

Segment 1: OPENING (0-10 minutes)

CHRISTINE – WELCOME:

- I'd like to thank everyone for joining us this evening.
- My name is Christine Nuernberger and I'll be acting as moderator for the Telephone Town Hall.
- I'm joined by our host, Cathy Hecimovich, CEO of the Central West Community Care Access Centre (CCAC)
- You may have seen news stories in the media recently about the quality of care being provided to people in our community. Particularly stories about the care people get in their homes.
- Whether they are friends or family members recuperating at home after a hospital stay or seniors who receive ongoing care in their homes, more and more of us will experience some form of home care as our health care system is modernized to get people the care they need, when they need it.
- We'd like to have a discussion tonight about the care people receive in our community and get your opinions about how we can continue to improve delivering that care.

Tonight's town hall will focus on a number of important topics:

- First we'll talk a little about what a CCAC does and the care it provides to people in our community;
- We'd also like to discuss improving the quality of care and get your opinions on what's important to you.
- And finally, we're going to discuss ways that we can keep care providers accountable when it comes to the care that's being delivered.

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

- Our goal tonight is to hear from you, and there will be a number of opportunities to ask our host questions throughout the forum. To be placed in the queue to ask a question, simply dial star three (*3) on your phone at any time.

- We'll take questions right through the call, and wrap up by 8:20PM.

- I also wanted to let you know that we'll be recording this telephone town hall and plan to upload it to our Web site – www.cw.ccac-ont.ca (or just Google "Central West CCAC") – for the benefit of those who were not able to join tonight's forum.

Q: Cathy, I suspect many of those on the line have never heard of a CCAC. I wonder if you could begin by telling us a little about what the Central West CCAC does?

CATHY:

Good evening everyone and welcome to our first ever telephone town hall! I'm very happy that you've joined the call tonight and I look forward to having an informative exchange with you.

- By way of background, let me start by saying there are 14 CCACs in the province, all funded through Ontario's Local Health Integration Networks. As Christine mentioned, I am from the Central West CCAC, which serves the Brampton/Caledon/Malton area, as well as the areas of West Woodbridge, Rexdale and Dufferin County.

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

- Many people know us as the organization that provides “home care,” and that is in fact a big part of what we do.
- CCACs deliver care directly to patients. We:
 - provide people with vital health care services such as nursing and personal support in their own homes
 - help them find their way through the healthcare system, and
 - connect them with health care providers in their communities.
- We do this through health care professionals – called “case managers” or “care coordinators” who have additional, special training in home, community-based and long-term care. It’s through these professionals that so many people are able to remain healthy and independent in their own homes.
- We know that most people want to receive care in or as close to home as possible – so we focus much of our energy on keeping people safe and healthy in the community.

To give people a better sense of our work to serve patients, here are some facts and stats about the Central West CCAC:

- Last year, the Central West CCAC served 31,552 people.
- We have staff who work in communities across the CW geography, using our offices in Brampton and Orangeville as their home bases, and CW CCAC staff also work out of all area hospitals, including Brampton Civic, Etobicoke General, and Headwaters Health Care Centre.
- In the last fiscal year, 90% of all expenditures were dedicated to patient care. The largest expenditures for care provided in-home were in the areas of:

- personal support, which many people recognize as assistance with bathing, dressing, and eating, for example (\$28.4 M);
- nursing shifts and visits, on which we spent \$17M;
- and therapies such as physiotherapy and occupational therapy, for \$5.1M.

