

Board Highlights – June 5, 2013

Guelph-ON –The Waterloo Wellington CCAC held its regular public board meeting at its Guelph office located at 450 Speedvale Avenue West. The Board convened in open session at 6:00pm. Board chair Michael Delisle introduced himself and welcomed guests present at the meeting.

Waterloo Wellington Acute Services Presentation

Mr. Patrick Gaskin, President and CEO of Cambridge Memorial Hospital, gave a presentation on the ongoing review of acute care services within the Waterloo Wellington LHIN.

Document Management System

Brian Burns, Sr. Manager, Information Systems, gave a presentation on the successful implementation of the Document Management System – a module of our CHRIS patient management system. The new system digitizes incoming faxes, reduces the need for paper, and ensures a more efficient and effective information exchange ultimately aimed to improve patient care.

Engagement Annual Plan 2013 -2014

Building upon the Board-approved Engagement Framework (April 2013), Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement, presented the 2013 – 2014 Engagement Plan. Gloria reported on the April 22nd, Spring Symposium "*More Care in the Community: Are We Ready for the Shift*". Evaluations received revealed that participants rated the event as either Excellent and Very Good. Evaluations highlighted that the key note speakers – Dr. John Hirdes and Will Falk were also Excellent/Very Good.

Report of the CEO

The report of the CEO, adopted by the Board within the consent agenda, contained several notable items:

- The Story of Personalized Care for Greg Walton, who has received CCAC services for the past 11 years. Greg's story illustrates WWCCAC new strategic priority of Personalized Care – supporting a positive and personalized care experience by providing timely assessments, information and care, connecting people to the services that meet their needs. See full story at the end of report.

- **Easy Coordinated Access Expansion:** we have expanded the services available through the Easy Coordinated Access referral system:
 - Acquired/Traumatic Brain Injury Supports
 - Alzheimer/Dementia Overnight Stay Respite
 - Attendant Services for adults with physical disabilities
 - Palliative Support and Wellness
 - Spinal Cord Injury Supports
- **Waterloo Wellington Hospice Palliative Care Regional Lead Appointment:** The WWLHIN has formally appointed the WWCCAC as the Regional Palliative Care Lead as a first step in establishing a Regional Hospice Palliative Care Program. The announcement was made by the WWLHIN at the May Hospice Palliative Care Advisory Committee meeting and was supported by the membership.
- **Changes To Delivery Of Physiotherapy Services:** The Ministry of Health and Long-Term Care announced on April 18, 2013, that Ontario will provide seniors and other Ontarians with improved access to high-quality physiotherapy, exercise, and falls prevention classes.

Beginning August 1, 2013, more one-on-one physiotherapy, group exercise classes and falls prevention services will be available in long-term care homes and in communities across Ontario. In addition to their role in providing in-home physiotherapy, CCACs will be key providers of information about and referral to other appropriate services, including exercise and falls prevention classes and ambulatory clinics.

Starting August 1, 2013, CCACs will be the single point of access for all publicly funded in-home physiotherapy services. Assessment for physiotherapy will be part of a more comprehensive assessment of supports. Because CCACs will be coordinating the care, seniors who need physiotherapy in their homes will be provided the service as part of an integrated care plan based on their assessed needs and best practices.

CCACs will receive \$33 million in new base funding to expand the provision of in-home physiotherapy services to 60,000 new seniors and other patients and clear the current provincial CCAC wait lists. More specifically WWCCAC will receive new annual funding to support an additional 3736 clients in the community with physiotherapy services.

- **Planning To Transition Lower Need Population Receiving Personal Support Services To The Community Support Services (CSS):** A collaborative planning process is well underway with four meetings of the Advisory Committee complete. The advisory committee consists of WWCCAC as lead organization, four Community Support Services agencies leaders and the WWLHIN. We are exploring how best to transition Personal Support Services for the lower need population to our Community Support Services (CSS). This plan will help us focus our services on the higher need population.

CCACs across the province are looking to build future capacity to service more of the chronic and complex population. WCCAC, CSS representatives and the Waterloo Wellington LHIN are working together to develop recommendations and a proposed plan of action. Our final plan will outline a proposed strategy, risks and benefits and roles and responsibilities specific to transitioning PSW for the lower need population to Community Support Services. We continue to track to have a completed plan to submit to the WWLHIN by the end of the summer.

