

Toronto Central CCAC News

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CEO Message

Welcome to the Summer issue of *Toronto Central CCAC News*. I've been CEO of Toronto Central CCAC since December 2010 and have been a member of the executive team as senior director of client services since 2007. Over the coming months my goal is to focus our attention on our major aims:



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

In this issue of *Toronto Central CCAC News*, we highlight some of the activities and initiatives we're working on to support the care needs of residents in your community:

- Integrated Client Care Projects focus on improving our ability to meet the needs of clients with complex care needs
- Care Connectors help people find family physicians and nurse practitioners in your community
- Together with the other CCACs in the GTA we are collaborating to ensure that clients who transition across our boundaries have a positive experience

Top GTA Employer for 2011

Toronto Central CCAC has, once again, been named one of Greater Toronto's Top Employers. We are extremely proud of this achievement. Being recognized as a Top Employer reflects the dedication and enthusiasm that our staff, management team and board of directors places into making Toronto Central CCAC a great place to work.

Toronto Central CCAC is dedicated to maintaining a quality workplace where employees feel respected, recognized, and encouraged to grow both personally and professionally.



Now in its fifth year, Greater Toronto's Top Employers is an annual competition organized by the editors of the Canada's Top 100 Employers project. This special designation recognizes the employers in the GTA that lead their industries in offering exceptional places to work.

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.

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, call 1-800-445-1822 or visit www.ontario.ca/healthcareconnect.

Resources at Your Fingertips

The Community Care Resources (CCR) website offers clients, service providers, employees and the public a comprehensive list of over 15,000 community programs and services throughout the Toronto Central and Central CCAC regions. It features:

- Connection with our Community – a calendar where members of the community can share details of events and seminars
- Long-Term Care Options – information, descriptions, videos of long-term care homes and easy to use step-by-step guides
- Links to help people stay informed and connected – seasonal information, links to government services and websites; news articles; research and more

Visit the website at www.communitycareresources.ca.

Integrated Client Care Project

Our CCAC has introduced new models to support children and seniors with complex needs as well as people with palliative needs to die at home with dignity.

We are leading the implementation of an Integrated Client Care Model to support seniors with complex care needs with intensive care by improving integration with all providers of care across our LHIN. This model 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 safely and comfortably.

Extensive research shows that one percent of patients with complex chronic needs are the most frequent users of the health care system and could be supported better through intensive case management and a more integrated health care system in the community.

The pilot project started in March 2011 and will run until March 2012 at which time a formal evaluation will be conducted. The four pilot sites for the project are:

- Mt. Sinai Hospital,
- St. Joseph's Health Centre,
- St. Michael's Hospital, and
- Toronto East General Hospital

The cornerstone of the model is a case management model which 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.

Toronto Central CCAC Major Aims for 2011-12

We are pleased to share with you our 2011-12 major aims and what it means for our clients:

Transforming the experience for our clients and caregivers

We strive to see our care through the clients' eyes and understand that every action counts to build and keep the confidence of our clients.

Keeping people home, getting people home

We are proactive in preventing unnecessary hospital visits and supporting a positive transition experience.

Investing in our capacity to improve quality

We continuously improve and evolve our programs and services, with a goal to increase value to clients, partners and our staff.

Helpful Community Resources and Information:

Bed Bugs

This issue has begun to affect all of us, from service providers to hospitals, community services and staff. The province of Ontario created an online resource that officially launched in early January to provide information for everyone dealing with the bed bug issue. The new web site, www.bedbugsinfo.ca, is designed to provide Ontarians with the information they need to help prevent, identify and control bed bugs. As you may know, early identification is critical to responding effectively to bedbug infestations, so building awareness is important.

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.

Community Navigation and Access

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.

Connecting people to health care in the community - Marta's story

Last year, a family with an 11 year old disabled child, Marta, moved to Toronto from Saskatchewan. Part of the process in moving to a new place is to find new health care for the family. Although the mother is a Haematologist at the University Health Network and has contacts with other medical professionals there, she was unable to find a primary care physician who would accept her family and child with complex care needs as new patients.



Finally, through an online search, she found Health Care Connect, the provincial program that helps Ontarians who are without a family health care provider (family doctor or nurse practitioner) to find one. Once registered with Health Care Connect, she received information for and contacted a Care Connector at the Toronto Central Community Care Access Centre. Care Connectors are the main point of contact for the program and engage in the matching and referral process.

Within five days of the referral, the Toronto Central Care Connector linked Marta to a Primary Care Physician. The Care Connector also made a referral for Marta and her family to the Toronto Central CCAC Child and Family program.

The family is very happy with their new family doctor and the care Marta is receiving. "Health Care Connect was a life saver for us. It had been so difficult to find a doctor who would take a family with our needs. The Care Connector at Toronto Central CCAC was very helpful and we were fortunate to find someone so quickly."

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