

Home and Community Care ... Here to Stay!

Putting Patients and Families First in Everything We Do

HNHB CCAC 2015-2016
Annual Report to our Community



Hamilton Niagara Haldimand Brant

ccac casc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires





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.



Our Values

- Accountability
- Care
- Collaboration
- Excellence
- Fairness
- Innovation



Message from the CEO: Melody Miles

Home and community care touches the lives of thousands of patients and families every day. Hamilton Niagara Haldimand Brant Community Care Access Centre (HNHB CCAC) is committed to the delivery of safe, high quality patient-centred care, putting patients and families first in everything we do.

We are most grateful to our patients and their caregivers for engaging with HNHB CCAC in ongoing dialogue and consultation about your care. We rely on your valuable insights, input and feedback to help us make continuous improvements and to create exceptional patient experience. Ultimately, this allows us to realize our vision – Outstanding Care – every person, every day.

HNHB CCAC has had its share of challenges and success over the past year. In keeping with our ability to solve problems and rise to new heights, we have achieved great success by ensuring patient safety and comfort above all else thanks to the expertise and professionalism of our employees, and the solid, collaborative relationships we continue to build with our health system partners. Together, we invest our expertise working with our partners to ensure safe care and support for patients and families at home and in the community.

In a major development, the Ministry of Health and Long-Term Care outlined the province's vision for a transformed health care system in its *Patients First* proposal which includes changes to how home and community care is organized.

HNHB CCAC has already incorporated many of the

government's key priorities addressed in *Patients First* such as embedded CCAC care coordinators within nine hospital corporations across 22 sites; and an increased number of CCAC care coordinators attached directly with primary care providers to improve communication around care plans for even the most complex patients.

High points for HNHB CCAC include being awarded Accreditation with Exemplary Standing by Accreditation Canada following a rigorous, third party review of our practices and policies; and being named one of Hamilton-Niagara's Top 15 Employers for 2016.

On a personal note, I extend my sincere thanks to our Board of Directors for the countless hours you spend providing steady leadership and counsel to the Executive Team. You are a source of constant reassurance in your focus on effective governance and stewardship for our organization.

To all HNHB CCAC employees – it is my privilege to lead a team of such dedicated employees whose professionalism allows you to maintain relentless focus on providing the best care and support possible for our patients and families. You are a source of inspiration for me and the rest of the leadership team as you demonstrate your ability – even in times of change and uncertainty – to remain focused on making a positive difference in lives of our patients and families.

HNHB CCAC has much to be proud of and, with sector transition now upon us, we remain committed to working closely with our LHIN and health system partners to develop a solid foundation for seamless transition and system transformation. It is my hope that patient and family centred care remains our first priority during the coming weeks and months.

Together, we will ensure that home and community care continues to improve the lives of the patients and families we serve.



Message from the Board Chair: Janine van den Heuvel

Ontario's health system has been undergoing much change over the past year. As the Ministry of Health and Long-Term Care moves forward with health system integration, the seamless delivery of home and community care will continue now and into the future. HNHB CCAC remains committed to provide a positive experience for our patients and families.

As Board Chair, I am proud of the vast experience each board member brings to the table and their dedication to promote innovation aimed at bringing together all health partners to further integrate services and programs based on patient need and preference.

Collectively, the Board is pleased to be working with HNHB CCAC's visionary leadership team and employees focused on putting patients and families first in everything they do. The caring and compassion demonstrated by everyone from frontline employees to the executive team are beyond compare.

It is particularly gratifying for the Board to have celebrated some of HNHB CCAC's most inspiring achievements this past year including:

- Delivery of care and support to more than 83,000 patients
- Received Accreditation with Exemplary Standing from Accreditation Canada
- Ranked as a Top 15 Hamilton-Niagara Employer
- Honoured 150+ unpaid caregivers through Heroes in the Home caregiver recognition program

I am honoured to have served as Chair of HNHB CCAC's volunteer Board of Directors, whose level of skill and dedication is unmatched. As you move ahead during this period of transition, I encourage you to continue your good work on other boards within the health care system so that patients may continue to benefit from your expertise.

I extend my sincere thanks to the Board and all HNHB CCAC employees for your professionalism and commitment to continue making a positive difference in the lives of our patients and families.

