

Home care wait times

Information and reference

Wait times and timely access to home care have been a topic of discussion and interest and recently, Toronto City Council issued a resolution calling on federal and provincial governments to “fulfill the promise of home care.”

As your local home care team, the Toronto Central Community Care Access Centre (CCAC) has collected some information to help you understand home care access in our community. This information is intended to provide background and assist you with questions your constituents may have.

Context: access to home care

Access is an important measure of the quality of health care a person receives, and timely access to care is very important. Both wait lists and wait times can cause access delays, but they are not the same thing. Wait lists and wait times vary across the health care system for different services; the following section provides definitions and context for the home care setting.

- **Wait lists** - People are placed on wait lists for CCAC services when the service they need is unavailable either because of funding issues or human resource shortages. While wait lists for home care do exist in some parts of the province, they are often the result of historical funding patterns as well as the decisions of the Local Health Integration Networks (LHINS), and the way they have chosen to invest in the local CCAC.

Toronto Central CCAC does not currently have wait lists for services.

- **Wait times** – Wait times are the time clients wait from the time the CCAC has discussed a care plan with them to the time the actual service starts (e.g. time to the first nursing visit at home). Access to care in the community is directly related to need for service. For example, if health care is needed urgently, such as having a nurse come in to provide care to someone who has just returned home after a significant surgery, clients usually receive their home care within 24 hours.

Median days to home care service by population

(Toronto Central CCAC – Home Care Services)

Urgent care/post-hospital care*	1 day
High-risk senior	2 days
Low-risk senior	3 days
Palliative	3 days

**for all populations, including children, adults, and seniors*

Supported at home by Toronto Central CCAC

At Toronto Central CCAC, most of our clients get care within **less than one week** of connecting with us. We **do not** have any clients who are wait listed for care.

In any given month, about 4000 patients are discharged home from Toronto hospitals and need care from our CCAC. Our priority is to help those who need our help the most first.

please see over...

If clients' needs are less urgent, such as needing help with bathing, it may take longer for services to start so that we can serve our highest needs clients first. This is still usually within 7 days. For some other services, such as speech language pathology, where there is no immediate health risk to the client, services may take longer to start. Just as in a hospital setting, those who need care first, receive it first.

Improving access to care in our community

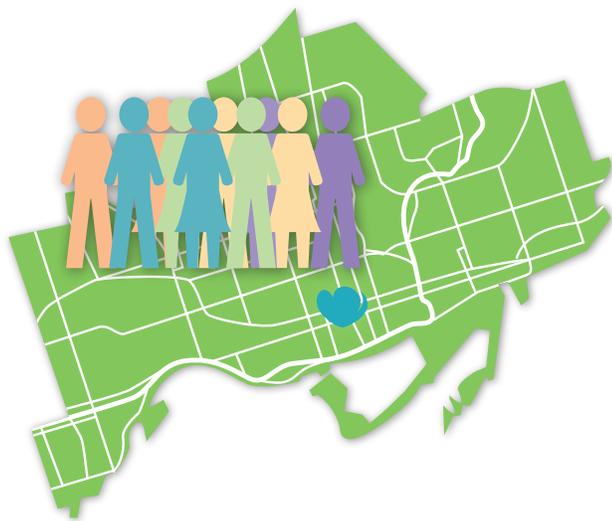
Not all clients receive home care because they need support at home after a surgery or hospital stay. For clients who are living at home and call us because they need support with day to day activities, the time they wait for services to start has steadily been going down, with a median wait time to first service dropping from 11 days in 2011 to 6 days in 2013. We are

continuing to work on improvements to ensure that people get the care they need as quickly as possible.

There is much more to do

We are currently reaching many more clients with increasingly complex health care needs in their homes and communities, and we work with even more health care partners and in more inter-professional teams to support them and their families.

In addition, our community is aging and the burden of chronic disease is growing. Torontonians have been very clear that that they want to age at home, and to do this, they will need greater support levels and will need their caregivers to be better supported. Investment in home care has never been so important.



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– a one-stop-shop for health care and community resources for the Toronto community.

In Toronto, every year:

- Over **46,000** Torontonians are supported to remain in their homes and communities
- **5,700** children receive services in over 350 public and private schools
- **7,700** frail seniors and caregivers are supported to remain home
- **1,700** individuals of all ages are supported to die at home with dignity
- **15,800** clients of all ages receive short-term medical and rehabilitation services
- **1,900** clients in the community who are homeless, poorly housed, or mentally impaired are supported by TC CCAC
- **1,600** clients in the community with complex or chronic conditions (such as MS, ALS, respiratory conditions, physical disabilities) are supported by TC CCAC

At Toronto Central CCAC, we are happy to work with you and your staff. Please call us at **416-217-3820** ext. **2493** should you have any questions, or would like to request a briefing for you or your constituency staff.