

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 - for our Service Providers

Toronto Central Community Care Access Centre

Fall 2010

ONE CLIENT'S STORY

Lillian became a Home First client of the CCAC through the Virtual Ward initiative, the pilot phase of a research study involving the Toronto Central CCAC and St. Michael's Hospital. At 95 years of age, Lillian lives in a retirement home with daily visits from her daughter-in-law, Alena, and regular visits by her grandsons. She was first admitted to hospital after a fall and, a short time later, was again admitted through the Emergency Department as a result of overmedication. Once her medication was stabilized it was considered advisable to discharge her to long-term care.

How we helped

Lillian didn't want this, and her family was very much against it. They all wanted Lillian home. Enter our Community Care Coordinator with the CCAC's Seniors Enhanced Care Team.

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Team Response to Disaster

When the six-alarm fire occurred at 200 Wellesley St. East in September it impacted the 1,200 residents occupying the building. Thanks to the tremendous efforts of our staff and service providers we were able to deploy a team of Care Coordinators, Personal Support Workers, Nurses and a Pharmacist to support the 56 high-risk CCAC clients who reside in this building, as well as provide assistance to other residents in need of support. Our CCAC Incident Management Team worked closely with the City of Toronto, the Emergency Command Centre and volunteer physicians to coordinate efforts to support clients and residents who needed our assistance.

It was truly a collaborative effort to help those affected by the fire. Thanks to everyone involved – Calea, St. Hilda's Retirement Residence, Shoppers Drug Mart, VHA, Paramed, Fudger House, Central CCAC, Central West CCAC, Mississauga Halton CCAC, Toronto Community Housing and Inner City Health Associates - to name just a few.

Transforming the Client and Caregiver Experience - Together

The Toronto Central CCAC and Service Provider joint leadership forum meets regularly to strategize ways to improve the client and caregiver experience. They have formulated a mission:

Clients, caregivers and families navigate our health care system with knowledge and confidence, feeling satisfied that the personalized care provided makes a positive difference.

Additionally, a Declaration of Commitment to Quality was signed by all parties, to commit to enhancing the client and caregiver experience. Three major outcomes have been identified:

- Common understanding of the Client and Caregiver Experience scores and themes
- Priority strategies, activities/projects for leveraging change in the client and caregiver experience across Toronto Central CCAC
- A work plan to improve our client and caregiver experience

The November meeting focused on establishing priorities for the coming year and identifying specifically which projects will begin.

2010 - investing in quality and improving the client experience

CHRIS - Provincial Case Management

We will be moving to this provincial case management system, the Client Health Record Information System (CHRIS), in November 2011. Our goal is to optimize the staff and client experience through streamlined business processes internally, and integrating systems externally with other CCACs and Service Providers. CHRIS is the next evolution of our Care Coordination Portal work and we are working collaboratively to ensure we capture the best of both systems.



Although we are some time away from the launch of this new system, we are well into the planning stage. We will keep you posted.

Together We Make Every \$\$ Count for Client Care

We are working to make Every \$\$ Count for clients by bringing forward projects to realize their benefits sooner (e.g. FAST Centres), medical supplies trends - best practices, utilization, etc, and are aligning to the larger CCAC/service provider framework and objectives.

FAST Centres are providing improved service

One of the ways we are improving services for clients and contributing to creating value in the health care sector is by offering treatment at *FAST* (Fast Access to Supportive Treatment) Centres. We've enhanced the service and our *FAST* Centres are now available for wound care consults for existing CCAC clients. We've been working on quality improvement for in-home wound clients for the past year, with the emphasis on the specialized expertise and care for diabetic and other wound care clients. Arranging consults is the next step in our quality journey.

FAST Centre visits have proven to be beneficial to clients and the health care system. They provide consistent care, faster healing time and prevent return visits to the hospital.

Connecting People to Health Care

Health Care Connect

Ontarians looking for a doctor can use Health Care Connect, an innovative doctor referral service that connects doctors with Ontarians who need one. The program identifies doctors or nurse practitioners who are accepting patients and links them with people who are in need of a family health care provider.

Having access to family health care helps keep pressure off hospital emergency rooms, can improve health outcomes and most importantly, delivers peace of mind to Ontario families. Health Care Connectors are located at each CCAC in the province and have helped more than 42,500 Ontario residents find a family health care provider over the last eighteen months.

If you or someone you know needs a family health care provider, please call 1-800-445-1822.

Virtual Ward

The Virtual Ward program is one example of how health system partners are coming together in a different way to enhance the experience of clients and caregivers. The Virtual Ward is an inter-organizational collaboration with Toronto Central CCAC, St. Michael's Hospital, Women's College Hospital and University Health Network. The inter-professional team follow St. Michael's Hospital discharged clients who are at high risk of readmission to hospital.

Goals of the Virtual Ward Team:

- Work together to be effective and efficient
- Ensure the patient's needs are met
- Give the patient a positive experience
- Provide patient with a single point of contact

We are pleased to share with you that over the eight months since we launched the Virtual Ward, over 135 patients have been admitted to the Virtual Ward – a milestone in getting people home and keeping people home.

2010 - investing in quality and improving the client experience

In the News

Community Report 2009-2010

We are pleased to bring you this first edition of the Toronto Central CCAC Community Report. In this report we highlight several of our quality improvement strategies, including:

- our new model of care, organized around the needs of specific client groups;
- improvements in our Call Centre to respond to clients who call us;
- our Home First approach designed to support people to come home from hospital

To view the Toronto Central CCAC Home First philosophy, [click here](#).

(Client story continued from page 1)

The Care Coordinator administered a screening tool that showed Lillian would fit the criteria for the research study which offered intensive support in her home environment. The Care Coordinator then developed a service plan to best meet Lillian's needs.

Outcome

Lillian is now happily in her own home, supported by a multidisciplinary team that includes care coordination, a physician, a pharmacist to coordinate her medications, personal support morning and later afternoon to assist with bathing, dressing, and meals. The family also subsidizes her care through a private agency.

"This is exactly what we wanted for Lillian" says Alena. "She's settled and happy and our family continues to spend time together as we always have, thanks to CCAC."

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).

CATCH - Access to Care for the Homeless

CATCH is a new initiative which helps homeless people who have unmet complex health care needs to access health resources in the community. The program is a partnership between Inner City Health Associates, Toronto North Support Services and Toronto Central CCAC Care Connectors. They work with family physicians, psychiatrists and a CATCH Coordinator to support access to medical care. Nursing, personal support and other resources are also available.



Accreditation - Quest for Quality 2010

We partnered with Accreditation Canada to help guide us through the accreditation program and to help achieve our Strategic Directions of delivering excellent service, health system leadership, learning and innovation, and community citizenship. During the onsite survey, which took place November 29-December 2, the surveyors asked questions to assess the organization's processes for clients obtaining services and our administrative processes as well as accompanied staff on home visits. We're looking forward to the survey results and appreciate the tremendous efforts put forth by our staff to prepare.



Our sincere thanks to our Service Providers who assisted us through the process and participated in the community partners focus group.