2013 – 2014 Strategic Plan Approved

With the assistance of Optimus/SBR, the WWCCAC Board of Directors and Senior Leadership Team undertook an open and iterative strategic planning process. The approach incorporated broad stakeholder engagement to support the development of a meaningful local vision, strategic directions, goals and performance metrics to enable the organization to respond to the needs of residents within Waterloo Wellington. The Waterloo Wellington LHIN 3 year strategic plan served as a directional plan for the WWCCAC strategic plan.

The Board brought the strategic plan refresh process to a successful and satisfying conclusion by formally approving the new Strategic Plan which is attached to this document. The strategic plan will be formally launched at the Annual General Meeting on June 26th 2013. The associated metrics will be presented to the Board at the August Board meeting.

Board Committee Reports

Resources Committee

The Resources Committee reviewed the unaudited March 31, 2013 Financial Report which, due to increased funding received in March from WWLHIN, resulted in a small surplus overall from a corporate perspective.

Governance Committee

April 25, 2013 Governance Committee Meeting

- Brian Cowan reported on the successful recruitment efforts of the Board Nominating Committee for Board and Committee members, noting that recruitment for both directors and non-director committee members will continue with encouragement of board members to approach potential candidates to inform them of the opportunity.
- The Board meeting schedule, Board and Governance Committee Work Plans were accepted for submission to the Board. It was agreed to forward the work plans to the Audit, Resources and Quality Committees, with request that those Committees develop their respective work plans in the same format.

May 23, 2013 Governance Committee Meeting

- The status of the work plans of the Audit, Quality and Resources Committees was reviewed. It was acknowledged that the work plans are “living” documents that will require ongoing finetuning; however, it was agreed they are ready to be presented at the June 5 board meeting as developed to this point.
- In follow up to the governance renewal work of the board, By-law No. 4 was created, incorporating the revisions as discussed. Draft By-law No. 4 was reviewed and discussed in depth by the Committee, and finalized for presentation to the board on June 5 and for approval by the Members of the Corporation on June 26.

Quality Committee

April 24, 2013

- WWCCAC Care Coordinator, Valerie Alton, joined the Quality Committee as per the expanded membership in the revised terms of reference for the Quality Committee.
- An update on the WWCCAC’s accreditation process was provided. Also provided were the Governance self-assessment results for items related to quality, safety and organizational performance which were forwarded on to the Governance Committee, along with suggested action items. The Quality Committee will review the progress of these items within 6 months.

- An update was provided on the sector wide Quality Improvement Plan (QIP) template endorsed by the MOHLTC and Health Quality Ontario in anticipation of the Excellent Care for All Act applying to CCACs. The WWCCAC is well positioned to develop its QIP with the finalization of the WWCCAC Strategic Plan and release of the QIP template/guidance document.

May 22, 2013

- Dale Howatt, Executive Director of Community Support Connections joined the Quality Committee as per the expanded membership in the revised terms of reference for the Quality Committee.
- The Quality Committee terms of reference were endorsed following amendments suggested by the Governance Committee.
- The Quality Committee work plan was approved as a working draft to be forwarded to the Governance Committee for alignment with the Board work plan. The Quality Committee will work towards the development of a dashboard that supports and measures progress against the Quality Committee's work plan.
- A presentation was provided on the Client Services Contract Performance Framework that is being implemented sector-wide as part of the Quality & Value in Home Care initiative. Also highlighted were performance data for WWCCAC contracted providers and the WWCCAC's process for contract management.

Approved Voluntary Integration – Wellington Palliative Consultation/Pain and Symptom Management Program

Martina Rozsa, Interim Sr. Director, Client Services, present a report on the Voluntary Integration of the Wellington Palliative Consultation/Pain and Symptom Management Program and Multidisciplinary Hospice Palliative Care (HPC) Education Funds from Waterloo Wellington Community Care Access Centre to Hospice of Waterloo Region.

A Voluntary Integration is proposed to enhance system and client care effectiveness by centralizing the Pain and Symptom Management Programs and the Multidisciplinary HPC Education Funds within WWLHIN under Hospice of Waterloo Region.

The Voluntary Integration will:

- Enhance system effectiveness and patient care by establishing a common educational approach to HPC services.
- Build community capacity, skills and knowledge in HPC to achieve a sustainable health system.

The Board approved the voluntary integration.

Accreditation Update

Inta Bregzis, Sr. Director, Performance Management and Accountability updated the Board on the Accreditation process underway. The WWCCAC's accreditation process is on track, with the self-assessment component for all required standard sections now complete. The self-assessment process generates a Quality Performance Roadmap for each Standards section, revealing those areas where improvements may be required. Prioritization and implementation planning is proceeding based on the results generated from the Quality Performance Roadmaps.