QUESTIONS FROM CALLERS:

- Q: Cathy, do people need a referral from their Doctor in order to be referred to our services at CCAC?
- A: No, the beauty of our services anyone can refer to CCAC services, you can refer yourself, family member or friend.
- Often receive calls from church groups, concerned neighbour, or family friend. Anyone can reach out to CCAC and inquire about services. Of course we work and connect with family doctors to ensure that we have all the information that we need to care for people properly.
- Q: wheatear or not a client will have to pay for CCAC services?
- A: No, we do not have a pay for service approach at the CCAC, we actually are 100% funded by local health integration network, who receives their funding from the government of Ontario. We are a part of the ministry of health funding envelope for home care from the province. People are assessed based on their individual care needs and then our eligible for certain amounts of services based on the need they have for care and that care is provided free of charge. It may be nursing care, personal support, it might be that some equipment is needed to make the home safer, or help with present medications in the home. All services are provided free though we will also refer you to other services available in your community; these resources may have subsequent charges that apply.

CHRISTINE:

- Thanks very much. If *you* have a question, please press *3 on your phone to be placed in the queue.

CHRISTINE – POLLING QUESTION:

- Now *we'd* like to ask a question of those on the line. To answer the question, please push the number on the phone that corresponds best with the options I read out.
-
- **Q: Before tonight did you know what a Community Care Access Centre (CCAC) was?**
 1. Yes
 2. No

Segment 2: Care and support the CW CCAC provides (10-25 minutes)

CHRISTINE: Cathy, serving over 31,000 people annually sounds like quite a big endeavor. How is it done?

CATHY:

- Well, the vast majority of our staff are case managers, who work directly with patients to help ensure they get the care they need. To be a case manager, you

**Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm**

must be a regulated health care professional – a nurse, physiotherapist, occupational therapist, or other health care professional.

- This is a requirement, because every day case managers use their clinical background to assess each patient’s individual needs and to create a care plan that best meets those needs.
- They then work with agencies – we call them “service providers” who provide the nursing, personal support, therapy care, medical equipment and supplies, social work or nutritional counselling that’s required to address the goals that are most important to the patient.
- The goals are different for every patient:
 - some are recovering from surgery, for example, and want to heal and return to complete independence;
 - some need ongoing assistance to help them remain safely at home;
 - some require more intensive support to avoid hospitalisation or delay admission to long-term care.
- The CCAC Case Manager actively reviews the patient’s progress toward meeting those goals, relying on his or her clinical judgement to adjust care, recommend alternate approaches and oversee the outcome of the care being delivered. That’s to say: is the service making a difference? Are we getting the results we expected and meeting the care goals of our patient?
- Case managers also make key linkages with family physicians and other community services to ensure that they are most effectively supported in their own homes.

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

- This is the critical work of Case Management that CCACs do every day on behalf of their patients. We provide hundreds of thousands of hours of this care to our patients every year, and it's a responsibility we take very seriously.

CHRISTINE :

- Thanks Cathy. Your description gives a much greater appreciation of the critical role that the CCAC plays in health care system. I suspect many of us associate health care with just hospitals and doctor's offices ... Clearly, there's much more happening in the community that supports people to maintain healthy, independent lives.
 - For those of you who have just joined the telephone town hall, we're talking this evening about the work of the CCAC in the provision of quality health care in the community. Tonight we are looking to have a discussion with residents of Brampton, Caledon and Malton.
 - Joining us on the line is Cathy Hecimovich, CEO of Central West Community Care Access Centre.

CHRISTINE:

- Cathy, we've heard about the areas where CCACs do a good job in helping people get care in their homes, but there must be some challenges in the system. What are the areas you're working to improve?

CATHY:

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

- I think everyone would agree that there are a number of challenges in the health care system, and most people are aware that as our population grows – and ages – the challenges will also continue to grow.
- However, CCACs are well positioned to make a real difference in the health care system, because we touch so many parts of it. Here at the Central West CCAC, one of our big areas of focus is building our partnerships with other parts of the healthcare system.
- For example, we already work collaboratively with the family physicians and nurse practitioners in 4 family health teams in our area, helping keep people healthy and independent while at home, in addition to the care provided in their doctor’s office. We’ve had a tremendous response from our partners and will continue to expand this program to help meet the growing demand.
- We also know that wait times in the emergency department are an issue, and we work very closely with area hospitals to help get people out of hospital beds and back where they really want to be: at home, recovering in a familiar place.
- Finally, we know that the demand for health care services will continue to grow, and that we are supporting people with more significant health care needs at home rather than in long-term care or the hospital – something that would have been unheard of not many years ago. It’s a challenge, but also an opportunity to do things in better, more innovative ways.
- There are challenges, yes ... but we are finding solutions. In addition to the direct care we provide 24 hours a day, 7 days a week through our case managers and our service provider partners, we are also working with people from across the healthcare system to ensure a better, stronger, more efficient and more effective healthcare system for us all.