Board of Directors and Senior Leadership Team



BOARD OF DIRECTORS

Janine van den Heuvel – Chair
Roger Ali
Paul Armstrong
Rosemary Cabral
Corrine Hodgson
Jane McIntosh

Absent:

Deidre (Dee) Henne
Sharon McDonald

SENIOR LEADERSHIP

Melody Miles – CEO
Dilys Haughton
Miranda Ingridelli
Tom Peirce
Mila Ray-Daniels
Mary Siegner
Cindy Ward



Patient & Family Centered Care

Meet the Craggy Family

“When we have a family that communicates with us really well, we know they’ll be sure to call the appropriate person when a concern arises”

- Janine Watson, HNHB CCAC Care Coordinator

There are many stories about the devotion and dedication shown by those who care for their loved ones. This story details the amazing courage and perseverance of the Craggy family.

Recognized in 2015 by HNHB CCAC's Heroes in the Home caregiver recognition program, Barry Craggy and his daughter Rachel have gone to incredible lengths to ensure a safe return home from a lengthy hospital stay for Brenda, their beloved wife and mother.

Brenda was diagnosed with ALS in 2011 and had been told initially that she'd have to remain in hospital.

"Mom was really upset when she heard that," said Rachel. "My Dad and I said: no, she can come home. That's when we started working daily over two months with the hospital nurses to learn how to care for Mom, work with a respirator and provide medication."

After six weeks, the hospital team told Barry and Rachel they were ready to care for Brenda and that she could begin preparing to go home from the hospital.

HNHB CCAC Care Coordinator Janine Watson and Respiratory Therapist Julie Seppala are both members of Brenda's care team.

"Typically, it takes four family members

to care for a patient equipped with a ventilator," said Julie. "The Craggys are doing a phenomenal job with Brenda."

Janine says the family makes caring for Brenda look easy, working together with the care team including Nurse Practitioner Nora Van Dalen of HNHB CCAC's Rapid Response nursing team.

"When we have a family that communicates with us really well, we know they'll be sure to call the appropriate person when a concern arises," Janine said. "The Craggys are an exceptional family and they've shown tremendous strength and devotion in their efforts to keep Brenda at home."

Brenda's care plan provides nursing care, daily visits from personal support workers,

respiratory therapy and, every six weeks, Brenda makes a quick visit to hospital to have her tracheal tube changed.

Julie says Brenda's family was determined to make things work for her at home. "They are such a devoted family and doing so well."

The Craggys are managing well thanks to the health care services and support they receive through their care team. The ALS Society has also been a big help, providing all of Brenda's medical equipment at no charge.

"The support HNHB CCAC has provided to Brenda, Rachel and me has been awesome," Barry said. "I can't say enough good things about our CCAC care team."



Barry, Rachel and Brenda Craggy,
Julie Seppala and Janine Watson



Supporting Patient Care Choices

Bringing Patrick Home

“When Patrick finally made it home from the hospital, it was a dream come true”

- Patrick's Mom, Kristi

When a family's life together is changed suddenly and dramatically, the power of love and perseverance can make all the difference. After a devastating injury landed a young man in hospital for two years, it took every bit of strength his parents had to navigate the many hurdles they faced within the health care system. Together with HNHB CCAC's Niagara Children's Health Services team and our partners, Patrick's parents achieved the ultimate success of getting their son home from the hospital.

Six months before Patrick's discharge home, the care team completed an extensive review of his needs and considered possible barriers to a safe transition. Broad communication and planning helped resolve a number of issues in advance including equipment needs and use, charitable funding, medication, special feeding requirements, wheelchair transportation and referrals for follow up.

Preliminary planning for admission to Niagara Children's Centre School and establishing a service plan for home care and support were crucial.

HNHB CCAC also began providing service well before his discharge so Patrick's parents could receive health coaching to help them learn to care for him on their own.

Care Coordinator Lori Healey points

to care team collaboration and open dialogue with Patrick's family as the two key components that helped his parents develop the confidence they needed to manage their son's care on their own.

"Patrick's Mom and Dad were willing participants and quick learners," said Lori. "We always followed their lead and that felt natural because they were always focused on their son's best interests."

Collaboration with Family and Children's Services and the Ontario Disability Support Program addressed financial gaps to secure funding for the equipment required for Patrick at home. That team work led to Patrick's high quality transition home from the hospital.

Once Patrick arrived home, CCAC Rapid Response Nurse Heidi Paterson visited him to complete a thorough assessment, medication review and follow-up to ensure his care needs were being met. Whenever new care needs or issues emerged, other members of the care team were there to assist.

