

In the Know for our Community Partners

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 Community Partners

Toronto Central Community Care Access Centre

Fall 2010

WELLESLEY STREET FIRE: ONE OF MANY STORIES

Richard is a 41 year old man who is positive for HIV and Hepatitis B, and has arthritis, osteoporosis, asthma, and many other health issues. Richard has short term memory loss and uses alcohol and illicit drugs to treat his generalized pain. He lives with his dog, and has very limited social contacts.

During the 200 Wellesley Street fire incident, many residents were relocated to hotels, supportive housing or shelters.

Richard would hang out in his wheelchair on the sidewalk throughout the day, and was sleeping in the park at night because he could not find another place that would allow him to bring his dog.

One of the nurses at the Sherbourne Infirmary was willing to look after Richard's dog at her home as this would allow Richard to rest at the Sherbourne Infirmary.

It Takes a Community to Make a Difference!

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, Central CCAC, Central West CCAC, Mississauga Halton CCAC, Toronto Community Housing and Inner City Health Associates - to name just a few.

(Client story continued)

Although we were very excited about this possibility for shelter for Richard, he declined the offer – he would not go anywhere unless his dog could stay with him.



On the sixth day after the fire incident, Toronto Housing staff were able to find a hotel in the downtown area where both Richard and his dog could stay on a temporary basis. Two weeks after the fire at 200 Wellesley, Richard was able to return home. Nursing from Casey House was arranged to address his emotional and physical issues.

This collaborative effort has worked well for Richard – he received the care he needed and was able to keep his dog with him.

This publication is produced by the Toronto Central Community Care Access Centre to inform health partners, service providers and the community. Contact us at 250 Dundas Street West, Suite 305, Toronto, ON M5T 2Z5, 416-506-9888; www.toronto.ccac-ont.ca; toronto_ccac@toronto.ccac-ont.ca.

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2010 - investing in quality and improving the client experience

Accreditation: Quest for Quality

As you may know, 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 to 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.

Benefits of Accreditation:

- Effective self-assessment process; rigorous analysis of services
- Demonstrates organization commitment to quality
- Improves communication, collaboration within the organization
- Valuable advice gained from surveyors
- A strategic and change management tool
- Recognition for having met national standards
- Assists in demonstrating accountability

CATCH - Health 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.



Toronto Central Care Connectors take the referrals and connect clients to the CATCH Coordinator or to Toronto Central CCAC resources, such as our Urban Health program or Urgent Care team and to other resources as required. This program is helping to meet the needs of a very hard to serve group.

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.

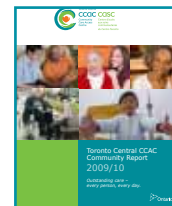


Although we are some time away from the launch of this new system, staff will soon see work starting on this project. It is a large undertaking which requires training, planning and focussed efforts by many. We will keep you posted.

In the News

Community Report 2009-10

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](#).

2010 - investing in quality and improving the client experience

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 St. Michael's Hospital, Women's College Hospital, Toronto Central CCAC and University Health Network. The inter-professional team follow St. Michael's Hospital discharged clients who are at high risk of readmission to hospital. Hospital Physicians follow these clients in the community and work closely with Care Coordinator who provides the intensive case management. The Virtual Ward team will monitor and support the patient with a team that brings together expertise from acute, community and primary care.

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.

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 or visit www.ontario.ca/healthcareconnect.

Every \$\$ Counts for Client Care - Improving Quality, Improving Efficiency

Fast Access to Supportive Treatment (FAST)

FAST Centre staff are one of the identified ways we improve services for clients and contribute to creating value in the health care sector. 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.

Meeting Room Space Available

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

For room booking details, visit our website: www.ccac-ont.ca, under the Partners tab.

*Season's Greetings and our very
Best Wishes for a happy, healthy
and prosperous 2011*