QUESTIONS FROM CALLERS:

- Q: Caller Michael invited to ask his question
- As way of background; Sister and I have power of attorney for their mother recently went into a nursing home in Brampton – thank CCAC for assistance in helping with that process.
- How big is the back log of persons who are in fact waiting to go into a Long Term Care or nursing Home.
- A: As some may know CCAC recently published wait times for each individual LTCH on our CCAC website. It is a hard question to answer in that depending on your care needs we may be able to find a home to meet your care needs in a shorter time frame. We do have a few homes that have beds available on a short notice period. Depending on individual care needs, location that someone is looking for, and availability of those beds. People can go on our website and have an idea if I am interested in home A or home B what length of waiting period would I be looking at. This is all important information when deciding what homes to enlist your loved ones.
- We encourage individuals to call and speak directly with one of our case managers, it is a complicated time and we are here to help you find the answers.
- Q: Sharon; thank you for adding me to the list to be a part of this conversation, it is long overdue. I am a parent of a severely disabled child, there are so many questions and so much to discuss that I don't think it can all be done in this one teleconference. There should be on going conversations. It is critical to continue having these conversations. I have reached out to parents who were not included in this call today and I am not sure how families were selected, but there is a need to carry on. Huge problem when you are looking for care in your home and the workers do not show up, they come late you call the agency on many occasions, both CCAC and nursing agencies on every hour asking to where is my worker?

- A: Sharon, I believe we should have a follow-up conversation off-line individually because it sounds like you are not receiving the quality of care that we would want you to get. I would like hear about this more offline to get a better understanding on how we can better meet your care needs.
- In regards to how many people we have reached out to individuals to be included in this call we reached out to 20,000 different people within our community and certainly attempted to reach out to all of our clients. Unfortunately we cannot reach out to everyone. I do appreciate your feedback around having continuous conversations and I really appreciate your comments. If I can suggest you call our main office line at 905-796-0040 tomorrow morning; ask for Erica Jeffery she is my exec. assistant we will follow up directly with you.
- Thank you for your question.

Section 3: Quality of Care (25-35 minutes)

Q: Cathy, you mentioned earlier that a big part of the CCAC's role is to ensure quality care. Can you tell us how that is done?

CATHY:

- I'm glad you asked. Monitoring and measuring quality is a big job, and an important one. As I mentioned earlier, the Central West CCAC provides hundreds of thousands of hours of service to our patients every year, and we want to ensure we are living up to our vision of *Outstanding Care – Every Person, Every Day*.
- We define "quality" in a number of ways:
 - First and foremost, quality care means that the care is helping you get better, or helping you maintain your health and independence.

- From a clinical standpoint, for example, is your wound healing as expected? Are we doing the right things to help you feel better?
- From a practical standpoint, we know that part of quality service is also about meeting expectations. For example, did the nurse show up on time? Did the personal support worker really respond to the needs of each individual patient? Is the care team, led by the case manager, collaborating to ensure the best outcomes for the patient? Are the practices being used safe and effective?
 - And from an experience standpoint, we want to ensure that our patients have a positive experience, so that they feel they have received high-quality, respectful care, and that they have benefitted to such an extent that they would recommend our care to others.
- In a nutshell, we are committed to meeting our patients' needs and exceeding their expectations.