Patrick's Mom, Kristi, says her son's discharge plan was stalled until HNHB CCAC became involved. "At one point, we were actually being discouraged from bringing Patrick home, but we forced the issue and, with the advocacy of our

care team, we made it happen." Kristi noted Patrick is much more comfortable at home and his siblings are thrilled to have their brother back. "When Patrick finally made it home from the hospital, it was a dream come true," said Kristi. "We are so thankful for the support we received from HNHB CCAC and extremely happy to have Patrick at home."

By embracing a team approach, Patrick's care team members demonstrated how great accomplishments can be achieved in an environment rich with mutual respect and support. With the ultimate focus on positive patient and family experience, the team worked together with Patrick and his family to forge a clear path to solutions and success in getting Patrick home.



HNHB CCAC 2015-2016 Accomplishments



Delivered care and personal support to **83,789** people

Quality Healthcare
Workplace Award



Achieved the
Gold Standard
in Home &
Community Care
Delivery



Named one
of Hamilton-
Niagara's Top 15
Employers – 2016

210 Patients
in Niagara benefited
from our expanded
use of innovative
health care technology
as part of the
**TeleWound
Care Pilot**

Maintained designation as
**RNAO Best
Practice Spotlight
Organization**

DIVERT Initiative
awarded
Honour Roll status
– Minister's Medal

Provided education &
awareness to more than **3,500**
people at 30 information events
through HNHB CCAC Speakers' Bureau

HNHB CCAC employees raised more than **\$10,700** for various charitable organizations through fundraising efforts planned by our Total Wellbeing Committee



Improved patient feedback and patient safety tracking by introducing a new

Client Event Management system

Honoured **151** unpaid caregivers as part of our Heroes in the Home caregiver recognition program

Worked in partnership with our community support services agencies to ensure access to care for more than **1,400** people

Together with our hospital and long-term care partners, implemented a consistent medication review process focused on patient safety and falls prevention

Serviced more than **24,000** Information Technology SupportLine requests

Developed Patient & Family Engagement Framework

based on extensive dialogue with patients and families

Partnered with McMaster University and University of Waterloo to provide three Graduate secondees to work with HNHB CCAC's

Decision Support Team

Planning for the future – Advanced Care

Cliff's Journey

“The care and support provided through HNHB CCAC has been a blessing to Cliff and our family”

- Bernice

News of a life-limiting illness is never easy to hear, and when you've been diagnosed with two forms of cancer, time becomes even more precious.

When Cliff was diagnosed with renal cancer, he was already living with a brain tumour and other health issues. As a 60-year old dad, Cliff decided to undergo surgery for the brain tumour. When he returned home after his operation, his symptoms began to get worse. The specialist advised Cliff and his family that there were no further options for treatment.

Cliff's care coordinator Dianne Ferguson recommended that his care plan be expanded to include a CCAC nurse practitioner. That's when palliative care specialist Lora VanBerlo became involved.

Lora's clinical expertise and advocacy work were of great assistance to Cliff and his family when they decided to explore further testing and treatment options. "In Cliff's case, we pushed because we didn't feel all of his concerns were being addressed," Lora said.

Thanks to her efforts, Cliff was re-assessed at another hospital and began preparing for additional surgery and treatment. During this time, Cliff and his wife Bernice stayed with their daughter Lisa near Aylmer, Ontario. Care Coordinator Dianne arranged for Cliff's health information and

care plan to be transferred to the CCAC serving Aylmer.

Sadly, after 5 months, Cliff learned his cancer had returned. His wife, Bernice, and their family are thankful for the time they have together and grateful for the continued support of CBI Nurse Roxanne MacMillan and the rest of the care team.

"The care and support provided through HNHB CCAC has been a blessing to Cliff and our family," said Bernice. "I make sure to tell everyone about how CCAC has helped us."

According to CCAC Nurse Practitioner Lora, the team approach to care has helped provide quality of life for Cliff.

"Over the past two years, we've been focused on supporting Cliff through additional surgery and treatment, while managing side effects from his medication," Lora said. "As their journey continues, Cliff and his family provide unwavering support for each other, and it has been our privilege as health care professionals to witness the care and hope throughout their journey."



