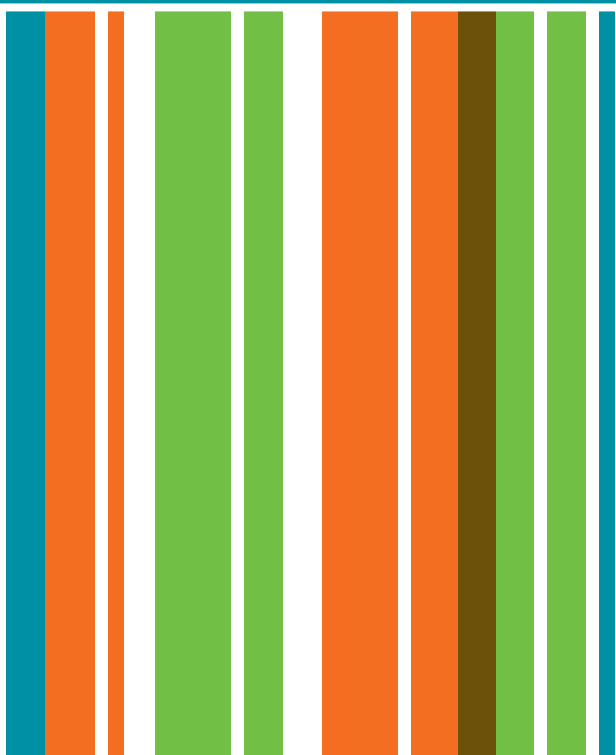




Erie St. Clair Community Care Access Centre

Annual Quality Report

2011 - 2012



Erie St. Clair

CCAC

Community
Care Access
Centre

CASC

Centre d'accès
aux soins
communautaires
d'Érie St-Clair



The Erie St. Clair CCAC 4th Annual Quality Report

I am pleased to introduce our 4th annual 2011/2012 Quality Report, which features stories of care through the voices in our community. Nearly 37,000 residents annually depend on the Erie St. Clair CCAC to receive medical care, help them navigate the complex healthcare system, understand their care options and connect them to high-quality community-based healthcare services and resources. We are forever focused on our clients, ensuring they are provided with the utmost in quality care and that the care is provided to them at the right time and in the right place.

By hearing first-hand the experiences of our clients in their own words, we can truly appreciate how our organization has addressed their unique care needs. However, we can also learn from these experiences as we strive for continuous quality improvement. As our healthcare system is in constant transition, we too are constantly evolving, ensuring quality care and client satisfaction is the only motivation for our success.

Catherine Luxton, Chair
Erie St. Clair CCAC Quality Committee

The Erie St. Clair CCAC Vision:

Outstanding care – every person, every day

The Erie St. Clair CCAC Mission:

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality healthcare.

Community care and the Erie St. Clair CCAC – Delivering the right care at the right place at the right time.

Delivering safe and quality care means supporting clients in their homes and allowing them to remain healthy and independent for as long as possible. The Erie St. Clair CCAC does this using innovative care delivery, ensuring client needs are met through quality care that is delivered as effectively and efficiently as possible and through skilled and resourceful Case Managers, who tailor the needs of individuals and caregivers to optimize their experiences and outcomes. Case Managers are health system navigators, resources of information and dedicated, passionate healthcare professionals.

Arthur, 62

The success of intensive case management under the Home First philosophy

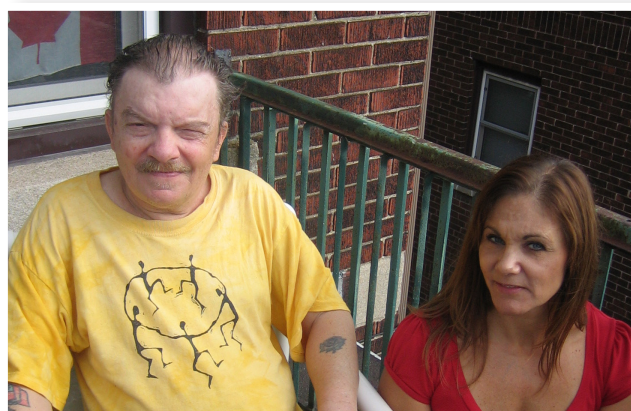
Home First brings together physicians, caregivers, discharge planners, Community Care Access Centre Case Managers, patients and their families to determine the right care at the right time in the right place. Home First is a change in health providers' philosophy whereby a care plan is formulated through working together that focuses on what a patient and their family most need to help them go home after their acute hospital stay has ended. They can then recover and recuperate, making any critical decisions about what is next for them in their care journey, in a comfortable and familiar setting.