QUESTIONS FROM CALLERS:

- Q: David invited to pose his question to Cathy
- Relative that is starting to experience dementia; is going through the CCAC the right thing to do?
- A: Yes, absolutely as discussed earlier anyone can refer someone to our CCAC services so if you are a concerned family member, neighbour or member of a church group and you know someone who you think may need care, you can call the CCAC and make a referral. We would need that individuals consent to obtain their medical information, and so we would call the individual to make sure that we have that consent and speak about the services that are available. We would also liaise with the family doctor to get a better understanding of their individual care needs and how we can best support them at home.

Privileged and Confidential – Prepared at the Request of Legal Counsel

Central West CCAC Telephone Town Hall

October 29, 2012

7:20 pm

- We are here to help, particularly for persons with the on sight of dementia there are a number of community supports and services that are out there that they may be interested in Day programs, care giver support programs etc. It is helpful that individuals can call one number and be provided with all that information to help them make a decision around what will best suit their needs and what they are ready for.
- Q: Evelyn; delighted to be make known how thrilled I was with the care that I got from the Brampton office with CCAC. I had a health problem which required me to have dressings changed, every day for two months. I was fortunate enough that I could drive to my appointment which was very close to my home, to have my dressings changed. Nurses were absolutely wonderful and supportive. I cannot say enough nice things about it.
- A: that's wonderful thank you and that is us living our personal values and our motto of outstanding care, every person every day. I am really glad that we were able to provide you with the outstanding care that you wanted.
- Q: Marinee; I must thank you from the core of my heart for the services we have been getting for my husband for the past 2 years. The lady comes to bath him and dress him up; he is lying down a bit so I wanted some physiotherapist for him. There was a physiotherapist for 6 weeks then it stops. Now just like the students who need the teacher, I cannot make him do any, I want somebody to come so he can do some exercises, husbands don't listen and I cannot make him walk.
- A: it sounds like there is an opportunity to provide your husband with some additional support in the home, we recommend you reach out to your case manager and call her and to explain the changes in your husband's care condition. Case Managers often check in with their clients families to ensure that the current services are accommodating and what other ways we could be helping. We will definitely be checking in with you to get the care that he needs to stay happy and healthy in the home.

POLLING QUESTION #2:

Question 2: What is most important to you when it comes to the care you or your loved ones receive?

1. That it is reliable and on time
2. That I am served by the same care team each week
3. That I am satisfied with the care I receive

Section 4: Accountability (35–45minutes (approx.))

CHRISTINE:

Cathy, you've told us about the CCAC's commitment to quality, but it seems to me that your relationships with the rest of the health care system are also critical. There's obviously a distinct difference between the work that CCAC case managers and the work of the service providers – nurses, personal support workers, etc. – who provide the care directly.

How does the CCAC work with its partners to ensure quality?

CATHY:

- Our partners are critical to the quality of care we provide. We are constantly working on better integrating our care with the care people receive elsewhere in the health care system, such as through the hospital or their family doctor.
- That's why we have staff in hospitals, we work with physicians directly, and we engage with many other organizations, such as:
 - mental health agencies

**Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm**

- local hospice programs
- adult day programs
- supportive housing
- transportation services
- Meals on Wheels
- congregate dining programs

... to name a few. We want to build a truly a seamless experience through the health care system.

- In terms of our service provider partners: they are essential in helping us achieve our vision of *Outstanding Care – Every Person, Every Day*. We work in collaboration with them, sharing information about patients' care needs, addressing any issues as quickly as possible, and working together to best support the needs of the people we serve.
- You know, we are fortunate here in Central West to work with a many great service provider organizations, who share our commitment to continuous improvement, safety and innovation. For last year and a half, we have been working very closely with our service providers to find ways to drive better quality patient care.

CHRISTINE:

Thanks Cathy. It's great to know that the Central West CCAC and its service providers are working so closely together. Now you know I have to ask the question – what happens when the quality *isn't* what you expect? In other words, how does the CCAC respond when something goes wrong?

