



On behalf of the staff and Board of Directors of the South East CCAC, I am pleased to share our second edition of *Community Connections*. This issue focuses on how we are using technology to improve care and drive evidence-based decision making. Arthur C. Clarke's *Three Laws of Technology* say:

- When a scientist states that something is possible, he is almost certainly right. When he states that something is impossible, he is very probably wrong.
- The only way of discovering the limits of the possible is to venture a little way past them into the impossible.
- Any sufficiently developed technology is indistinguishable from magic.

Ontario's CCACs have been increasingly demonstrating the truth of these three laws. We continue to push past limits of what we thought was possible. Technology has helped us provide Information & Referral, better serve French populations, and improve symptom management, just to name a few. As you read this newsletter, I am sure you will agree that some of our successes are indistinguishable from magic.

Jacqueline Redmond

Jacqueline Redmond, CEO

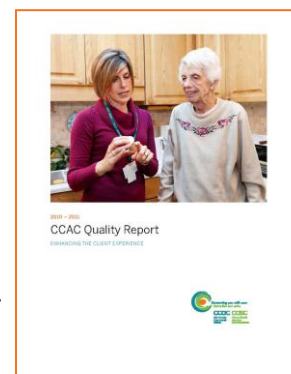
CCACs launch latest Quality Report

Ontario's CCACs are pleased to share the interactive Community Care Access Centre (CCAC) 2010 – 2011 Quality Report, which we developed to:

- Tell how we are working with our clients and caregivers and using their stories and experiences to improve our care.
- Share our collective performance results, including successes and opportunities, as driven by our goal of continuous quality improvement.
- Demonstrate the value and impact of our case management approach – the guiding framework in helping clients navigate through the health care system.
- Show how Ontario's CCACs address health care priorities and support a sustainable system.

Within this report, we have applied a solution-focused approach to demonstrate how we are advancing four of Ontario's health care priorities: **keeping more people safe at home; increasing access to health care services; smoothing transitions between health care services; and sustaining quality care.** As we continue to look for ways to improve performance and adopt innovative solutions to overcome challenges, and as Ontario's home and community care sector evolves, this report also highlights opportunities for improvement and our interim progress.

You can view the report as a PDF file in [English](#) or [French](#) or, in keeping with our theme of technology, as [an interactive file](#). This interactive multi-media report also outlines our steps to address the improvement opportunities cited in our inaugural 2009 - 2010 Quality Report.



Cubes support detailed data analysis to drive decision making

Effective data retrieval and analysis is critical to sound decision making. The South East CCAC maintains data in a number of disparate applications, databases and datasets which are used to support the operational and reporting needs of the CCAC. For example, the CHRIS database is used by CCAC staff to capture and record large amounts of detail on each client served and the amount and type of services authorized and received. Tables which store the service utilization detail data contain millions of records, recording every visit for every South East CCAC client for the past several years.

As part of the CCAC's overall Business intelligence strategy, the Decision Support Unit has built a number of data cubes to support the organizations need for detailed data analysis.

The cubes access information from hundreds of data tables in such a way that non-technical users can quickly (generally within a few seconds) view the results of fairly complex data relationships. Using such common software as Excel, users can view data grouped by various categories such as caseload or client category by specified date ranges without the need for programming or data analysis skills.

Currently, over 30 core reports use the data warehouse as the data source. These reports are accessed directly by all Client Services Case Managers, Managers and Senior Managers to help drive better decision making.

A data cube is a structure that allows very fast analysis of large amounts of data

The Finance Unit have used the cube to perform several analytic tasks including graphing Average Units of Service by Region and Home Support Utilization. "This tool has dramatically improved our ability to generate meaningful reports in a short timeframe," said, Phil Dudgeon, CFO of the South East CCAC.

"Running a report which uses data from the data warehouse can easily reduce report rendering time from 30 to 40 minutes to a few seconds. This tool allows non-programmer users the ability to do fairly detailed analysis and quickly turn what might otherwise be relatively obscure data into meaningful reports and charts."

"Good data drives good decision making and we are excited to further develop and explore the opportunities offered though the data cubes."

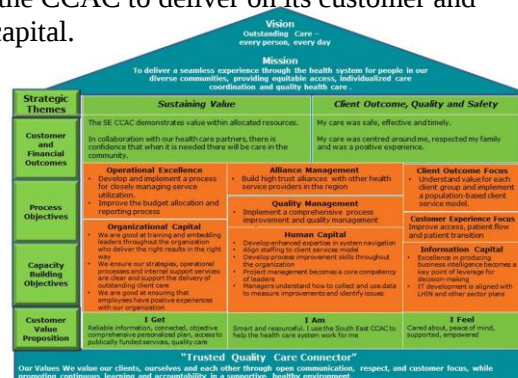
By 2014...

Looking forward to 2014, we envision a South East CCAC that will deliver the highest quality, consistent client-centred care. We will continue to value and actively invest in educating our staff and make the best use of their expertise every day.

Through collaboration with partner hospitals and community based health service providers, we will identify and act on opportunities that will result in improved population health outcomes. To enable the CCAC to deliver on its customer and financial outcomes, we will invest in our human, information and organizational capital.

Technology and information capital will continue to support evidence-informed decision-making. Our Information Capital investments include:

- Ensuring excellent business intelligence becomes a key point of leverage for decision-making.
- Maintaining a structured, integrated information system to rapidly respond to customer needs and deliver information products.
- Ensuring that IT development is aligned with LHIN and other sector plans.
- Meeting the technology needs of all staff and relevant partners.
- Proactively engage and plan with partners to support the seamless delivery of health care services across the continuum of care.



