



Hamilton Niagara Haldimand Brant

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires

Community Care **CONNECTIONS**

A BULLETIN FOR OUR PARTNERS

Spring 2012

VISION

**Outstanding care
– every person,
every day.**

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.

VALUES

Accountability

Care

Collaboration

Excellence

Fairness

Innovation

Message from the CEO



The health system in Ontario is on the precipice of unprecedented change. Several recent reports and the provincial budget are signalling a new way ahead for Ontarians when it comes to health care. Although interest groups and decision makers may not always agree on the best way to move ahead, there is a common focus on quality care and the patient experience. There is also, of course, the imperative to manage within our means as a province.

Our experience in home and community care has informed our own perspective at the HNHB CCAC. With hundreds of regulated health care professionals managing the care of over 70,000 people in our region annually, we know what is happening in our communities. We know that communities with more supports give our clients more choices. We know that caregivers – the family, friends and neighbours - who care for people they love, make all of the difference in the world. And we know that each and every one of our case managers delivers individualized support to their patients, based on their clinical experience and community knowledge.

As the focus in our system shifts to have a greater emphasis in supporting people at home and in the community, the HNHB CCAC is committed to greater measurement, public reporting and to sharing what we learn with our partners in care delivery. Excellent examples of this commitment include our provincial [Quality Report](#) and our recent success with Accreditation Canada, the organization that sets standards for quality and safety in health care and accredits health organizations in Canada and around the world. We are humbled to receive their highest standing and look forward to sharing our experiences to improve patient care.

Melody Miles, CEO

Accreditation

HNHB CCAC recently participated in its first Accreditation Survey as part of its ongoing commitment to quality care and patient safety (several of its five predecessor organizations participated in the past). The organization was very pleased to be Accredited with Exemplary Standing by Accreditation Canada.

"In addition to the high scores we received, we were grateful for the comments and insights brought to us by our highly respected Accreditors," said Melody Miles, CEO. "They recognized our commitment to our communities and the professionalism of our staff, thanks to discussions with our sector partners and our clients. It means a lot to us."

Accreditation Canada defines quality in health care using eight dimensions that represent key service elements. For each of the eight, the HNHB CCAC was able to successfully demonstrate full proficiency. The Accreditation standards also identify policies and practices that contribute to high quality, safe, and effectively managed care. These standards address quality and safety in areas such as governance and leadership as well as specific populations, sectors, and services. In this rigorous process, HNHB CCAC achieved scores of 100% across every category.

"It is evident that staff across the entire organization are committed to providing quality client care, including evidence that they "live their values." Staff are viewed as caring, respectful and committed to support clients to meet their individual health care needs, and to be flexible and responsive as these needs change. Services are client-centred and the focus is on keeping clients in charge of their lives," noted the final report.

HNHB CCAC also demonstrated proficiency in all of the major Required Organizational Practices (ROP), defined as an essential practice that an organization must have in place to enhance client safety and minimize risk.

To view the full report from Accreditation Canada to HNHB CCAC, please [click here](#).



RNAO Spotlight

In 2009, HNHB CCAC became the first CCAC to earn the designation of: "Registered Nurses Association Ontario (RNAO) Spotlight Organization" and is the only CCAC to have achieved this status.

HNHB CCAC is proud of the work it has done to ensure that staff are educated about the best practice standards of care for:

- wound care,
- delirium / dementia / depression, and
- falls prevention.

Partnering with Primary Care

For over 10 years, HNHB CCAC case managers have been working closely with some physicians in our region. Today, approximately 60 HNHB CCAC case managers are formally linked with over 200 primary care physicians through Family Health Teams. HNHB CCAC is exploring expansion to individual and group practices, as well as Community Health Centres to help patients navigate the system, access the care they need and avoid hospital admissions.

CCAC is also strengthening primary care partnerships through pilot projects on early detection and intervention with frail seniors. For these specialized pilot projects, physicians use a modified Resident Assessment Instrument (RAI) screener to identify frail seniors who may be at risk for functional decline and unnecessary hospital visits. Once the patient has been identified by the physician, they are referred to the HNHB CCAC for a more detailed assessment. All patients referred through the program receive support with system navigation to access community supports and services, such as meal delivery or friendly visits. Patients with more complex assessed needs work with a CCAC case manager, a regulated health care professional, to develop a care plan that may include nursing, therapies or personal support. Case managers also link back with physicians

to ensure continuity from primary to community care, help to facilitate conversations regarding care planning and provide ongoing connections to community supports.

"The pilot projects are well underway and we're looking forward to the results," says Gail Riihimaki, Director of Client Services. "The more closely we can work with physicians, the better the care transitions for our patients. These kinds of innovative projects can lead to significant improvements in patient care."

For more information about HNHB CCAC's primary care linkages contact Barbara Busing, Vice President Clinical Operations at barbara.busing@hnhb.ccac-ont.ca.

67%

Referrals from family physicians account for 67% of all community referrals to HNHB CCAC.



Working closely with other professionals at the Family Health Team, Jane, a Community Case Manager (left), collaborates with Dr. Mullen, a primary care physician (right), and Mary, her client (centre), to coordinate the best care for her specific needs.

Branch Directory

Hamilton Branch: **905-523-8600**

310 Limeridge Road West
Hamilton ON L9C 2V2

Niagara Branch: **905-684-9441**

149 Hartzel Road
St. Catharines ON
L2P 1N6

Haldimand-Norfolk Branch **519-426-7400**

76 Victoria Street
Simcoe ON N3Y 1L5

Brant Branch / Head Office: **519-759-7752**

195 Henry Street
Unit 4, Bldg 4
Brantford ON N3S 5C9

Burlington Branch: **905-639-5228**

440 Elizabeth Street
4th Floor
Burlington ON L7R 2M1

Toll free:
1-800-810-0000

www.hnhb.ccac-ont.ca



BOOK A CCAC SPEAKER!

Would you like to learn more about the services provided by your Community Care Access Centre? The Hamilton Niagara Haldimand Brant CCAC has an active Speakers' Bureau. Specially trained speakers with expertise in home and community care can come to your meeting to share information and answer questions. To book a speaker, please call: **1-800-810-0000**.

Need a Family Doctor?

HNHB CCAC helps people who are without a family doctor or nurse practitioner to find one through "Health Care Connect". In 2010/11, more than 2,600 previously unattached patients were connected with a primary care provider in our region.

For more information call: 1-800-445-1822
or visit www.ontario.ca/healthcareconnect



Do you have a story idea for future newsletter or questions about this issue?

Please contact Mary Siegner, director of communications at mary.siegner@hnhb.ccac-ont.ca.

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