

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
Summer 2011

CEO Message

Welcome to the Summer issue of *In the Know*. As CEO of Toronto Central CCAC since December and a member of the senior executive team prior to that, I have been very impressed by the strong commitment, energy and enthusiasm I've seen on our joint leadership strategy focused on transforming the experience of our clients and caregivers.



As partners in care, you are the most important business partner we have in delivering outstanding quality care for our clients and caregivers. I look forward to continuing the strong working relationship we have built over the years.

In this issue of *In the Know*, we highlight some of the activities and initiatives we are working on to better serve the clients in our care.

Transforming the Client Experience

Last Fall, Toronto Central CCAC and Service Providers launched the Client and Caregiver Experience Improvement Collaborative designed to transform the client and caregiver experience. The Collaborative held a number of planning meetings to establish their terms of reference, and identify priorities and set improvement goals and targets. Three projects have been identified and work has begun. The projects and team leads are as follows:

- Neighbourhood Based Team Project: focuses on meeting the care needs of many clients with one consistent care team in neighbourhoods where we have many clients – Leads: Israel Mendez, Closing the Gap & Bill Tottle, Senior Director, Corporate Services, Toronto Central CCAC
- Service Ordering to Discharge Improvement Strategy: focuses on service coordination from admission to discharge – Leads: Lori Lord, Spectrum & Stacey Daub, CEO, Toronto Central CCAC
- Changing the Conversation Project: focuses on the way we communicate with clients so they know we are listening and we care and that we are responding to their needs – Leads: Joy Klopp, VHA & Anne Wojtak, Senior Director, Performance Management & Accountability, Toronto Central CCAC

Neighbourhood-based Model of Care

We are pleased to highlight one of the projects that will improve the client experience. In January 2011, we announced the launch of our Neighbourhood Care Team Model. It uses a collaborative team approach to care provided through a single designated provider and the CCAC. The goal is to improve the way we provide care to our clients and caregivers by having dedicated teams assigned to support clients in densely populated neighbourhoods.

This model was first introduced at the Bellwoods Centre for Independent Living in January. All clients receiving nursing services now receive care solely from one nursing team. In March 2011 the model rolled out at three additional sites for clients receiving personal support services. Work is

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ongoing to identify additional sites. This model also supports a more collaborative approach to client care between the CCAC and the Service Provider.

The benefits to this model include:

- Greater responsiveness to client and caregiver needs
- More flexibility for clients in scheduling of services
- Dedicated inter-disciplinary teams organized in neighbourhoods around our clients
- A more effective way of working with our Service Providers
- An enhancement of the client and caregiver experience
- To realize cost efficiencies through quality improvements in service delivery

Research at Toronto Central CCAC

Ongoing research is an integral part of the overall operation of the Toronto Central CCAC. Research partnerships continue to be a priority. Managers, service providers, staff and clients participate in a broad range of initiatives, in cooperation with academic institutions, hospitals, other Community Care Access Centres and community-based organizations. Creating partnerships with organizations throughout the communities we serve has always been a prime objective for the Toronto Central CCAC and the benefits of this effort are certainly evident in the area of research.

Research on the go: A number of research projects have been completed to help inform our quality improvements, many new research initiatives are underway and more are in the planning stages. The following is a partial list of projects currently underway:

Social Work Case Managers' Lifelong Learning Through Formal Education: Toronto Central CCAC, University of Toronto

Assessing the Safety of Home Care Assisted Peritoneal Dialysis: Toronto Central CCAC, Sunnybrook Health Sciences

Collaborative Community-Based Complex Care Coordination Study: A pilot test of the Integrated Complex Care Clinic: Toronto Central CCAC, Sick Kids Hospital, Bloorview Kids Rehab

Learning and Training needs of Home care service providers in relation to lesbian, gay, bisexual and transgendered (LGBT) communities: An opportunity for inter-professional education: Toronto Central CCAC, York University