Learn More

More information on the Board meetings are posted to the WWCCAC website at <http://wwccac.org/boardmeetings>

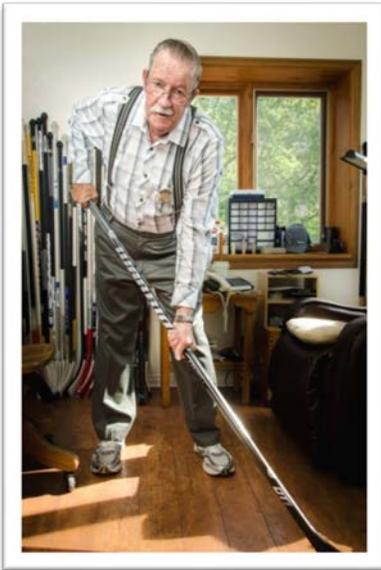
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June 5, 2013



**Greg Walton:
Hockey Fanatic**

Providing Personalized Care for Greg Walton

Greg Walton is a true hockey fanatic. His room is filled with hockey sticks and other memorabilia from local junior hockey teams. A few prized sticks with autographs from local players are hung on the wall above his bed. He can recount players name and statistics going back several years and is a fixture at the local rinks.

Greg is 71 years old and lives with a developmental disability related to a bout of meningitis as a child. In addition to the cognitive impairment, Greg suffers some physical impairment that limits his independence. Greg lives in his childhood home with his sister, Fran, who is his primary caregiver. As Greg and Fran age and enter their senior years, it has become more difficult for Fran to care for Greg. In 2002, they approached the CCAC for help and after the appropriate assessments, Greg began to receive 2 hours of PSW per week, primarily for bathing.

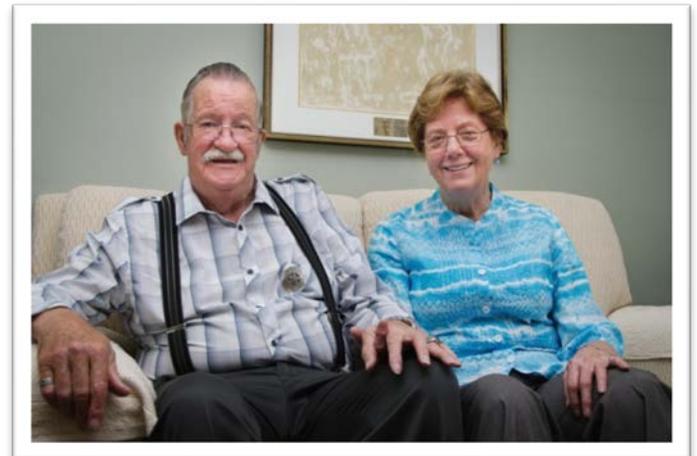
The care Greg receives from the WWCCAC allows him to stay in our home and maintain his independence.

Fran Walton, sister

This arrangement has continued for over ten years with regular assessments and some temporary adjustments. Several years ago, Fran required a hip replacement and while she was recovering at home, the PSW care was increased slightly to help Greg manage independently at home. Greg's care coordinator, Marion Thirsk, has worked with the family over time to ensure that advanced care planning is in place. She has confirmed that powers of attorney are in place and that there is a plan should Fran suddenly be unable to care for Greg.

In 2012, Greg himself required a total hip replacement. While in hospital, Greg was assessed by a CCAC hospital care coordinator, James Prange, in consultation with the hospital occupational therapist, to determine Greg's needs as he transitioned back home. Upon discharge from hospital, Greg's twice weekly PSW resumed and post-operative physiotherapy and wound care were added.

Several weeks after the surgery, there were concerns with Greg's safety while in the bathroom due to continued weakness in his hip. Greg's CCAC care coordinator ordered a priority occupational therapy assessment which resulted in the installation of more appropriate grab bars to ensure safety.



Greg & Fran Walton in their home

Throughout the ups and downs of Greg's life, his CCAC care coordinator has been by his side to monitor, assess, and adjust his care to meet his needs. Greg's experience illustrates the Waterloo Wellington CCAC's commitment to personalized care as expressed in our strategic priority: "Support a positive and personalized care experience by providing timely assessments, information and care, and connecting people to the services that meet their needs."