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Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Centre

Central Community Care Access Centre 2015-2016 Annual Report to the Community

Message from the Board Chair and Chief Executive Officer

Increasing equitable access and improving care quality

Along with a rapidly growing and aging population in Central region, each year, more people with increasingly complex needs require key health services at home and in the community. Central CCAC has responded to the changing needs of patients and the health system by working with our care partners in new ways to deliver on our shared commitments to patients, their families and caregivers.

Central CCAC's strategic focus this past year aimed to increase equity of access and services and improve care quality for people living in the Central region. Our organization worked hard to make the best use of our resources and reallocate savings to patient care, for example by expanding our community nursing clinics and innovative Telehomecare program. Overall, we provided care to 86,064 patients, 4.2% more than the year before.

For the second consecutive time, Central CCAC was proud to earn Accreditation with Exemplary Standing, the highest award possible from Accreditation Canada. The Accreditation process is an enabler of our vision to deliver *Outstanding Care – every person, every day*. It also strengthens our accountability and helps us continuously improve safety and service quality for the more than 38,000 patients who depend on Central CCAC each and every day.

We would like acknowledge our health system partners and the Central Local Health Integration Network for their ongoing support. We also thank our accomplished and dedicated caring staff and Board of Directors, and our patients and caregivers for their significant contributions as we worked together to ensure people get the quality care and services they need, in their homes and in the community.



Joe Parker
Board Chair



Megan Allen-Lamb
Chief Executive Officer

Board of Directors

Individuals who served on Central CCAC's Board of Directors in 2015-2016:

Joyce Bailey

Eugene Cawthray

Julie Corden

Mike Dibden

Joanne Flint

Noam Goodman

Nevzat Gurmen¹

Anne Kemp

Al Luciani

Joe Parker

Caroline Pinto

Charles Schade

Daisy Wai

David Y.Y. Lai¹

Megan Allen-Lamb² (CEO)

¹ Completed term June 2015

² Ex officio

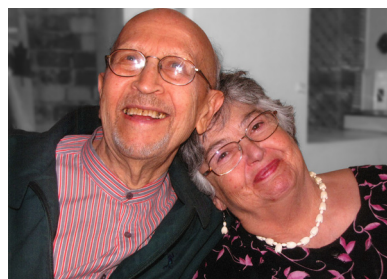
A Promise Worth Keeping

Central CCAC's palliative support helped Ruth care for her dying husband at home

When her husband Joseph, a Holocaust survivor, was approaching the end of his life, Ruth made him a promise. "It was important to my husband to be in surroundings where he felt safe," says Ruth. "I assured him I would look after him to the end. And even though it was not easy, he passed away in peace, here at home with his family."

Ruth looked to the Central CCAC for help in making good on her word. CCAC stepped in with nursing care, guidance, information and support to ensure Joseph had the best possible quality of life for whatever time he had left.

Anita Contatto is the Central CCAC Care Coordinator who supported the couple. She organized an inter-professional care team around Ruth and Joseph, working with others in the local community to ensure the right supports were always in place as his illness progressed.



Joseph and Ruth



Central CCAC Palliative Nurse Practitioner Alice Luk and Ruth

"My priority was to ensure Joseph's care plan always met his needs and that Ruth, as his primary caregiver, was well supported through this most difficult time," says Anita. "That meant exploring every care option that might be right for them and increasing services when needed to help the family manage his end-of-life care at home, where he wanted to be."

In particular during Joseph's last months, Anita worked closely with Alice Luk, a Central CCAC Palliative Nurse Practitioner. Alice provided clinical expertise and support in collaboration with Joseph's primary care provider, nurses, and the Temmy Latner Centre for Palliative Care.

"As happens often, Joseph's palliative experience didn't follow a straight path," says Alice. "A big part of my role was using my advanced knowledge and clinical judgment, then supporting Ruth through the tough decisions so Joseph's care and services best fit their goals of care and what was reasonable for their changing needs."

During her many visits, Alice focused on helping the family manage Joseph's symptoms and cope with pain, easing their anxiety and preparing Ruth with information about what to do and who to call as her husband's health declined and when the end came.

Reflecting on the CCAC's involvement, Ruth says having access to clinical advice and such compassionate care made her feel that she wasn't alone or struggling as she cared for her husband of almost fifty years.

"The superb care extended to us at this very sad time made his end-of-life passing a great comfort to me and my family, for which I am so very grateful," says Ruth. "I could never have managed without the support of the CCAC."

New approaches, new options for palliative care

Central CCAC, the Central LHIN and other care partners are improving the quality of palliative care, and access to palliative services in the region, with new options to ensure patients and their families have the care and support they need throughout their end-of-life experience:

- Helping palliative patients and families manage urgent issues around pain, symptoms and medical equipment, by connecting them with a registered nurse through a **24/7 palliative care crisis line** 1-844-HERE4ME (1-844-437-3463).
- Supporting palliative patients earlier in their experience, giving them information about advanced care planning, linking them to available resources and transitioning them to CCAC services as needed, through a **dedicated CCAC palliative care coordinator**.
- **Making it easier for people to spend their final days in a home-like setting with professional care**, by managing the application, waitlist and admission process for the region's residential hospice beds.

