

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
Summer 2011

CEO Message

Welcome to the Summer issue of *In the Know*. I've been CEO of Toronto Central CCAC since December 2010. Over the last six months I have had the great pleasure of meeting with many of our community partners and been excited about how we work together to improve client care.



Over the coming months I plan to focus my attention on Toronto Central CCAC's major aims:

- transforming the experience for our clients and caregivers
- keeping people home, getting people home
- investing in our capacity to improve quality

There are many ways our CCAC is working with you to achieve these goals and in this issue we highlight for you some of initiatives we're working on to support those aims and better serve the clients in our care:

- Neighbourhood Care Teams
- New Integrated Client Care Model
- Community Navigation and Access Program

Neighbourhood Model of Care

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 ongoing to identify additional sites.

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
- An enhancement of the client and caregiver experience
- To realize cost efficiencies through quality improvements in service delivery

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:

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2011 - building a culture of quality at every level

- 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 and Bill Tottle, Toronto Central CCAC
- Service Ordering to Discharge Improvement Project: focuses on service coordination from admission to discharge – Leads: Lori Lord, Spectrum and Stacey Daub, Toronto Central CCAC
- Changing the Conversation Project: focuses on the way we communicate with clients so they know we are listening and responding to their needs – Leads: Joy Klopp, VHA and Anne Wojtak, Toronto Central CCAC

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 has 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 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.

New Integrated Client Care Models

Toronto Central CCAC has introduced new integrated client care models to support clients who are most at risk: children and seniors with complex needs, as well as people with palliative needs to die at home with dignity.

The Integrated Client Care Model for Seniors supports clients and their caregivers through all the touchpoints of their care journey and helps them to avoid unnecessary hospital visits so they are able to stay at home or in the community safely and comfortably.

The cornerstone of the model is intensive case management and involves the family, a CCAC Care Coordinator, a nurse and pharmacist. The team members are all involved in the home visits and meet every two weeks to discuss the clients' care needs. One of its benefits is that hospital key workers are able to see how the client is living in their home, their challenges and daily tasks and how this differs from the hospital environment.

The primary goal is to improve the overall experience of clients and their caregivers and help them to remain at home longer. Additionally hospitals and the health care system benefit as readmissions and time spent in hospital are reduced.



Quality, risk, safety and privacy

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

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.

Helpful Community Resources and Information

Community Navigation and Access Program

One of Toronto Central CCAC's key roles is to refer people to the services and programs available to them in the community and CNAP (Community Navigation and Access Program) provides our staff with a seamless way to connect seniors with the information they need in the community. And this service is available for everyone to use, not just health professionals.

The CNAP is a network of over 30 not-for-profit community support service agencies in the Toronto area who are collaborating to improve access and coordination of services for seniors, such as Meals on Wheels, adult day programs, shopping, transportation, etc. The toll free number provides a single access point to the agencies and services in this partnership: 1-877-540-6565.

Bed Bugs - Information & Tips

This issue has begun to affect all of us, from service providers to hospitals, community support services and staff. The province of Ontario has created an online resource that officially launched in early January to provide information for everyone dealing with the bed bug issue.

The website, www.bedbugsinfo.ca, is designed to provide Ontarians with the information they need. Visitors to the new website will find:

- Tips on how to prevent, identify and control bed bug infestations;
- Advice on how to find and work with a licensed pest control company;
- Suggestions for travelers and other people who may find themselves at risk for bed bugs and more.