Bernice, Cliff, Roxanne MacMillan,
Dianne Ferguson and Lora VanBerlo

Our Performance 2015-2016



We serve a population of more than **1.4 million** across Hamilton, Niagara, Haldimand-Norfolk, Brant and Burlington

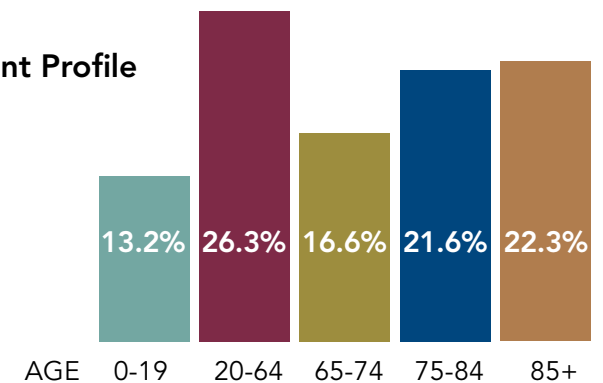
83,789 patients received care and services

1 in 17 people received care throughout HNHB

\$314 million annual budget

HNHB CCAC's **797** full-time employees are focused on the delivery of safe, quality patient and family centred care

Patient Profile



Providing Care for Our Patients

- **5,070,949** patient visits made
- **13,460** patients received care at one of HNHB CCAC's 11 Nursing Care Centres
- **9,447** children received health support & services in 557 schools (including specialized and private)
- **5,643** patients who received care through HNHB CCAC following an emergency department visit avoided hospital admission
- **4,647** patients received hospice palliative/end of life care
- **3,251** patients received assistance through CCAC for placement in HNHB Long-Term Care Homes
- **3,075** patients found a family doctor through Health Care Connect

Our Performance 2015-2016

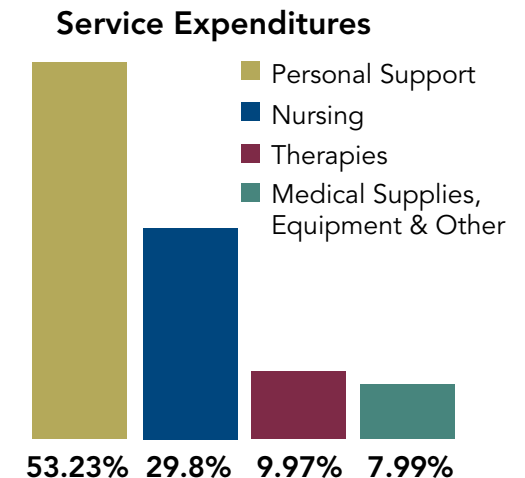


Working Together with Our Partners

- **1,039** Primary Care physicians including Family Health Teams
- **94** Retirement Homes
- **85** Long-Term Care Homes
- **28** Transitional Care partners including 17 Retirement Homes, 6 Long-Term Care Homes, 5 Hospitals
- **10** School Boards including French-Language School Boards
- **9** Hospital corporations including 22 sites, 13 emergency departments, 6 urgent care centres
- **8** Community Health Centres including 1 Aboriginal Centre

HNHB CCAC Financial Highlights

Patient Care Services	\$207,905,530
Patient Care Medical Supplies & Equipment	\$18,058,091
Salaries & Benefits	\$75,559,737
Other Expenses & Amortization of Capital Assets	\$11,522,338



Please visit www.healthcareathome.ca/hnhb for a detailed copy of the 2015-2016 audited financial statements.



Rita Gaudreau,
Charmaine Galivan
and Shirley

Patient Care Teams – Supporting Patient Goals Inside, Out – Meet Shirley

Pinpointing a patient's needs and desires is the key to creating an individualized care plan. For 80-year old Shirley, the main goal is being able to stay living in her own home safely with the right care and support. To achieve this, her family hired a personal support worker and reached out to HNHB CCAC Care Coordinator Rita Gaudreau, who worked with Shirley on a care plan that includes occupational and physiotherapy and additional personal support.

Better food choices have helped Shirley lose 25 pounds and changes to her home environment have renewed her independence. "I'm doing things on my own now," Shirley said. "I'm happy to be at home."

Care Coordinator Rita is focused on communicating openly and honestly with her patients. "I asked Shirley what she wanted, then helped her identify her own care goals. She's working hard to maintain her level of activity," Rita said.

Shirley is doing her best to get out of the house each week. She wants to visit her hair stylist and would also like to go for a drive with her sister once in a while. Shirley is now motivated, encouraged, empowered and that has made a big difference in her quality of life.

Contact Us

Call HNHB CCAC toll free: 1-800-810-0000



Putting our patients and families first, HNHB CCAC is committed to engaging our community in ongoing dialogue. We welcome your feedback about our work and the 2015-2016 Annual Report. Thank you!

For more information please visit our website:
healthcareathome.ca/hnhb

Aussi disponible en français.



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Niagara Haldimand Brant



RNAO
BEST PRACTICE
SPOTLIGHT
ORGANIZATION
CANADA

ORGANISME
VEDETTE EN PRATIQUES
EXEMPLAIRES

