

CENTRAL COMMUNITY CARE ACCESS CENTRE (CCAC)



Providing outstanding care - every person, every day.

March 2013

Who we care for:

Supporting a daughter's love and determination in her mother's final days

When 82-year old Amelia Bumbaca was diagnosed with a brain tumour in July 2012, her daughter Cathie was determined to bring her mother home to spend whatever time she had left in the comfort of familiar surroundings, with her family.

The barriers to that simple wish were numerous. Healthy and full of energy her whole life, Mrs. Bumbaca's health was now very fragile. She suffered related complications that required specialized medical care and her oncologists cautioned she may have only weeks to live.

With her father suffering from Parkinson's disease and unable to manage his wife's care, Cathie arranged to take time off work and assumed the challenging role of primary caregiver for her mother.

For Cathie, the support of the Central Community Care Access Centre (CCAC) has been essential. Grateful to have her mother with her but struggling with the emotional and physical toll of caregiving, the CCAC has been an essential support, working with the family to assess Amelia's needs and develop a care plan that would best support both patient and caregiver.

A CCAC care coordinator arranged to provide Amelia with professional in-home nursing care and physiotherapy, as well as personal support hours to help with activities such as personal care and to provide respite for Cathie. All at no cost to the family.

Amelia's care coordinator also did regular assessments to ensure the care plan remained aligned with her health status as time went by.

Cathie has described the care and resources provided by Central CCAC as "phenomenal," and says the entire family is grateful to the CCAC for making it possible for Amelia to remain at home in her final days, something they consider a blessing.

Every day, people of all ages in communities across the province, including medically fragile children, individuals with chronic conditions and those who want to die at home with dignity are receiving care from CCACs that enables them to stay safely at home for as long as possible.

More than half of CCAC patients are over the age of 65, and 18 per cent have high care needs. Putting people at the heart of all we do, CCACs are increasingly focusing our efforts on those who need support the most by providing care to 21 per cent more patients with high care needs than last year.

When these patients can no longer safely live at home, they need help to explore and access other options, such as assistive living, supportive housing or long-term care homes. CCACs help people understand and take advantage of options available to them, working hand-in-hand with family doctors, nurse practitioners, hospitals, long-term care homes, community organizations and others.

Central CCAC's leading practices are new, evidence-based services that we've developed to meet the changing needs of patients, many of whom are living in the community with complex medical conditions.

With the support of the Central Local Health Integration Network (LHIN) and in partnership with our seven hospitals, 46 long-term care homes, 28 service providers and our many community support service agencies, Central CCAC's leading practices are creating quality care for the more than 1.7 million people who reside in the highly diverse communities of South Simcoe, York Region, North York and areas of northern Toronto.

In 2011-12, Central CCAC provided services to 68,673 unique patients (about 27,500 patients on service any given day).

"Patients are the drivers on their own health-care journey. CCACs provide the fuel that keeps this journey moving forward." – Sally Baerg, RN MSc, CCAC care coordinator

How we care for our patients:

Delivering safe care in the home keeps patients where they most want to be – and is also highly cost-effective. By effectively coordinating patient care, creating customized care plans and improving patient safety at home, Central CCAC is helping to relieve pressure on emergency departments and hospitals, and also delaying long-term care home admissions, when appropriate.

Our dedicated and compassionate health-care professionals include nurse practitioners, nurses, pharmacists, physiotherapists, occupational therapists, social workers and others.

With a personal, caring and hands-on approach, Central CCAC care coordinators provide care at community clinics, connections to community organizations such as Meals on Wheels and adult day programs, help patients transitioning to long-term care homes, and much more. Through personal visits and regular check-ins, care coordinators help determine the right care and health supports for patients and coordinate this care provided by thousands of nurses and health-care workers from contracted service providers.

In 2011-2012, Central CCAC provided service to 7,528 patients through 49,608 clinic visits.

Central CCAC operates six community clinics in Central region. These clinics offer quick and easy access to specialized nursing services – such as IV therapy, wound care and injections – for mobile patients. Open seven days a week, with extended evening hours, advance booking of appointments helps people plan clinic visits when it's most convenient.

Clinics support efficiency in the health system by helping people to avoid unnecessary trips to the emergency department. In 2013 Central CCAC will expand a number of clinics and open a new location in north east Toronto.

We are also hiring nurses under three initiatives that focus on helping people get the specialized care they need during transitions in care. Beginning in March 2013, Central CCAC will provide direct nursing care to students with mental health and addictions challenges, at-risk seniors returning home from hospital and people with serious, life-limiting illnesses.

At only four and a half per cent of the overall health-care system funding, the \$2 billion in funding received by CCACs annually from the Ministry of Health and Long-Term Care through the Local Health Integration Networks (LHINs) ensures that people across the province receive high-quality care at home and in the community.

While some propose eliminating CCACs and folding all of home care into hospitals or primary care others see strength in building on the CCACs' existing capacity and infrastructure to create better linkages between home, community-based and primary care. We believe strongly in leveraging strengths and successes to integrate locally at the frontline with primary care and local hospitals, and not radically restructuring our health-care system to ensure that the care we provide is not compromised or disrupted.

CCACs continuously improve every day

Better care, better access and better value for our patients are CCAC top priorities. CCACs regularly seek feedback from patients as part of a focus on continuous improvement. This feedback tells us where improvements are needed and whether our patients see improvements over time. Our most recent survey results show that 90 per cent of our patients are satisfied overall with the care they received from their CCAC.

Exciting work is currently underway to ensure the right outcomes for the individual needs of patients. CCACs and our contracted service providers are partnering to implement standardized care pathways that link payment to the achievement of specific health outcomes for patients.

Central CCAC recently spearheaded a six-month pilot to test the outcome-based pathways and new outcome-based reimbursement model for progressive wound healing, taking a strategic, collaborative approach with an emphasis on standardization of tools and processes across several LHINs. The goals of the pilot were to strengthen the health system through value for dollar delivery of care, give service providers greater accountability for and incentives to deliver better care through a more consistent, standardized process, and to ensure patients across the province benefit from evidence-informed, best practice care.

This sector change is being supported by *Quality and Value in Home Care*, which brings together home and community care providers to form teams that provide a circle of care for patients. A modernized contract with our service provider partners allows us to gather information about the quality of care patients are receiving, so that it can be continuously improved upon.

Connecting patients and doctors

The Central CCAC is a key partner in the provincial Health Care Connect initiative, which connects families who need primary care to providers such as family doctors and nurse practitioners. Our Care Connectors have referred more than 8,800 patients in the Central region to a primary care provider – 83.5% to a provider within 10 km of their home.

Quality through accreditation

Accreditation is a process that evaluates the quality of the care and services we provide to patients, and measures our quality improvement initiatives against national standards. **In 2012, Central CCAC was awarded Accreditation with Exemplary Standing** – the highest decision level awarded by Accreditation Canada. The designation is valid through 2014.

CCACs work with our many health system partners to smooth patient transitions. To accomplish this, CCACs recently developed a quality improvement initiative called *Transformation Begins at Home* to improve patient care by eliminating duplicative procedures, such as multiple assessments (people don't want to tell their stories over and over again), and enhancing efficiency to get greater value for every health-care dollar spent.

We need your support

CCACs need your support to continue the good work we are doing. We would greatly appreciate any discussion you have on our behalf with members of your caucus or Ministry officials.

As well, we would like to extend an invitation to you to visit Central CCAC to experience our leading practices in action by going on a home visit with one of our frontline nurses, physiotherapists or social workers.

Should you need further information or wish to learn more about our role in the health-care system, please do not hesitate to get in touch:

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