Arthur, a pleasant 62-year-old man, has faced many medical challenges both physically and mentally. After an initial visit to the hospital due to an enlarged prostate, additional health complications arose and he developed deep vein thrombosis, which ultimately sent him to the

provider supervisor and others to ensure that he could be supported in his own home. Shari was able to create a care plan that was specifically tailored to Arthur's needs by reviewing his case notes, speaking with Arthur's physicians, his specialists and other community members. "I met with his landlord, a social worker, a representative from assisted living, the community service provider, his nurses, his personal support workers ... we were all working together with his best interests in mind," said Shari. All of his care providers helped to rehabilitate Arthur. In only a few short weeks, he was easily performing the daily tasks of living once again, and his need for personal support was reduced.

“CCAC has helped me to stay in my apartment and to remain at home, where I want to be.”

rehabilitation unit of the hospital for several weeks. When he returned home, Arthur took a turn for the worse and ended up back in the emergency department. This time, he had further de-conditioned due to acute kidney failure. Health professionals were concerned about Arthur's ability to return home and remain stable with proper care. Arthur did not have any family or friends to support him during this difficult time. That is when he was introduced to the Erie St. Clair CCAC's Home First Case Manager, Shari. Through the Home First philosophy and intensive case management, Shari was able to collaborate with Arthur and other community care providers so that Arthur could recuperate and remain independent at home. "CCAC has helped me to stay in my apartment and to remain at home, where I want to be," says Arthur. Arthur's care needs were vast and multi-dimensional. Shari met with Arthur's personal support worker, community service



Arthur's care journey involved many unique challenges for his Case Manager, which included ensuring his home was clean, comfortable and safe for when he returned. Shari is now working with Arthur to help him move into an assisted living facility, where he would be cared for suitably. "Without Home First and the opportunity to review every potential barrier that prevented Arthur from recovering at home down to the last detail, he would have had to remain in hospital and likely would have been forced prematurely into long-term care," says Shari. Arthur was grateful for the assistance, compassion and understanding of his care providers. "They have not only helped me to get better at home, but they've also helped me to understand what I need to be well, and I am very thankful for that."

Nathan, 12

Supporting medically fragile children and their families

"When your child is sick, as a parent, you're distraught and you can't think straight. You're looking for someone to take care of things. You need an advocate".

- Mrs. W., Nathan's mother

CCAC services help children and their families who suffer from serious ailments and require intensive care. The needs of these children and their families usually involve care both in the hospital and at home. As they get older, care may also be needed at school. Care in the home for children and families often includes nursing services, therapy services, personal support and medical supplies. Nathan was born with spina bifida, and in his early years, he was subsequently diagnosed with Arnold Chiari

providers that she's encountered. "Through all of the difficulties following Nathan's health concerns, we were always provided with caring nurses and personal support workers. They would teach us how to change dressings, and how to administer medications most easily. They were always available at any time, day or night, if we had a worry or a question. Most importantly, they were kind, compassionate and they always encouraged us, remained positive with us and were persistently supportive of us".



As Nathan grew and began attending school, Mr. and Mrs. W. required further assistance and advocacy. Their CCAC Case Manager, Elizabeth, was very resourceful and informative, offering unique care solutions based on the

"Thank you, Elizabeth and CCAC. Your organization is integral to our family and the care and coordination you provide is invaluable."

malformation and hydrocephalus. During the first year of his life, Nathan spent more time in the hospital than at home. Nathan's illnesses have caused him some difficulty with executive functions and development. He has been subject to countless surgeries, therapies and rehabilitative processes, but through the assistance of the Erie St. Clair CCAC, Nathan and his family have also received quality community care, compassion and understanding.

"We first met with representatives from the CCAC twelve years ago, and since then, they have been integral in our lives", says Mrs. W. thoughtfully regarding the care

family's needs. "Elizabeth is incredible. She is genuinely dedicated, and she makes things happen for us. She offers suggestions for Nathan's care; she's talked to principals, teachers and service providers—all on our behalf to ensure we get results." For children with complex health concerns, CCAC Case Managers work with these children and their families to help build on their child's strengths, help them to maximize their independence and allow them an opportunity to attend school and participate in their communities. "I don't know what we would have done had CCAC services not existed," says Mrs. W.. "Nathan would have been forced to remain in the hospital. Thank you, Elizabeth and CCAC. Your organization is integral to our family and the care and coordination you provide is invaluable."