CATHY:

- That's a fair question. Let me start by saying that 90% of our patients are pleased with the care we provide. So we're doing something right. However,

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

there is always opportunity for improvement, and when that number is anything less than 100%, we know we have some work to do.

- We believe that **every** patient deserves the best quality of care. As stewards of our precious public healthcare dollars, it is our responsibility to act on information that indicates that one of our patients has received poor quality care. We take that responsibility very seriously.
- While each case manager monitors care at the individual patient level, we also measure the performance of each of the service provider partners we contract at an organizational level. How do we do this?
 - We have contracts with each of our service provider organizations that include clear expectations about the kind of service and care that we believe our patients deserve.
 - We continuously collect data. One of the most important measures of quality is our annual patient and caregiver satisfaction survey.
 - We actively engage our providers throughout the year and talk about what's going well, help identify any barriers to providing the best quality care, and work with them to develop improvement plans, where necessary.
- If we have information that quality is inadequate, we must advocate for our patients. We will make changes as necessary. We would not be living up to our commitment to our patients if we didn't. That's really the bottom line – we are accountable to the people we serve to provide them with the highest-quality care possible and to deliver the best value for the healthcare dollar.

QUESTIONS FROM CALLERS:

Privileged and Confidential – Prepared at the Request of Legal Counsel

Central West CCAC Telephone Town Hall

October 29, 2012

7:20 pm

- Q: Carmen invited to ask her question. I thank you for the services that you provide for my father-in-law and mother-in-law. I have a question, a couple of years ago my mother was in palliative care; we had a lot of assistance with care and she was stabilized. It is late now, and again I am seeing problems were she is seriously ill, how would we be able to get some of those services / equipment again.
- A: we have a specialized program just for people who require palliative care; we would be very happy to have one of our specialized nurses to see what specific medical care she may require to stay safe and happy in the home. We recommend you reach out to your case manager and update them on the status of your mother and they will work very closely with you to put in place the plan of care to meet those needs.

- Q: Pat invited to ask her question; I also don't know who the case manager is for my cousin. She gets very good treatment, but we don't know who the case manager is because they have said they are only temporary, that there are some changes going on. So how do I know who my case manager is? Also, when the PSW come, can we ask them for help in bringing my cousin to the gym and I have a hard time to tell her to walk down the hall, if someone tells her to do it she will. Can I ask for this help? I do want to thank the CCAC for the help we've been getting, appreciate that very much also.
- A: you are right, we recently made some changes around serving our clients better and it did require us to shift around some people's case loads and case managers in order to provide more efficient care. If you don't know who your case manager is, this is not a problem you can just call tomorrow into our main office number 905-7963-0040 and we can look up your cousin's name and tell you who your cousin's case manager is. We have staff answering the phone 12hrs a day 365 days a year that are able to provide that information to you.

CHRISTINE: POLLING QUESTION #3 (1 minute)

**Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm**

- **Q: When it comes to being accountable for the quality of the care being provided, what do you as a member of the community expect of the CCAC?**

- **That the CCAC:**
 1. **is monitoring the care** being provided
 2. **is taking action** when quality results are not being achieved
 3. **ensures** that patients' needs and opinions come first, or
 4. **all of the above**

Section 5: WRAP-UP (10 minutes)

CATHY:

- I'd like to thank everyone for joining us tonight. The Central West CCAC is committed to reaching out to its community and I hope you have found this information helpful.

- I would also like to let people know how they can learn more about the Central West CCAC:
 - By calling us at 310-CCAC
 - Through our website – just Google “Central West CCAC” –
 - Through our Twitter feed: @CWCCAC

- We also have a brand-new website called the HealthLine. We're so excited about this new online directory of health care resources just for our community.

- I encourage everyone to go to www.centralwesthealthline.ca and take a look. You'll find information about hundreds of health care resources here in our own community. That's www.centralwesthealthline.ca .

