



Central CCAC nurses bridge gap between hospital and community

Central CCAC has specialized nurses who provide hands-on, front-line care to our most vulnerable patients.

Working with hospital staff, primary care providers and community agencies, our nurses act as a bridge between hospital and home, and help keep people safe in the community.

Our nurses help patients return to health in the comfort of their own home, and are an important part of Central CCAC's work to prevent emergency department visits and hospital readmissions.

- Our Rapid Response Nurses provide short-term intensive

support to help frail seniors, with complex care needs, remain at home after a hospital stay.

- Our Palliative Nurse Practitioners create a direct link between home care teams and primary care providers, to give the best possible in-home care to patients with serious, life-limiting illnesses.
- Partnering with local school Boards, students and families, our Mental Health and Addictions Nurses focus on early intervention so that students can remain in school and be active in their community.

Learn more about [Central CCAC's specialized nursing services](#)

Did you know?

Since the service was launched in March 2013, 1,026 discharged patients have been referred to Central CCAC's Rapid Response Nurses.

What our partners are saying

"Centralhealthline is a game changer when it comes to helping physicians and other care providers find services close to where patients work or live, which is key to improving patients' health. The site expands the list of referral sources available to physicians and makes it patient-specific. Centralhealthline has become a valuable part of my practice."

Dr. David Kaplan
Central LHIN Primary Care Lead

Introducing [Centralhealthline.ca](#)

Central CCAC has launched www.centralhealthline.ca, a fast and easy way for patients, families and health care providers to research thousands of health and community services online.

The site contains more than 2,500 easy-to-navigate listings for the Central region alone – over 40,000 province-wide – for services ranging from meals on wheels and homemaking, to grocery assistance and in-home hairdressing.

Profiles include contact information, hours of operation, locations and websites, making it easy to connect with local agencies.

Centralhealthline also provides useful links to credible sources of online information on a range of health topics - such as wellness promotion, managing chronic diseases, mental health and end-of-life care - putting accurate, detailed information at people's fingertips.

- Quick and easy to use
- Search by geography, topic, or key word
- Identifies service availability by language
- Updated regularly so information is current
- News and events postings
- Special features such as video links

How Central CCAC helps people

Central CCAC works with patients and families to understand what services are required to help them live independently in the community, to recover after a hospital stay and illness, or to find a new home with care services if needed.

Sometimes this means in-home CCAC health services such as nursing or physiotherapy, which are provided free of charge as part of Ontario's health system.

Through our information and referral specialists and online resources such as centralhealthline.ca, Central CCAC also connects people with the health and community services that are available in our region and that best meet their needs.

Last year Central CCAC:

- Spent 92% of our funding on direct patient care and services
- Provided 2.9 million hours of personal support to help frail seniors, and others with complex health issues, manage their personal care
- Brought 1,039 patients home from the hospital on Home First, giving them time to recuperate and fully consider their care options

Worth mentioning this month...

Contributing to Health Quality Transformation in Ontario

From a strong field of 140 applicants, Central CCAC's Medication Management Support Services (MMSS) made the inaugural [Minister's Medal Honour Roll](#), during Health Quality Ontario's second annual Health Quality Transformation conference in Toronto on November

21. MMSS was also featured during a breakout session entitled [Health System Collaboration and Integration of Care](#), and as one of two Central CCAC posters (the other showcased our innovative community care [Never Events research](#)).



Never Events Virtual Poster highlight of Canadian Patient Safety Week

Canadian Patient Safety Week in November was a perfect opportunity to share Central CCAC's work to keep patients safer through innovative home care Never Events research and education. Never Events are serious, preventable, reportable incidents that should never happen to patients in a health care setting (think wrong-site surgery). Our [Never Events Virtual Poster](#) was one of many excellent resources shared by healthcare organizations across the country throughout the week.

Great patient care, great place to work

Committed to supporting great patient care by fostering a quality workplace, in the past month Central CCAC was proud to receive the Ontario Hospital Association/Ministry of Health and Long-Term Care's Quality Healthcare Workplace Gold Level Award (2014) for the third year in a row, and the GTA Top Employer Award (2014) for the fourth consecutive year.



Visit Central CCAC's new website
healthcareathome.ca/central



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

1-888-470-2222



Centralhealthline.ca

