



Connecting you with care
Votre lien aux soins

South West
CCAC **CASC**
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

Primary Care Bulletin

News you can use from the South West CCAC

Welcome to this South West CCAC Bulletin designed for our partners in primary care

What does the South West Community Care Access Centre (CCAC) do?

- We work alongside primary care to help people navigate the health system.
- We connect people with home care and community services, supporting more than 60,000 clients each year.
- With case managers in every hospital and connected with every physician, community agency, long-term care home and school, we help smooth transitions, such as hospital to home, and home to long-term care.
- We connect orphan patients to family doctors, with more than 12,000 patients matched so far. Go to www.health.gov.on.ca/en/ms/healthcareconnect/public/ for information.
- As a result of the Partnerships for Health initiative, we work on-site with 74 family physicians to review common patients and put community supports in place.
- We measure and track quality outcomes and report on them publicly. (Go to www.ccac-ont.ca to view the CCAC's Quality Report. Under About Us click Quality & Transparency to view the Performance Measurement Framework.)

What can we do for you and your patients?

When your patients need help to get better or manage safely at home, the CCAC is there. CCAC case managers are health professionals who will assess your patient's needs, arrange for home care (if necessary) and connect them with community services such as Meals on Wheels, Diabetes Education Programs and Adult Day Programs. If the time comes, we support patients to make the move to long-term care or other housing options. Concerned about a patient recently discharged from hospital? We can help with that too.

To refer a patient to the CCAC



- Connect with the case manager on site if you have one
- Call 310-CCAC
- Fax a referral form (available with fax numbers at www.sw.ccac-ont.ca > **Partners > Primary Care.**)

Stay in Touch

This bulletin is the first step in an ongoing dialogue.

The South West CCAC website and the new Primary Care web page is a resource for family physicians and primary care team members.

To subscribe to our email alert service go to

www.sw.ccac-ont.ca > **Partners > Primary Care.**

We'll let you know about changes at the South West CCAC that may have an impact on your practice.

Call or email us any time if you have questions or concerns.



News you can use from the South West CCAC

FlexClinics Expanded

- FlexClinics are CCAC clinics staffed by Registered Nurses set up in a variety of community settings across the South West.
- **Most CCAC patients** who are ambulatory and not immuno-suppressed or medically fragile **will be referred to the nearest FlexClinic** for nursing care.

FlexClinics offer several benefits:

- Patients have appointments that fit their schedules and don't have to wait at home for the nurse to arrive.
- Getting to appointments encourages patients to be active, an important part of the healing process.
- Clinics are located within easy traveling distance for any patient.
- Nurses see more patients in a day, increasing the CCAC's capacity.



Please keep this in mind when discussing follow-up care with your patients. Visit the **Primary Care Practitioners** web page at www.sw.ccac-ont.ca > **Partners > Primary Care** and click on **FlexClinics** for more information.

"This is the way to go! You have your scheduled appointment, you go in and just get it done!"

– Comment from FlexClinic patient

Wound Care Improvements

CCAC with hospitals, long-term care homes and physicians reviewed wound care practices and products and developed a **comprehensive toolkit for health professionals**.

Visit the **Primary Care Practitioners** page at www.sw.ccac-ont.ca > **Partners > Primary Care** and click the Wound Care link.

Long-Term Care Videos

For patients choosing a long-term care home, **video and print resources** are available online at www.sw.ccac-ont.ca > **Partners > Primary Care**, including video introductions to each long-term care home in the South West.



thehealthline.ca – health services information at your fingertips

- **Reliable, up-to-date, easy-to-find information** about health and community support services in the South West for more than a decade
- Further enhanced with features such as mapping and video resources
- Selected as the provincial model for online health services information
- More than 1.5 million visits each year

thehealthline.ca

Home First Update

- Home First is an approach to care based on the idea that when a person enters hospital, everyone works together to get him or her home upon discharge.
- For people with high needs, a **program of intensive services** (up to 24/7 when necessary, including Nurse Practitioners) provided temporarily while clients settle in at home.
- The approach and new services are reducing ALCs, improving client outcomes and savings thousands of hospital days each year.
- Currently in London and St. Thomas, Home First will be rolled out across the South West. For information click on Home First at www.sw.ccac-ont.ca > **Partners > Primary Care**.