For more information, please visit healthcareathome.ca/central

How Central CCAC helped patients and their families in 2015-2016

Increasing equitable access to quality care and services, to meet the changing needs of our patients and our communities, was Central CCAC's top priority last year¹.



Supporting people in their homes and communities

- Delivered care and services to **86,064** patients, **up 4.2%**
- Supported **38,666** patients on any given day, **up 6.1%**
- Delivered quality, specialized nursing care to **9,200** people through our community clinics
- Supported **10,751** children to receive care at school
- Provided **673,055** at-school and in-home nursing visits
- Provided **3,680,920** hours of personal support to help people with complex health issues manage their personal care
- Delivered physiotherapy to **15,231** people of all ages



Helping people take care of themselves and their loved ones

- Expanded our Telehomecare program, helping **648** patients become active partners in managing their chronic illness
- Helped **2,621** palliative patients and their families have a better quality of living and dying
- Assisted **2,382** people to access adult day programs
- Completed **1,673** assisted living/supportive housing referrals



Bridging the gap between hospital and community

- Safely transitioned **39,127** patients home from hospital
- Brought **1,894** hospital patients "Home First"
- Provided short-term in-home support for **2,585** people with complicated health issues, through our Rapid Response Nurses
- Supported **998** youth in schools through our Mental Health and Addictions Nurses
- Helped **3,639** people move into long-term care when they could no longer manage at home
- Placed **771** people in short-stay convalescent care so they could recuperate and safely return home



Connecting people to care

- Responded to **200,494** calls from people asking about care and services
- Connected **3,772** patients to a primary care doctor or nurse practitioner through Health Care Connect
- Logged **640,283** visits to Centralhealthline.ca from people searching for health and community-based services close to home

Central CCAC's audited financial statements for 2015-2016 are available at healthcareathome.ca/central

¹Above data reflects 2015-2016 volumes and percentage increases over 2014-2015 volumes.



"The care we received through Central CCAC has been amazing. We had difficulties with my mother's recovery after surgery. Our care coordinator helped in such a compassionate and generous way. Without her, we never would have gotten through such a difficult and emotional situation on our own."

*Casey Cook
daughter of Central CCAC patient*

Working with our partners to deliver innovative, integrated care

As Central CCAC continues to support more people with complex and chronic health conditions living in the community, innovative programs that bring together care partners from across the health system are becoming even more important to increase equitable access to quality care.

Community nursing clinics

Central CCAC is helping patients avoid the emergency department and return home from hospital faster with high quality, specialized nursing care at one of our seven community nursing clinics. For people who do not need in-home care, and who are eager to get back to their normal home and work routines, our clinics are an excellent option for treatments such as IV antibiotics or wound care. With the support of our hospital partners, in the past year we added more treatment space at several clinic locations and extended operating hours at others, to provide even more patients with access to care. Clinics are also cost-effective, which helps CCAC deliver care to more people.

Assess and Restore

More seniors are regaining and maintaining their mobility and functional independence, so they can leave hospital and remain in the community longer, thanks to an expansion of the Assess and Restore initiative in Central region this past year. This collaborative model of care provides early and continuous rehabilitation-focused intervention to frail seniors in the community, who are at risk of hospitalization or long-term care placement. A partnership with North York General Hospital, Assess and Restore has demonstrated exciting early results, including improvements in several key measurements of health.

Telehomecare

Improved quality of life and fewer emergency department visits and hospital admissions are the key benefits for patients, of Central CCAC's innovative Telehomecare service. Using simple home-based technology – and remote monitoring and health coaching from a Central CCAC nurse – patients with obstructive pulmonary disease and congestive heart failure learn to monitor their vital signs and identify new or changing symptoms. Our nurses also work with patients and their primary care providers to set healthy living goals. Last year we worked with the Ontario Telemedicine Network to expand Telehomecare in our region, helping even more patients become active partners in managing their chronic illnesses.

Integrated care models

Making sure patients are supported with timely access to the care and services needed for a safe and successful transition from hospital to various community care settings, is the aim of a new integrated care model. Along with hospital, primary care and community partners, Central CCAC is a key contributor to two of six recently launched Ministry of Health and Long-Term Care-funded pilot projects in Ontario. One is a stroke care initiative led by Sunnybrook Health Sciences Centre. The other is for patients with chronic obstructive pulmonary disease and congestive heart failure, led by North York General Hospital. By working together, care providers educate patients and their caregivers – helping them better understand how to manage their health and remain more independent.



Stay connected with us

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(no area code required)



healthcareathome.ca/central

centralhealthline.ca