

in the know

at Toronto Central CCAC

2010: Quest for Quality

The current need for innovative community-based approaches, the government's focus on value for the client, decreasing unnecessary hospital visits and ensuring clients receive care in the most appropriate setting all contribute to the focus Toronto Central CCAC is placing on "getting people home and keeping people home." This year we will be taking part in activities and initiatives to improve the ways we serve clients and their caregivers.

Population focused client care: Three new programs

On February 1, Toronto Central CCAC launched its new population-based model of care. The new model focuses services and resources on specific client populations, such as high risk frail seniors and adults with complex care needs. The new programs are:

Adult Supportive Care (ASC)

Our goal is to support adults with complex care needs to self manage their conditions with a focus on promoting and preserving independence in the home and community.

Seniors Enhanced Care (SEC)

Our goal is to support frail seniors with complex needs and their caregivers to remain at home and in the community as long as possible by providing enhanced support and a range of home and community-based services.

Community Independence Program (CIP)

Our goal is to support seniors and adults

to maintain their health and well being so they can age at home and in their communities by fostering self management and linkages to community-based resources.

The population-based model is not simply a change to teams, geographies or caseloads - it is a major change in the way we deliver our programs and services to focus on the needs of our clients and caregivers and support them in their choices. Our goal is to support clients to:

- remain at home and in the community as long as possible
- self-manage their conditions, preserving independence
- maintain their health and well being so they can age at home
- connect them to supportive community programs

Our Care Coordinators will have more frequent contact and visits with clients and be able to develop greater expertise in those specific areas. There will be more interaction between the CCAC Care Coordinators, service providers and the primary physician, so we'll be more responsive to our clients' needs.

CHRIS: accessing health records easily

As you know, Toronto Central CCAC is working with the OACCAC and our technology partners to ensure the best features of our respective systems are carried forward and the functionality of our current system can be supported by CHRIS. We are working towards implementation early in 2011, however, we will take the time needed to work through the issues and challenges.

Detailed mapping of the two systems will guide the process and ensure functionality is aligned so that when we



Toronto Central
CCAC **CASC**
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Centre-Toronto

This publication is
produced to inform
our health partners.



Ontario
Toronto Central Local Health
Integration Network

Volume 2,
Number 1
2010

SERVICE PROVIDER

go live, we can:

- a. match people to the right place of care at the right time using Resource Matching & Referral
- b. make it easier for staff across all CCACs to access health information (it will be available to all providers)
- c. improve the health care experience for our clients and caregivers

Accreditation Survey: Measuring Quality

Accreditation is one of the most effective ways for health services organizations to regularly and consistently examine and improve the quality of their services. As part of our overall plan to ensure our programs, processes and services are relevant, efficient and well managed, Toronto Central CCAC is choosing to participate in this external peer review process.

Health care organizations that participate in Accreditation Canada's accreditation programs are evaluating their performance against national standards of excellence. Our accreditation survey will take place in November 2010. We'll keep you posted over the coming months.

G20 Summit comes to Toronto

Toronto Central CCAC has been asked by the Toronto Central LHIN and MOH-LTC Emergency Management Unit to assist with planning for the community health sector in preparation for the G20 Summit to be held in Toronto on June 26 and 27, 2010.

Our organization will be working with our contracted service providers, community agencies and the acute care sectors to proactively plan for potential service disruptions that may arise with this large event in our community. We will also be reviewing general emergency preparedness

within the community health sector to ensure that we are ready for specific community emergencies, e.g., a city-wide power outage in the summer.

Toronto Central CCAC is working with many external partners, such as police and EMS, in planning for the best coordinated approach to ensure our existing and potentially new clients have little or no disruption in service.

Town Hall meetings are being planned and on-going meetings will take place with our service providers to ensure a coordinated approach.

If you have any questions about the G20 Planning, please contact Tara Tyson, Senior Manager, Quality, Risk and Evaluation at 416-217-3820 ext. 2419.

Thanks to our valued partners in care

We couldn't have done it without you! From surveys and program changes, to training and evaluation, you have been there to provide feedback, offer suggestions, answer questions and help us deliver high quality services to our clients and their caregivers. Thank you for taking the time and being partners in care. Your efforts are greatly appreciated!

Meeting space available

Toronto Central CCAC is pleased to offer meeting space at our West, Central and East offices, free of charge to our community health and social services partners. Meeting rooms at each site may be reserved. Visit our [website](#) for room booking details (under the Partners tab).

Contact us:

250 Dundas Street West, Suite 305, Toronto, ON M5T 2Z5

Tel: 416-506-9888 • toronto_ccac@toronto.ccac-ont.ca

www.toronto.ccac-ont.ca • Français Tél: 1-877-701-4646