

In the Know for our Service Providers

Caring and Empathy
Social Responsibility

Excellence
Leadership

Human Dignity



Toronto Central Community Care Access Centre
Outstanding care — every person, every day

In the Know - Service Providers

CEO Message

I've had the most tremendous good fortune to have spent 25 years in the community health field working with some highly inspiring and incredibly dedicated people devoted to ensuring the best of care to our clients in their homes and communities. It is with very mixed feelings that I now tell you of my intention to step down as Chief Executive Officer of the Toronto Central CCAC.



For more than a decade, Toronto Central CCAC has been at the forefront of community health and with the support of our Boards, the government and our health care partners, we have realized amazing achievements and significantly improved the lives of our clients and their families. Along the way, we have transformed the health care landscape and our successes stand as exemplars for the rest of Ontario. Our team is widely acknowledged as a leader in the sector, and I know it is through our collective efforts that we are reaching ever new levels of quality, innovation and excellence.

Together, we are the front-line face of the CCACs – the kind hand and friendly face that helps our clients to remain in their home as long as possible. As partners, you have continually stepped up to ensure that we provide the best care possible, that the client experience drives the process and that all clients are treated with care and respect. I encourage each of you to continue on this journey – to always look for ways to improve the lives of our clients.

I have thoroughly enjoyed every moment of the last thirteen years. I have accomplished what I set out to do and realized what I envisioned on my first day as CEO. Know that wherever I am and whatever I do, I will continue to watch the story of a better client experience unfold with a keen interest and admiration to those who spend each day improving the lives of our clients.

I have advised our Board of Directors and they will be implementing both interim measures and an established process to appoint a new CEO to lead the CCAC through the next phase of its ongoing journey.

Camille Orridge, CEO
Toronto Central CCAC
June 30, 2010

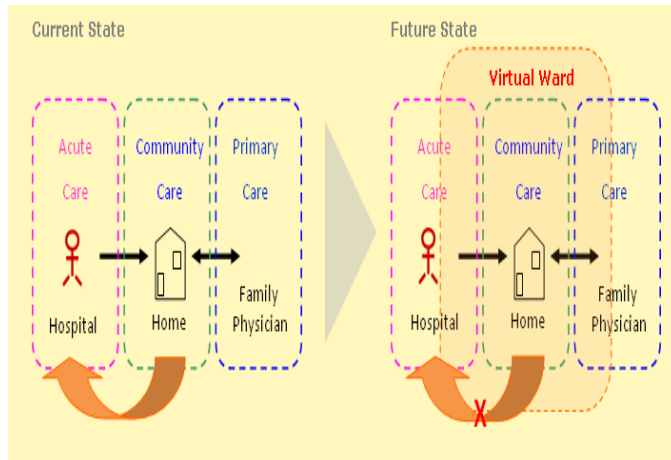


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Benefits for everyone:

- Daily rounds to discuss patients
- Multidisciplinary team (including a physician)
- Shared information
- Single point of contact with 24/7 physician availability
- Coordinated care and communications

CCACs and Service Providers: Transforming the Client and Caregiver Experience

Toronto Central CCAC and Service Providers have established a joint leadership forum to transform the client and caregiver experience.

Led by Co-Chairs Camille Orridge, CEO, Toronto Central CCAC and Rheta Fanizza, Senior Vice President, Operations, Saint Elizabeth Health Care, the team has held a number of planning meetings to establish their terms of reference, identify priorities and establish work plans for moving forward. They expect to have a Plan in place by fall 2010.

Virtual Ward

The Toronto Central CCAC is participating in a project called the Virtual Ward. Launched in March, the project is an innovative partnership between the Toronto Central CCAC, St. Michael's Hospital and Women's College Hospital. The partners work together to create an integrated team to support clients discharged from hospital who are at high risk for re-admission. The goal is to provide a more supportive and safe transition of clients with complex care needs home from hospital.

The virtual ward team includes:

- Attending Physician from the hospital
- Hospital Nurse Practitioner
- CCAC Care Coordinator
- CCAC Pharmacist, and
- CCAC Nurse Practitioner

This team meets daily to discuss the care management of clients on the virtual ward. Once the client has safely transitioned home and no longer needs ongoing follow-up, they are discharged from the virtual ward. Many clients continue with CCAC services.

Outcomes:

- Reduction in hospital re-admissions
- Reduces cost to the health care system

Meeting Room Space Available

Toronto Central CCAC is pleased to offer meeting room space at our West, Central and East community offices, free of charge to our community health and social services partners.

For more information and room booking details, visit our website at <http://www.ccac-ont.ca/> (under the Partners tab).

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***FAST* Centres: Providing Urban Health Treatment Options**

Robert is one of the many clients to benefit from the option of community care. He first visited the Emergency Department for treatment of a severe wound on his hand. The wait time there was approximately four hours and, while the care was excellent, he felt it was quite brisk.

Rather than return to the Emergency Department, Robert was referred to the *FAST* Centre for his next wound care treatment. Hospital Care Coordinators determine eligibility and suitability of this form of treatment.



Options benefit everyone

Clients requiring IV and/or wound care treatment can receive immediate treatment at the *FAST* Centre versus returning to the Emergency Department for scheduled treatment. Results: faster discharge from hospital; no repeat visits to ED for treatment; reducing ED wait times.

Robert called to express his gratitude with the services he has received at the *FAST* Centre. He stated “I am grateful I could receive the care at the *FAST* Centre versus going back to the emergency department.”



This treatment option is particularly desirable for many of our urban health clients, as they often do not have specific home addresses or may not be available to wait at home for visiting nursing care.

This is a win-win situation: the client experience is improved as they are able to receive care in a safe, clean environment and as a quality initiative, the health system benefits through cost effectiveness and resource reallocation of scarce community resources. Our *FAST* Centres provide treatment for an average of 1800 clients every month.

G20 Summit - Thanks to our Service Providers

The week of the G20 Summit in Toronto is one to remember. It is also one for which we wish to express our sincere appreciation and thanks to our service providers and community partners who graciously offered us the use of their office space. Everyone pulled together to ensure excellent care for all our clients!

G20 - From the Front Lines

By: Debbie Anderson, On-Call Supervisor, Central Neighbourhood House

Amidst all the chaos, there were bright moments in my frenzied day.

There was the phone call from the concerned client because her worker had finished her evening visit and the client didn't want her to go out on the dangerous street. She wondered if she could offer her a bed for the night. There was the family who made sure the worker had a cup of tea to relax a bit before going home.

A phone call from a husband of a client thanked the workers for all their efforts and commented, that he had not realized how hard their job was.

At the end of the day on Saturday, when frankly I was tired of the whole G20 deal, I received a call from a personal support worker who had just gotten home from her very long day. It was after 10pm and her voice was tired and strained. She had been stuck at her last client, right in the heart of all the protest action with few options to get home.

She called her husband and he was driving downtown to meet her. While she waited, she called a client she had seen earlier in the day. Although the client was low risk, she had noted there was very little food in the fridge. The worker then called her husband and gave him a shopping list over the phone. When he arrived, off they both went to deliver a few essentials to the client.

There are times when the “greeter” job at Walmart looks like it would be ideal and free from stress. There are days when you look at the calendar and count the days until your vacation. And then there are days like this when you are so proud of the people you work with and the difference they make in the community. Those are the days that you remember for a very long time!