A Virtual Ward to Reduce Readmissions after Hospital Discharge: Toronto Central CCAC, Ontario Ministry of Health and Long-Term Care, Toronto Central Local Health Integration Network, St. Michael's Hospital, University Health Network, University of Toronto

Wound Interdisciplinary Teams (WIT): A Community-based Pragmatic Randomized Controlled Trial: Toronto Central CCAC, University of Toronto (THETA), Sunnybrook Hospital

Self managed care for newly diagnosed, insulin dependent diabetes patients receiving home care: Evaluation of a collaborative, patient-centered model of diabetes self-management education in the community setting: Toronto Central CCAC, Saint Elizabeth Health Care, VHA, West Park Healthcare Centre

The Role of Social Support Networks on Emergency Service Use by Terminally Ill Palliative Care Patients of the Toronto Central Community Care Access Centre: A Population Needs Assessment: Toronto Central CCAC, University of Toronto

Evaluation of the Inner City Access Program: Toronto Central CCAC, The Fred Victor Centre, Women's Residence, Homes First

Palliative Home End-of-Life Home Care and Chinese Immigrants: The Meaning of Home and Negotiation of Care: Toronto Central CCAC, University of Toronto

Inter-professional Stroke Rehabilitation for Stroke Survivors Using Home Care

Congratulations to everyone involved in this study which was recently published in the *Canadian Journal of Neurological Sciences*. For those interested in reading the full journal article, please [click here](#).



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Clinical Consultation Team Improves Care for Seniors

The newly-created Interprofessional Specialty Team (IST) are CCAC staff who function as an in-house clinical consultation team to assist Care Coordinators with care of the older adult. The overall goal is to increase our ability to serve our growing complex high needs populations. Meet the team:

- Penny Ascroft - Clinical Nurse Specialist-Seniors Care
- JoAnne Hunter - Nurse Practitioner
- Anne Stephens - Clinical Nurse Specialist-Seniors Care
- Norm Umali - Community Pharmacist

Why do we need a specialty team?

Within a population based model of care, Care Coordinators have ready access to specialty resources for clients with complex medical and geriatric mental health issues. IST members strengthen care planning through joint (or independent) home visits with Care Coordinators as appropriate and are available to provide:

- Clinical consultation
- Inter-professional collaboration
- Education, capacity building and advocacy



Quality, risk, safety and privacy

This new feature will provide a summary of quality, risk, safety and privacy information and tips on a quarterly basis.

Risk Safety Quality System Upgrade

Our Risk Safety Quality (RSQ) event reporting system was upgraded to version 4.23 this spring. While the upgrade will seem transparent to end-users, the improvements will be easy to see: Quick submission forms; and combined RSQ and Feedback forms.

A major upgrade is planned and we'll invite your input to make for a more user-friendly and streamlined reporting.

Client and Staff Safety Collaborative

We look forward to re-convening our Client and Staff Safety Collaborative to continue our work to promote safety for clients and staff who provide care and services. Watch for an invitation to a re-launch shortly.

Privacy Tips for a Mobile Workforce

Ontario's Information and Privacy Commission (IPC) has developed a campaign to help educate health groups on the simple steps required to prevent the far-too-frequent disclosure of unencrypted data through the loss or theft of portable electronic devices, such as laptops and USB keys.

[Click here](#) to link to the campaign.



Safeguarding privacy in a mobile workplace:

[click here](#) to view the IPC publication.

Telephone Fan-Out System

Toronto Central CCAC is investigating a telephone fan-out system that would allow us to instantly notify all of our staff, service provider organizations or client groups regarding any risk or safety matters.

Population-based Model: One Year Anniversary

It's been a year since we launched our Population-Based Model of Care and we have many reasons to celebrate this important milestone. This innovative model of care has allowed us to restructure our service delivery based on the needs of specific client populations. Most of all, it's helped us take our client and caregiver experience to a whole new level.

It was a major change for us – one which involved every single team and member of this organization and our service provider partners. We continue to evolve and improve these programs for our specialized populations. We're receiving positive feedback from clients and are supporting them in meaningful ways with care that is right for them.