CHRISTINE:

- At this point, we'd like to open the floor for any final questions from our listeners. Again, we would kindly ask that you keep your question or comment brief.

- Q: Frank invited to ask question; I would just like to say to Cathy that I am kinda hurt with people complaining about their care because the type of care I've been getting from this lady, who should be honoured for her care for the care she gives me and her spirit. I have been in and out of the hospital and she'll phone my wife to ask if I am ok. She'll even come see me in the hospital. This is all kind of stuff that the people who are higher don't know. She has a heart of gold and I wanted to get that across. Some praise to these people that it is not an easy job. Thank you and I hope you get this that this girl should be praised
- A: Frank that is a wonderful phone call. This makes me think of our heroes in the home program, an annual program that we are sponsoring about recognizing those people who provide outstanding care every day and truly give from the heart. To help people stay healthy and happy in their homes and that is a great story that you just shared with us. I encourage you Frank to nominate this person for the heroes in the home program, these are the types of people that we want to see recognized for the outstanding work that they do .
- Q: Joy; thank you for having me for being a part of this program, the question I have is I have a friend who is a mother and a wife. She also has her father who said to her the other day he would like to go into a nursing home because he feels he would like to have more companionship. Her concern is to find that nursing home for him to receive that care that he deserves.

Privileged and Confidential – Prepared at the Request of Legal Counsel

Central West CCAC Telephone Town Hall

October 29, 2012

7:20 pm

- A: it is a big decision; there are many options that she will want to consider with her dad in making that choice. There are nursing homes and a lot of wonderful retirement homes in the area and supporting housing options that she may want to explore. It really comes down to what are her dad's very specific care needs and how might we best meet those care needs.. I would really encourage your friend to call our office at 905-796-0040 and ask to speak to a case manager to get some basic information around what are the best options out there available and with her dad's consent get someone to come and get an assessment to make sure that her dad gets the care he needs. That is what we are here to do every day, help people understand what their best options are.
- Q: invite Debra to pose question; missed call.
- Q; Andrea; I was wondering I have an elderly mother wanting some assistance with medication or cooking her meals is that something that CCAC provides? Or am I even calling the right place?
- A: Yes, you would be calling the right place we would be happy to do an assessment to see if they were eligible to receive ccac services. If they were not, we are still happy to help connect your mother and father to the many services provided throughout the community. Matter of what are the particular needs that your parents may have, it is always worth a phone call to us. Help you understand the options available and work with your parents on what is the approach that they would like to take in managing their care.
- Q: Sabera has re-joined us on the line. Thank again for this town hall the dialogue is definitely require. It is something a lot of people appreciate and I hope it continues. What standards in respect to freq. of intervention of care are there between the various regions of Ontario that is assuming if the same person with the same condition went to different CCAC's within Ontario would the freq. of care be standardized?
- A: I would love to be able to say absolutely in all cases, which would be the ideal answer. Unfortunately I believe this is something that us CCAC's continue to work on. It is important to for ccac's to understand what those differences are and what the issues behind those differences. Sometimes it can be a matter of having the individuals available of providers over one area to another to provide services. There can be a challenge in recruiting in certain

Privileged and Confidential – Prepared at the Request of Legal Counsel
Central West CCAC Telephone Town Hall
October 29, 2012
7:20 pm

area and as an example with Brampton there is massive amount of growth, a challenge keeping up with the population growth in health care demands. There are also differences in how ccac's are funded across the province and we are working with our LHINs and government partners in order to smooth that out. This is something we have heard in the past and we are working together collaboratively in having the clients expectations met from one area to the other. This is an area of interest we are working on and I think we are making some good progress.

CHRISTINE: WRAP-UP

- Again, thank you very much to all our listeners for participating on tonight's call. Reaching out to our community is important to us.
- Thanks for hosting this tele-town hall, Cathy.
- And I'd like to thank everyone for participating.

– END--