

Annual Report on Quality

Recognizing Quality as a Core Strategy 2008/2009



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 Vision

Outstanding care - every person, every day.

"It is my pleasure to present the first Annual Report on Quality – 'Recognizing Quality as a Core Strategy – 2008/2009'. As the title of our inaugural report suggests, the Erie St. Clair Community Care Access Centre believes quality care to be central to the fulfillment of our mission and vision. In service to the communities of Chatham-Kent, Sarnia-Lambton and Windsor-Essex, the CCAC has been diligently pursuing the provision of quality care for over a decade. This report marks the beginning of a process outlining, on an annual basis, a clear picture of how the CCAC has worked to improve the quality of service and care to our clients, and shining the spotlight on the commitment of the CCAC to constantly improve service, increase safety, and lead the way in the provision of quality care in the home."

Barb Bjarneson

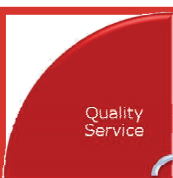
Barbara Bjarneson, Chair of the Quality Committee



The Erie St. Clair Community Care Access Centre catchment area is home to 645,200 people in the communities of Chatham-Kent, Sarnia-Lambton and Windsor-Essex. The represents 5.2% of the population of Ontario.

The Erie St. Clair CCAC provided care in the home to 30, 266 individuals of all ages. 4,325 individuals received long-term care placement services. 2,900 children were served in private, home and public schools.

The number of clients who used any one or more of our services in 2008/2009 was 33,892.



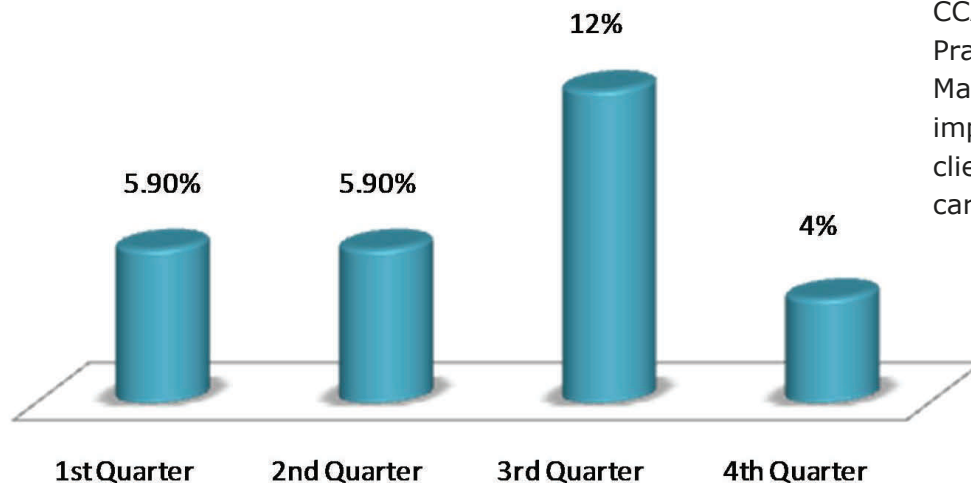
Quality Service Client Survey Results

- 85% satisfaction rating and above provincial average for ease of contact with CCAC, timeliness of response, information provided regarding our services, information provided regarding other services, and information about whom to contact for help and follow-up.
- 74 – 78 % satisfaction rating for understanding client needs and involving clients in care.
- Clients surveyed identified that they would like more regular contact with our professional case managers.

The Board of the Erie St. Clair CCAC spends more than a quarter of its time on Quality; the Quality Committee of the Board welcomes clients as a standing item on meeting agendas to hear personal stories of their health care experience.



Percentage of CCAC Clients without a doctor or primary care provider in 2008/2009



Primary care is key to promoting good health.

CCAC Nurse Practitioners and Case Managers play an important role in helping clients access primary care.

Employee Engagement Survey

An Employee Engagement Survey was conducted across the Province in 2008. The results inspired changes in staff consultation and communication. The Erie St. Clair CCAC staff rated our workplace higher than the provincial average in 8 of 10 categories. Here are highlights of the results:

Learning & Growth

Erie St. Clair CCAC Employment Engagement Survey

We did well in the following areas:

Employees of our CCAC overwhelmingly believe that our organization considers the needs of each client as the primary factor while making decisions. We are an organization which keeps the client at the centre of our work. Employees believe that the opportunities to learn from co-workers is frequent, and a great benefit of working at our CCAC. Our employees scored both categories considerably higher than the provincial average.

We can do better:

Effective communication was identified as an organizational weakness. This weakness affects trust and openness among staff. Initiating dialogue among staff groups to ensure that leaders involve employees in decisions that affect them and creating programs to encourage greater communication between departments and branch offices are key areas for development. This creates an opportunity for the CCAC to initiate new communication projects, bringing staff in at the ground level.