Maya, 80

Supporting seniors safely in their homes and allowing them to remain independent for as long as possible

Most people want to remain in their own homes and their own communities for as long as possible. The Erie St. Clair CCAC focuses on care for seniors by providing them with services or connecting them with community services, which allows them to do so.

Maya is an 80-year-old woman diagnosed with diabetes, chronic obstructive pulmonary disorder, chronic kidney failure and cancer. Maya has been using CCAC services at different points in her life for the past ten years. Her first experience with the Erie St. Clair CCAC was when she



was assisting her dear friend, Phyllis, who suffered from Alzheimer's disease. Maya was Phyllis's primary caregiver, and through the CCAC, she was able to enjoy respite care. Eventually, once Phyllis's care needs exceeded her capabilities, Maya worked with her Case Manager to find Phyllis a suitable and comfortable long-term care home. Now, Maya lives alone and relies on the caring services of the CCAC to assist her with her daily tasks of living. She requires assistance for personal care such as bathing and laundry, and although Maya does have the additional support of friends and family, she is grateful for her compassionate care workers. "I see them

three times a week, and they help me with everything I need," says Maya. Her Case Manager, Gail, has been a lasting source of support and information for her. Gail has connected Maya with additional community programs and services, ranging from speaking with her physicians and developing different care plans after a few major surgeries to setting up transportation and meal options for her. The role of system navigator and care connector has never been as vital as it can be when it comes to seniors' care. Many are unaware of the services available to them and what options exist in their communities. It is the role of the CCAC Case Manager to help them remain safe, healthy and independent at home by providing care

"I see them three times a week, and they help me with everything I need!"

options and community resources. "I am most comfortable at home, and Gail ensures I am safe. When the time comes for me, I want to be able to die at home as well," says Maya.



We invite your feedback and comments.

Contact us by email at
engagement@esc.ccac-ont.ca
or call 1-888-447-4468.



A very special Thank You!

August 9, 2012

Dear Ms. Kuchta:

This letter has been difficult for me to write, as it signifies the closure of my relationship with all the wonderful CCAC staff in Windsor these past 8 years. Before she passed away on March 6, 2012, I promised my Mom, Stella Drul, that I would let you know how very much she and our whole family appreciated all the home care services Mom received on a daily basis from CCAC since 2004.

Mom was often referred to by the local hospital nursing staff as a “frequent flyer” as she had many prolonged and challenged hospital stays since 2004. It never mattered how serious, and or, how complicated her issues were because once she came home, her case manager was fully prepared for her return. Medical supplies were always

communication with us as her family. She was always available to myself and to all Mom’s physicians and the St. Elizabeth nursing staff. Mom’s needs were complex as we had to balance ilyostomy challenges (heavy outputs causing severe dehydration and necessitating 8 hour IV hydration sometimes up to 5 times a week), in addition to kidney, lung and heart complications.

Her case manager showed Mom respect and allowed her to maintain her dignity. This most certainly contributed to and supported her being at home with community care nursing, rather than being in a hospital or long-term care setting. We were all part of “Stella’s home team” and her best interests were always first and foremost.

“*CCAC will always have a special place in our hearts and we appreciate each one of you for being there for our Mom!*”

ready to be picked up and the St. Elizabeth community nurses and a personal support worker were ready to resume services. Her case manager always managed to instill trust and hope and the thought that tomorrow would be a better day, and as a result, Mom did have many better days.

Her case manager taught me as her daughter, how to understand her complications and to channel my energies into helping the St. Elizabeth nursing staff to manage Mom’s many medical needs at home. Because of this, Mom was able to live each day more fully and more importantly, in her own home. While excellent patient care was always everyone’s primary focus, her case manager also encouraged open

I don’t know of any words or expressions to adequately describe all of the home care services Mom received from CCAC that would exceed “extremely wonderful, kind, compassionate and amazing”, but I do know that Mom was truly blessed to have CCAC involved in her care and especially, Ms. Nancy Baker as her case manager.

We would like to acknowledge and thank Mom’s case manager, Nancy Baker. She truly was one of Mom’s heroes because she actively and effectively championed her quality of life for the past 8 years. Mom never gave up and neither did Ms. Baker. Thank you Nancy! CCAC will always have a special place in our hearts and we appreciate each one of you for being there for our Mom, Stella Drul, and for us as her family.

Most sincerely and with much respect,

Gale Burstyn
(Stella Drul’s daughter)