

in the know

at Toronto Central CCAC

Reinforcing a client-focused culture

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 are focusing on activities and initiatives to improve the ways we serve clients and their caregivers in the community.

Population focused client care: Transforming quality

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; and
- 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.

Population-Based Model Objectives:

- To collaborate with clients and their caregivers to develop comprehensive care plans with a combination of traditional services and community supports.
- Promote a client-centred/self-managed approach with a focus on prevention and health promotion.
- Increase access to services for hard to serve clients/marginalized clients through outreach.
- Support future planning for clients, including planning for Aging at Home and living in the community with chronic conditions.
- Develop community partnerships to meet client and community needs.

Together with our community partners, we'll be able to optimize existing resources to better serve our clients.

Organizationally, we will have a greater ability to target and organize resources



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

COMMUNITY

and activities to drive value for money and create a better client experience.

Community Care Resources - (CCR) at your fingertips

Our drive to “get people home and keep people home” with programs such as the Community Independence Program, means more people will be using the resources at hand to help find the services they need. The Community Care Resources (CCR) website is one of those easy-to-use, have-one-at-home, tools. We’ll be helping clients stay in their homes and independent longer and using this resource as one way to support them. There is more value than ever in making sure you have your programs and services listed and kept current on CCR. Contact us at ccr@toronto.ccac-ont.ca if you have any questions or wish to register.

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 is 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.

Connecting People to Care – every day

The Health Care Connect program recently marked one year of success in helping Ontarians to find family health care providers. Care Connectors work closely with physicians and independently practicing nurse practitioners to best match the patient’s needs to the appropriate provider. Since the program started last February, almost 50% of patients registered have been referred to a family health care provider – and almost 80% of registered patients identified as having high needs were referred.

This program has had a positive impact on patients and also benefits the health care system, as it helps so many people avoid unnecessary trips to the Emergency Department.

Health Care Connect is available online to allow anytime access to registration: <http://www.health.gov.on.ca/en/ms/healthcareconnect/public/register.aspx>

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.

If you have any questions or comments, please contact us:

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

Tel: 416-506-9888 •

Français Tél: 1-877-701-4646

toronto_ccac@toronto.ccac-ont.ca
www.toronto.ccac-ont.ca