last year we participated in over 55 presentations with health professional groups and community groups. A partnership with a group of fourth year Carleton University students enabled the CCAC to develop an engagement plan for multicultural communities in the Champlain region. The plan will help ensure that we are meeting the needs of our diverse communities. We were proud to receive our official designation as a French Language Services health organization in July 2015.

"I welcome the opportunity to connect with people in our community. People are always interested to learn more about the services that we provide and share their stories about caregiving."
~ Lise- Community Engagement



Quality and Safety

Continuous quality improvement and patient safety are embedded in the culture of the Champlain CCAC. Some key improvement initiatives last year included:

- Collaboration on a pilot project called 'Community Health Evaluation Using Paramedicine Services' (CHECUPS). The project aimed to reduce the need for hospital readmission by augmenting the services provided by the CCAC with ongoing monitoring by Advanced Paramedics in the Renfrew County area.
- Implementation of hospital eNotification with Kemptville District Hospital, Renfrew Victoria Hospital and Arnprior Regional Health to enhance information sharing among members of the care team.
- Introduction of an interactive voice response (IVR) pilot project to gather feedback on personal support services in real-time allows us to better understand the patient and family care experience—and inform quality improvement efforts.

This year 92% of our patients reported being very satisfied with the care provided by the Champlain CCAC

92%

Please visit our website to learn more about our Quality Improvement Plan and progress.

Patient and Caregiver Engagement

We remain committed to embedding the patient and caregiver voice throughout the organization. Our nine-member Patient and Caregiver Council provides rich insights on the care experience and advanced a range of quality improvement initiatives. Council members were active in provincial and local consultations and developed a number of awareness and educational materials.

Last year we expanded our patient engagement focus with the addition of a Patient Advisor Program, which aims to ensure that more patients and families across the region have the opportunity to shape our programs and services. Contact us to learn more about becoming a Patient Advisor.

Organizational Excellence

Our dedicated staff is our most important asset—their commitment to our patients and families is inspiring. As a testament to their efforts, the Champlain CCAC was once again recognized as a Top Employer. We also earned the prestigious Platinum-level Quality Healthcare Workplace Award sponsored by the Ontario Hospital Association and Ministry of Health and Long Term Care—marking the second year in a row for the highest level award designation.



"I feel completely supported by my team members, fellow colleagues and the organization. I'm comforted by my patients' appreciation for the services they receive and for my efforts to make it happen."
~ Anne - Care Coordinator, Complex Seniors

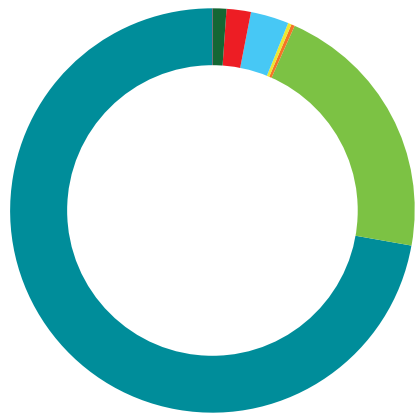


QUALITY HEALTHCARE
WORKPLACE AWARD

PLATINUM
2015

FINANCIAL REPORT

Total Expenses



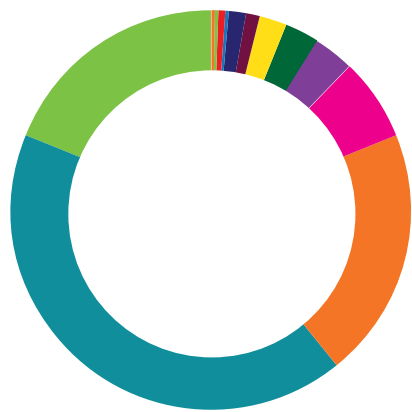
Audited statements	Total expenses (\$000)
Purchased Patient services	174,000
Clinical Care salaries, benefits, travel	50,700
Clinical Care general administration	600
Renfrew Pre-school Speech and Language Program	400
Health Hub at Home Pilot Project	100
Administration Salaries	7,400
Administration - General	5,200
Administration - Rent and Occupancy	2,700
French Language Services	100
Total	\$241,200

Contracted Service Expenditures by Patient Populations for Fiscal Year 2015/I6



Short Stay Populations	14.0%
Community Independence	5.4%
Chronic	35.5%
Complex	25.2%
Enhanced Services	11.2%
Pediatric	7.3%
Other	1.4%
Total	100%

Services Provided to Patients



	Total expenses (\$000)
Care Eligibility, Assesment, and Coordination	42,100
Personal Support Services	94,600
Nursing	45,400
Medical Supplies, Equipment, Laboratory	14,700
Occupational Therapy	7,700
Physiotherapy	6,600
Hospice	4,500
Nursing Initiatives and Geriatric Assessment	2,800
Speech	2,700
Information and Referral	1,000
Social Work	1,000
Nutrition	500
Other	1,200
Total	\$224,800



Marc Sougarinski visits the Saint-Louis Long Term Care Residence in Orleans. Pictured above: Simon Akinsulie, Executive Director, Bruyère Long-Term Care; Bernie Blais former President and CEO of Bruyère Continuing Care; Marc Sougarinski, CEO, Champlain CCAC; and Denise Rousseau-Pistilli, Executive Director, Bruyère Village.

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

Access Health Care Services Inc.
At Home Hospice
Bayshore HealthCare Ltd.
Carefor Health and Community Services
CommuniCare Therapy Inc.
Family Physiotherapy Centre
Ontario Medical Supply Limited
ParaMed Home Health Care
TRAC Group Inc.
CarePartners
Saint Elizabeth Health Care
Champlain Rehab Solutions
We Care Health Services

Board of Directors

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Executive Team

Marc Sougavinski,
Chief Executive Officer
Catherine Butler,
Vice-President, Clinical Care
Patrice Connolly,
Vice-President,
People and Stakeholder
Engagement
Deryl Rasquinha,
Vice-President,
Performance and Strategy

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

Dee Campbell
Doug Thompson
Kathy Warren
Kelsey Lett
Kim Thompson

Louise Favreau
Norma Daigle
Russ Morton
Scott Johnston
Sharon Haig



Champlain
CCAC CASC
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
de Champlain

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.

