

For Immediate Release

Central CCAC's Medication Management Support Services Wins 2013 Canadian Innovative Best Practice Award

Toronto, ON, September 24, 2013 – The Central Community Care Access Centre (CCAC) is pleased to announce that its Medication Management Support Services (MMSS) Leading Practice has won the 2013 Canadian Innovative Best Practice Award from National Research Corporation (NRC).

"With more people leaving the hospital sooner and living in the community with complex medical conditions, delivering safe, quality care at home is more important than ever," says Cathy Szabo, Chief Executive Officer of the Central CCAC. "MMSS helps people live a healthier, better quality of life by reducing pain, unnecessary hospital visits and falls. We thank the NRC for acknowledging these successes."

Part of the NRC Path to Excellence awards program, the Innovative Best Practice Award is presented to the Canadian organization whose submission best demonstrates outstanding innovative best practices resulting in significant improvements in patient-centered care and health outcomes.

Designated a Leading Practice by Accreditation Canada, MMSS is a collaborative model of delivering in-home medication management that promotes quality care and safety, and builds community capacity to deliver a range of home care services. As one of Canada's first community medication management programs, MMSS is also a Canadian trailblazer.

"We would like to thank the Central Local Health Integration Network (LHIN) for their funding and support of this innovative service. MMSS addresses local and provincial priorities, creates safer transitions and delivers high-quality patient-focused care in an integrated way," says Nevzat Gurmen, Central CCAC Board Chair. "It is a superb example of how Central CCAC's strong, collaborative relationships with our hospitals, service providers and community agencies help us deliver on our vision of *Outstanding Care – every person, every day.*"

To learn more, click [here](#) to read the MMSS fact sheet, or visit www.central.ccac-ont.ca for information on other Central CCAC Leading Practices.

Quick Facts:

- In 2012-2013, 1,679 people received MMSS through the Central CCAC.
- 99% of patients surveyed in 2012-2013 rated MMSS as good or excellent.
- 55% of patients reported less pain, 62% reported a decrease in falls, and 67% reported fewer emergency department visits (2012-2013 self-reported survey results, 569 MMSS patients).

- Through an average reduction of one medication, per patient, per year, MMSS saved the health system approximately \$55 per patient in 2012-2013.
- MMSS has saved Ontario's Drug Benefit program over \$325,000 to date.
- In 2012, MMSS earned \$22,500 in Canada Health Infoway's ImagineNation Outcomes Challenge. Click [here](#) to read the full announcement.

About the Central CCAC

The Central CCAC is one of 14 Ontario CCACs that helps people of all ages get the care they need at home and in the community. Central CCAC provides a range of specialized health services to make it possible for people to live independently at home. It also helps people explore options such as adult day programs, short and long-term care and supportive housing. Funded by the Ministry of Health and Long-Term Care through the Central Local Health Integration Network (LHIN), Central CCAC provides services in the diverse communities of York Region, South Simcoe, North York and areas of northern Toronto that are home to over 1.8 million people.

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