



Providing specialized nursing care for North York residents

On September 19, Central CCAC celebrated the official opening of its seventh community nursing clinic, located at 5 Fairview Mall Drive, Toronto.

Staffed by nurses with specialized training, the clinic provides IV therapy, wound care, injections and post-surgical care for patients able to travel to appointments. Visits are by referral and appointment, and are organized as part of the patient's care plan.

Central CCAC clinics help people feel less like "patients," and speed up their recovery by keeping them more active as they heal.

The clinics also make it possible for Central CCAC to provide more people with safe, high quality care, close to home.

"I have a busy schedule, so I appreciate having this new option for getting care closer to my home and business," says Edgar Pint, a North York resident and business owner. "The flexibility of the clinic hours has also been great – I am able to set appointment times that work for me. My clinic visits are quick. They're easy. And I get the excellent care I need."

Learn more about [Central CCAC's community clinics](#)

Did you know?

Central CCAC provided quality, cost-effective, specialized nursing care to **10,889 patients** through **66,992 clinic visits** in 2012-2013, an **increase of 45%** over the previous year.

What our patients are saying

"When my mother was diagnosed with cancer, the Central CCAC was there to help ease the emotional and financial burden on our family. It was a blessing to have my mom here with me at home in her final days. Our experience has been amazing and I am so grateful for the exceptional care and support of the Central CCAC."

Cathie B., caregiver

Getting patients and families the care they need

Every year Central CCAC provides care at home and in the community for more people with increasingly complex care needs.

This care and support, which helps people stay healthy and live independently, is made possible by working with patients, families and others in the care team to create a care plan that meets each person's unique needs.

Family doctors and nurse practitioners are an important part of the care team. That's why Central CCAC is glad to be a key partner in Health Care Connect, a province-wide effort to help people find a family care provider close to home.

Central CCAC's Care Connectors are nurses with extensive clinical experience, which helps them match people with a family care provider that best suits their needs. They are also specially trained to help people learn more about, and arrange, the best alternative care options in the community.

Do you need a family doctor? Visit www.ontario.ca/healthcareconnect or call 1-800-445-1822.

Are you accepting new patients? Call Central CCAC's Care Connectors at 1-888-470-2222 ext. 6181 or email HealthCareConnect@central.ccac-ont.ca





Worth mentioning this month...

Central CCAC wins 2013 Canadian Innovative Best Practice Award

Central CCAC's Medication Management Support Services Leading Practice recently won the [2013 Canadian Innovative Best Practice Award](#) from National Research Corporation.

The Award was given to the Central CCAC for demonstrating outstanding innovative best practices resulting in improvements in patient-centred care and health outcomes.



(l to r) Yvonne Ashford, Vice President, Client Services and Cathy Szabo, Chief Executive Officer of the Central CCAC, and Jeff MacDonald, President of NRC Canada

How Central CCAC helps people

Central CCAC helps people live safely and independently in the community with the right mix of health services and social supports.

We also get people the high quality care they need to return to the comfort of home once they no longer need to be in the hospital.

Last year alone Central CCAC:

- Provided care and services to over **71,500** people – more than 30,000 people on any given day
- Made it possible for more than **35,000** people to come home directly from hospital
- Provided over **599,000** in-home nursing visits, which includes care for those who wished to die in the comfort of their own home

Awards of Distinction acknowledge Central CCAC's key role

In June, Central CCAC was recognized with two Awards of Distinction from the Central Local Health Integration Network (LHIN). The first acknowledged Central CCAC's role in creating a cluster care model for young adults with complex medical needs. The second was for Central CCAC's support of the collaborative effort to lower wait times for surgical and diagnostic services, which is improving access to care for people in our region.

Regional Hospice Palliative Care Program event a success

The Regional Hospice Palliative Care Program (RHPCP), led by Central CCAC, was featured in a recent Central LHINfo Minute. [Strengthening Palliative Care in our Communities](#) highlighted our July 2013 event, held to develop a shared understanding of the patient and caregiver journey through our region's current palliative system, discuss how it can be improved and determine key areas of focus. Next steps include finalizing the RHPCP's two-year strategic plan, prioritizing the projects in the plan and creating working groups to address each initiative.



Read our 2012-2013 Annual Report to the community



The Health Partner is a newsletter for Central CCAC patients, families and health system partners

1-888-470-2222



Centralhealthline.ca