Learning
&
Growth

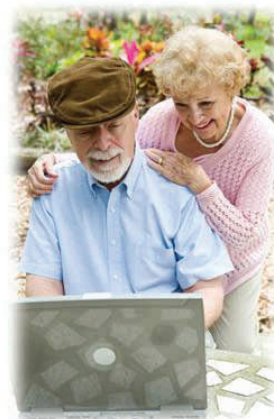


Communications at the Erie St. Clair CCAC

Both internal and external communications are key enablers to achieve successful outcomes for the provision of high quality client care and to secure our reputation as the Trusted Quality Care Connector. Here are several initiatives which have been implemented to create a better workplace, and greater public accountability and transparency.

Internally:

- Staff consultation is central to operations at the CCAC. Three Workplace Trust and Communications Committees have been developed to consult frontline staff and managers on communications and process improvement.
- We are streamlining communications tools, increasing the frequency of information distribution and creating more platforms for staff contributions.



Externally:

- The CCAC is present at dozens of events each year. The rebranding of the CCAC and reviewing the feedback from each event as provided by the public and staff have created a more effective Community Engagement model.
- The revamping of the Erie St. Clair CCAC webpage and posting of Board meeting times, minutes and financial documentation in both English and French demonstrates that, as a public agency, we believe that accountability and transparency are key to establishing the trust of the community. Our website is: www.esc.ccac-ont.ca.

CCAC Care Connectors work with patients registered with Health Care Connects to match them with a primary care provider. This is part of a province-wide program launched in February 2009 by the Ministry of Health and Long-Term Care.



Need a family physician?
Contact Health Care Connects
There are two ways you can register
Call: 1 800 445 1822
or
You can register on-line at:
[**www.ontario.ca/healthcareconnect**](http://www.ontario.ca/healthcareconnect)

Supporting an environmentally friendly work environment

We actively promote a greener workplace. 2008/2009 saw the formation of G3 (Go Green Group). A number of initiatives support an environmentally friendly work environment:

- Recycling occurs across all offices
- Distribution of Energy Savings Kits
- Energy efficient light bulbs
- Additional recycling bins
- Monthly Green Tips



Business Processes Improvements

Supporting A Safe Work Environment

The Erie St. Clair CCAC believes in providing a healthy workplace. Online ergonomic assessments are provided to staff who identify work-related discomfort.

In 2008/2009 the Erie St. Clair CCAC provided Flu Shot Clinics, Hand Washing Stations and Mask Fit Testing/WHMIS for all employees.

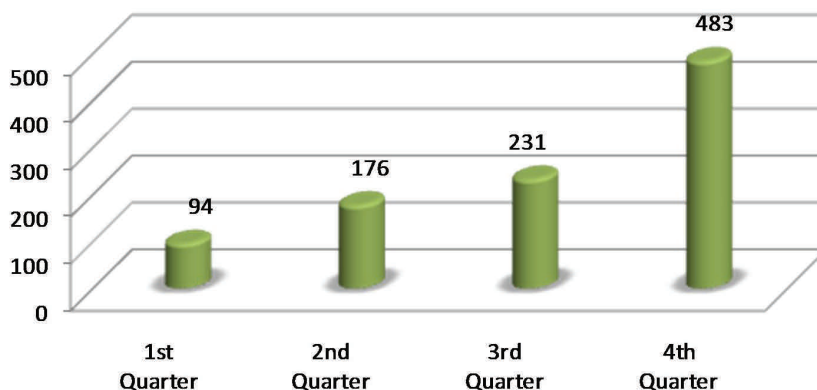
Education regarding Safe Driving, Listeriosis, Violence in the Workplace and *How to Deal with Angry Clients* was provided to all employees.

Number of Processes Aligned

We aligned 42 processes within our work environment gaining significant efficiencies and work-flow improvements.

Business
Processes
Improvements

Cumulative Number of Emergency Room Avoidances

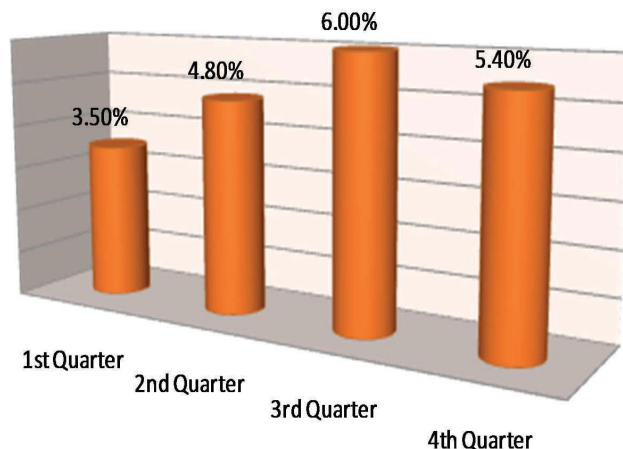


Acute episodes can be avoided. Our 24/7 on-call service for clients combined with the work of our Nurse Practitioners and Case Managers provide the team based consultation and care required so that clients do not have to access Emergency Room services. A total of 483 emergency room visits were avoided in 2008/2009 with this program.



