



Changing Times ... Changing Lives

Improving Patient and Caregiver Experience



Hamilton Niagara Haldimand Brant
Community Care Access Centre
2016-2017 Annual Report to
our Community



Hamilton Niagara Haldimand Brant
ccac casc
Community
Care Access
Centre Centre d'accès
aux soins
communautaires

A Message from CEO Melody Miles

For the past 10 years, it has been my honour and privilege to lead HNHB CCAC. While home and community care has continued to evolve significantly during this time, our core focus is and has always been on our patients and families.

Continuous improvement is embedded in our culture, informed through engagement with patients and caregivers – a true hallmark of the leadership provided by the CCAC team. Thanks to the input and feedback from patients, employees and our health system partners, we have developed programs that provide care for people with complex care needs while improving support for caregivers.

When HNHB CCAC was first formed in 2007, five leadership characteristics were identified for the team to guide our work and drive our approach to people, patients, program development and partnerships. I wish to thank each member of the team for embracing these leadership characteristics:

Strive for Excellence – be the best we can be – operate in a culture of continuous improvement

Provide Solid Leadership Throughout the Organization – foster the ability to listen, inspire, teach and lead

Be Independent – develop the capacity to make good decisions and use sound judgment

Focus on Integration – look for opportunities inside the organization and across the system to provide a more integrated approach to care

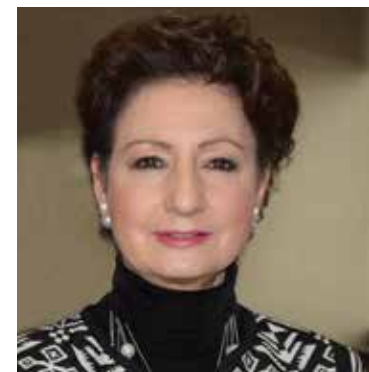
Let Others Shine – create an environment of innovation and success ... and celebrate our many achievements

To this day, we continue to strive for excellence and we have embraced the goal toward better integration of the health system. I have always been an advocate of true system integration and encouraged the team to always do what is best for patients while supporting the health care system as a whole.

We could not have risen to such accomplishments and achievements without having fostered and benefitted from our solid partnerships which enable us to advance care for our patients. We have worked together with primary care partners to gain a better understanding of our patients' needs and we have advanced research through partnerships in academic institutions including McMaster University and the University of Waterloo.

For many months, our team has been preparing for the transition under Patients First, of CCAC operations to the HNHB LHIN with professionalism and grace, and I congratulate each member of the team for their dedication and unwavering commitment to continue to put patients and families first in everything they do.

To the HNHB CCAC Board of Directors, leadership team and employees, I wish to express my sincere thanks for their continued focus on patient-centred care during this time of challenge and change. My thanks also to HNHB LHIN CEO Donna Cripps, the Board, leadership team and LHIN staff for their collaboration in preparing for this transition.



I have every confidence that patients and families across HNHB will continue to have an exceptional patient experience through safe, high quality home and community care. It is my sincere hope that the foundation being formed through these changes will be a platform for further improvements for patient care and positive transformational change for Ontario's health care system.

A Message from Board Chair: Jane McIntosh

More than ever before, home and community care and support services are in high demand across Ontario. Our highly skilled employees continue to do everything possible to respond to the growing care needs and preferences of our patients and caregivers. Over the past year, home and community care programs and services for patients have been further enhanced and there is now greater emphasis on providing enriched support designed to ease caregiver stress.

As Board Chair, it has been my privilege to work with board members committed to optimizing resources that ensure the creation of exceptional patient experience. I would like to thank my Board of Director colleagues for giving so generously of their time and expertise. Their counsel and guidance has led to great success in building and strengthening partnerships

across the health system, while facilitating research and ensuring that senior leadership and CCAC employees have the necessary tools to deliver seamless, patient and family centred care.

As HNHB CCAC operations and employees transition to the Local Health Integration Network, I wish to extend my most sincere thanks and appreciation to outgoing CEO Melody Miles whose integrity, influence and leadership has inspired and motivated our organization to become the shining example of how to provide excellent care to every person, every day.

On behalf of my Board, I offer best wishes to HNHB LHIN CEO Donna Cripps and the LHIN Board of Directors, as they take on the important role of home and community care planning and delivery across the region.



Our Performance

2016-2017

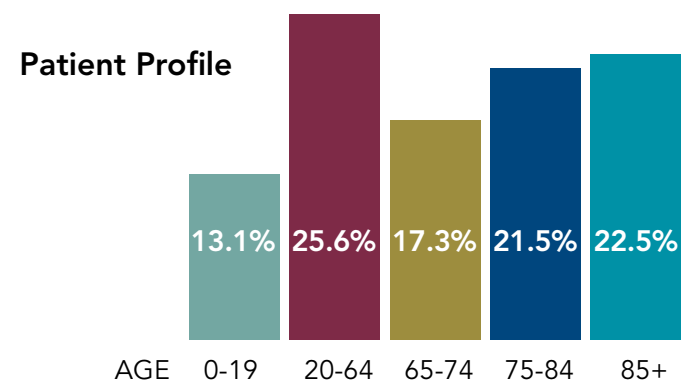
We serve a population of more than
1.4 million

87,570
patients received care and services

1 in 16
people received care throughout HNHB

\$331 million
annual budget

HNHB CCAC had 821
full-time employees focused on delivering
safe, patient-centred care and support



Providing Care for Our Patients

- **5,282,463** patient visits made
- **14,169** patients received care at one of our **11** Nursing Care Centres
- **9,836** children received health care and support in schools (includes specialized and private schools)
- **6,084** patients received care through HNHB CCAC after a visit to the emergency department, avoiding hospital admission
- **4,712** patients received hospice palliative/end-of-life care
- **3,592** patients received assistance for placement in Long-Term Care Homes throughout HNHB
- **3,764** patients found a family doctor through Health Care Connect

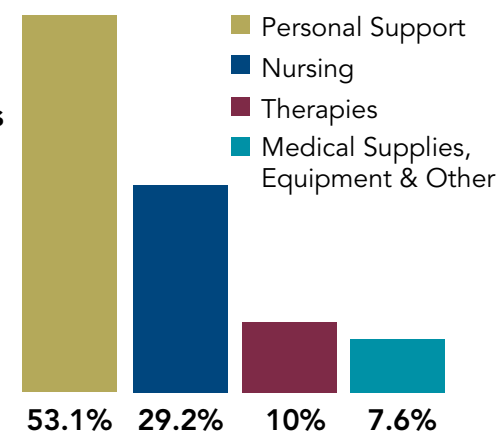


Our Performance 2016-2017

Financial Highlights

Patient Care Services	\$222,547,647
Patient Care Medical Supplies & Equipment	\$18,415,676
Salaries & Benefits	\$79,062,897
Other Expenses & Amortization of Capital Assets	\$11,263,577
	\$331,289,797

Service Expenditures



Working Together with Our Partners

- **1,182** Primary Care physicians including Family Health Teams
- **101** Retirement Homes
- **85** Long-Term Care Homes
- **29** Transitional Care partners including:
 - > **18** 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



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 2016-2017 Annual Report. Thank you!

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



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Niagara Haldimand Brant



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