Telehomecare expansion
Using simple home-based technology to manage chronic illness

Central CCAC is helping more people effectively manage their chronic illnesses by expanding an innovative approach that uses simple home-based technology, remote monitoring and health coaching.

Launched in April 2014 in North York, Central CCAC’s Telehomecare program has supported over 200 patients with chronic obstructive pulmonary disease and congestive heart failure. The service is now being offered in Richmond Hill and Vaughan, with further expansion planned for later this year.

Using easy-to-use electronic equipment located in their home, Telehomecare patients learn how to monitor their vital signs and identify new or changing symptoms. They can discuss any health issues directly with their Central CCAC nurse, who remotely monitors their progress through the telephone and Internet.

Our nurses also provide health coaching, and work with patients and their primary care providers to set healthy living goals. This encourages people to become active partners in managing their conditions. Benefits include improved quality of life and fewer emergency department visits and hospital admissions.

As Central CCAC continues to support more people with complex and chronic health conditions living in the community, programs like Telehomecare are becoming increasingly important to help them stay as healthy as possible.

What our patients are saying

“The Telehomecare program reinforced the need for me to check my blood pressure and insulin levels regularly, watch my diet and follow-up on any issues, which has improved my health. Six months ago I wouldn’t have been able to spend a week running after my young grandchildren like I can now.”

Gabriela P.
Telehomecare patient

Partnering with primary care providers

Central CCAC collaborates with patients, families and others in the care team to create care plans that meet each person’s unique needs. Primary care providers, such as family doctors and nurse practitioners, are an important part of that care team.

That’s why Central CCAC is working hard to be an effective partner with primary care providers in the region, so patients and families get the care they need. This includes:

- Offering a dedicated phone number – 1-888-470-2222, ext. 6173 – to make it easy for primary care providers to speak directly with a care coordinator.
- Connecting people with primary care providers who are accepting new patients, through Health Care Connect. From February 2009 to December 2014, our care connectors matched 19,110 individuals with a primary care provider.

Learn more about how Central CCAC works with primary care providers to benefit patients in the physician’s area of our website.

Did you KNOW?

Anyone can make a referral to the Central CCAC: a family doctor, friend, family member or even yourself. If you think you or someone you care about may benefit from care at home or in the community, call 1-888-470-2222. Our helpful staff will connect you with a care coordinator, or refer you to the program or service that may be right for your needs.

1-888-470-2222
Worth mentioning this month...

New Quality Improvement Plan
Central CCAC’s annual Quality Improvement Plan (QIP) is part of our ongoing accountability to our patients, caregivers, community and funders to provide the best quality care in a fiscally responsible manner. The measures for 2015-2016 are: reduce falls, unplanned emergency department visits, hospital admissions and wait times for nursing and personal support, and improve the patient experience. Central CCAC’s targets reflect local priorities. New for this year: 2014-2015 QIP Progress Report.

Care initiatives featured at conference
Several of Central CCAC’s initiatives aimed at improving care, increasing access to care and safeguarding patients are featured topics at the Achieving Excellence Together conference in May. One presentation will focus on our Wildly Important Goals to increase access to care and achieve best practice in care coordination. Another will focus on how our High Risk Patient Strategy is keeping patients safer. This annual conference is a valuable opportunity for CCACs to gain new ideas for providing high quality, person-focused care and improving the health system.

Satisfaction survey gives Central CCAC high marks
Making sure that patients and families are satisfied with their CCAC services, and working with them if they have concerns, is a priority for Central CCAC. Through a third party, we conduct regular surveys to ask how well patients and families think we are meeting their needs. According to our most recent satisfaction survey, Central CCAC has received high marks.

Central CCAC Board of Directors
ANNUAL GENERAL MEETING
Thursday, June 18, 2015
4:00 – 4:30 p.m.
Delta Markham
50 East Valhalla Drive
Markham, ON
L3R 0A3

Directly following the Annual General Meeting, Central CCAC will host its first Heroes in the Home Caregiver Recognition Awards. Close to 150 very special family members, friends, volunteers and health professionals—women and men who go above and beyond in their role as caregivers—were nominated. Each will be acknowledged and celebrated during the Award ceremony.