South East CCAC Strategy Map

Partnership uses technology to provide optimal symptom management

The Ontario Cancer Symptom Management Collaborative (OCSMC) was initiated by Cancer Care Ontario (CCO) in 2007 as a large-scale quality improvement initiative involving all of the Regional Cancer Programs.

The goal of the OCSMC is to contribute to an excellent patient experience by improving the quality and consistency of the patient's physical and emotional symptom management across the cancer journey. To accomplish this goal the OCSMC is supporting the implementation and adoption of standardized tools for symptom screening, symptom management, patient performance status assessment and collaborative care planning across all regions.

Interactive Symptom Assessment and Collection (ISAAC) is an easy to use electronic tool that was developed by Cancer Care Ontario (CCO) to allow patients to self-assess and rate the severity of nine common cancer symptoms using the standardized Edmonton Symptom Assessment System (ESAS). ESAS was initially available as a paper-based tool, but in order to improve communication of symptom scores across the circle of care (e.g. hospitals, home care) and enhance patient engagement in the process, CCO developed software known as ISAAC. This allows patients to enter their symptom scores directly at a kiosk at the cancer centre clinic or from home via the internet.

The South East CCAC is partnering with CCO, the Cancer Centre of Southeastern Ontario, Palliative Pain and Symptom Management Consultation Service and nursing providers to explore the potential of using Tele-ISAAC to allow patients to enter their ESAS scores by telephone from home and to support further work related to use of the ISAAC kiosks and home internet use.

"The overall goal is to provide clients with optimal symptom management," said Donna Logan, Palliative Care Lead at the South East CCAC.

ISAAC allows patients to self-assess and rate the severity of nine common cancer symptoms

"Consequently the goal of the pilot is to determine the factors that support patients completing ESAS using Tele-ISAAC and to identify barriers and propose solutions. It is important to assess Tele-ISAAC functionality with a small group of patients before offering it to all regions."

Standardization through ISAAC and Tele-ISAAC provides benefits to patients, providers and the system:

- Patients: puts patients in control of their own symptom assessment and allows them to report on symptoms in between visits with care providers
- Care providers: standardized assessments provide an opportunity for healthcare provider to share information across care settings, to track patients' symptoms over time and to be notified by e-mail if scores exceed certain thresholds
- Cancer system: provides valuable provincial data that are used to evaluate and report on symptom assessment and cancer patients' experience across Ontario.

This pilot links directly with the Southeastern Ontario Palliative & End of Life Care Network Workplan Initiative # 3 – *Accelerated adoption of common assessment tools, collaborative care plans and symptom management guides to practice.*

"Advances in technology are creating new opportunities to provide care, and put control of that care in the hands of patients," said Logan. "We believe that this type of innovation will help the CCAC deliver on our mission to provide *outstanding care – every person, every day.*"

Enhancing services to French populations

The South East CCAC is pleased to announce the launch of 310-CASC (310-2272), a new French Information and Referral Centre to assist francophones and French-speaking clients access health related support services in the home or community.

If you or someone you love is looking for a family doctor, or information on applying to a long term care home, or simply help with meal preparation or mobility issues, the South East CCAC can help.

310-CASC (310-2272) is answered by live operators seven days a week, 12 hours a day (8:00am-8:00pm).



Ontario's CCACs have an important and growing role as health system navigators and care connectors. One of the key enablers is the CCAC's Information and Referral (I&R) function. CCAC staff members provide information to clients, family members, the public, and other health system partners about health services, electronically, by telephone, and in person. They also make referrals to a variety of community supports, health care and other services. As the role of CCACs continues to expand, the I&R function also grows.

To navigate a complex and multi-faceted health system, most CCACs have developed electronic tools and databases. After some study, the leaders of Ontario's CCACs have decided to consolidate current information tools and databases into a single solution. They have selected thehealthline.ca, currently in use in the South West and Champlain, as the provincial model.

Developed in 1992 as an innovative partnership between hospitals, the health unit and the CCAC in London, Ontario, thehealthline.ca has proven to be popular, flexible, easy to use, reliable, robust, and cost-effective.

It is the resource of choice for consumers, health providers, CCAC Information & Referral staffers, and a key source for planning information by the South West LHIN. Each year, the site receives more than 1.5 million visitors.

Over the next 18 months, thehealthline.ca will be implemented across Ontario. This project will create:

- A single provincial database of more than 50,000 health service profiles
- A common provincial portal designed to guide users to regional CCAC sites
- 14 regional sites

It is expected that one regional site will be deployed each month, beginning in March 2012. The South East CCAC will be one of the first to make the transition to the healthline.ca. Until then, the South East CCAC Information & Referral site can be found at www.communitycareinfo.ca

Diligence and creativity pay off for Selby

The South East CCAC IT department used a creative partnership to solve on-going issues with technical connectivity at our Selby office. "About two years ago we realized there was wireless internet in the area and we hired a boom truck to see if we could acquire a signal," said John Potter, Senior Manager of IT and Decision Support. "Unfortunately we couldn't get high enough to obtain a reliable signal."

"We then approached eHealth Ontario to see if they would consider funding a tower and new wireless internet connection since they are also providing network access for this site. After some negotiations they agreed, and as a result the CCAC will be able to eliminate an ongoing monthly cost while significantly improving the quality of service to the Selby site."



South East Community Care Access Centre

Our Vision

Outstanding care – every person, every day.

Our Mission

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

Our Values

We value our clients, ourselves and each other through open communication, respect, and customer focus, while promoting continuous learning and accountability in a supportive, healthy environment.

We welcome your feedback!

To comment on this newsletter or submit story ideas, please contact our Communications Team at 613-966-3530 ext 2298 (toll free 1-800-668-0901) or email gary.buffett@se.ccac-ont.ca