Financial Utilization and Human Resources

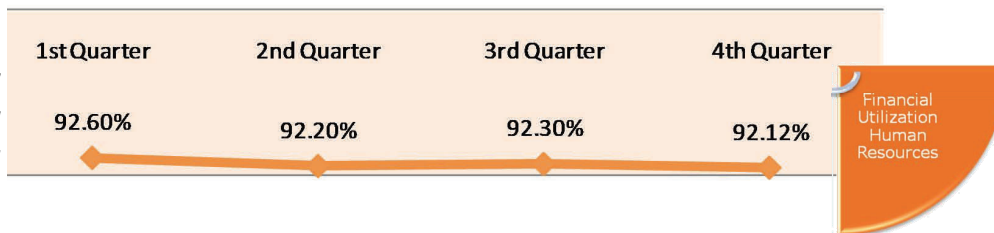
Percentage of population in Erie St. Clair served by the Erie St. Clair CCAC



Access to our service by the public is reflected in the percentage of population served.

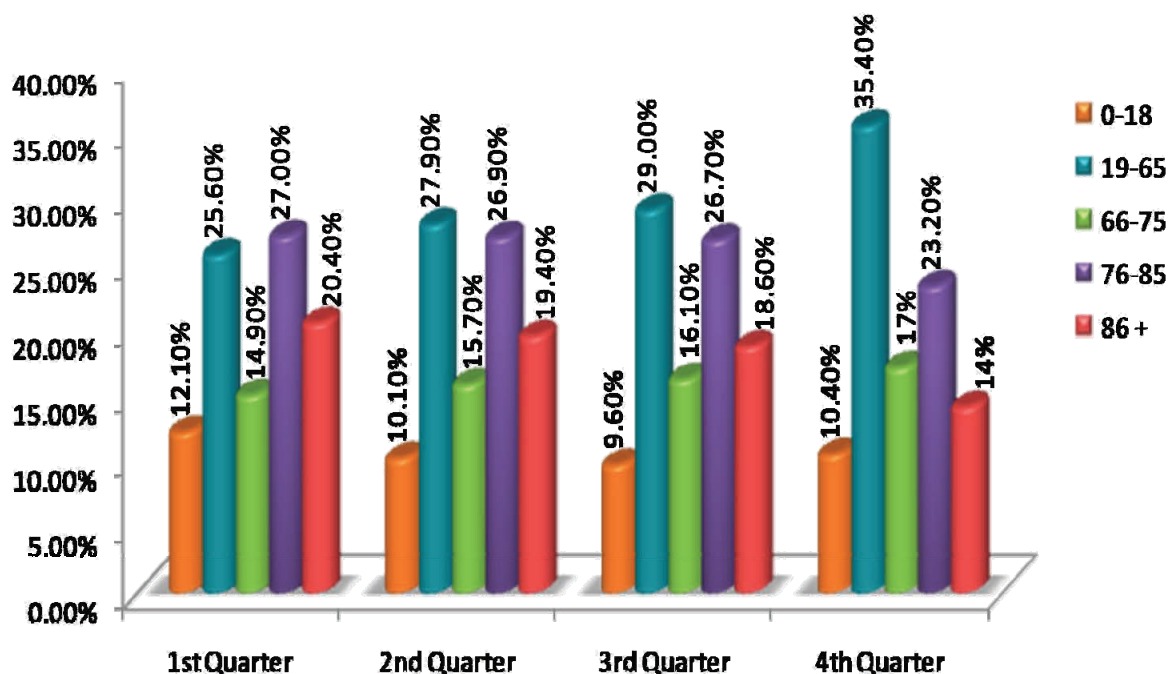
Client-related costs as a percentage of total expenditure

We are committed to driving dollars to the front-line. In 2008/2009 we consistently spent over 92% of our funding on direct service to clients.



Percentage of CCAC Clients by Age Category.

“Growth of clients in the 19 – 65 age category continues to outpace all other groups.”



The Governance Committee of the Board met with area Urban Planners, Economic Development and Civic Planning representatives regarding our mutual interest in supporting age-friendly communities and quality seniors living. These meetings resulted in a Community Summit scheduled to take place in the fall of 2009 entitled:

Promoting Healthy Living, Housing & Community Design Options. Be Part of the Future, October 8, 2009

What is the Community Summit All About?

Planning from a positive design framework will result in economic spin-offs that will resonate in all communities. This event will support urban and rural community planning strategies by providing an opportunity for knowledge exchange and facilitated discussion.

We need to hear from you, as a leader in your profession, to address these issues and determine the solutions. By sharing our combined knowledge, perspectives and research, we can support the region's efforts to meet the health, housing and economic factors required to develop liveable neighbourhoods and healthy communities.

Upcoming Quality Initiatives for 2009–2010

Proper hand washing and FLU Prevention Campaign

Safety

Respiratory illnesses like FLU spread easily?!

1. Do you have a NEW or WORSE cough or shortness of breath?
2. Are you feeling feverish?

If the answer to BOTH of these questions is YES:

Use hand sanitizer and

Use a tissue to cover your mouth to sneeze or cough

Quality

If you have questions about this report contact:

Erie St. Clair Community Care Access Centre
712 Richmond Street, P.O. Box 306
Chatham, ON N7M 5K4

Telephone: 519 436 2222

Toll free: 1 888 447 4468

Fax: 519 351 5057

Email: annette.zimmer@esc.ccac-ont.ca