

CEO Report

CEO, Dale Clement reported on:

Provincial Update

To date there has been no communication from the Ministry of Health and Long-Term Care confirming structure or timing of the implementation of the Patients First transition.

Coordination of Care Model

This project to align care coordination into smaller newly defined neighbourhoods within four sub-LHIN geographies is on track for the July 8 go-live date. The Coordination of Care Engagement Committee has begun its operational work to help drive the education strategies/plans and new process designs with frontline staff to support a successful transition into the new model. Input from patients, families, staff, physicians and providers has been pivotal in designing our new model.

Coordination of Care Model in Rural Wellington

A joint meeting was held with the Wellington Health Alliance Operations committee to review a draft future coordination of care model and how it can integrate with the work of the committee regarding the Rural Hub model and primary care alignment. Planning meetings to review barriers and opportunities, such as increased care coordinator presence with each Family Health Team are underway. The model builds upon the current in-home team model in Rural Wellington and offers greater capacity in servicing patients of varied complexity across the continuum.

Rapid Recovery Pilot

The Rapid Recovery Program which delivers intense rehab in the home following an early hospital discharge from Rehab or Restorative Care has enrolled 15 patients in the pilot. Patient experience has been rated very high on surveys received to date indicating that patients have been pleased they could leave hospital earlier and finish their rehabilitative care and goal attainment at home.

Adult Occupational Therapy Seating Clinic

In April, WWCCAC opened two new clinics to provide occupational therapy to patients requiring a seating assessment for wheelchairs and other mobility equipment. Seating assessments is a very specialized service for patients that are largely wheelchair bound. This service has not been available in a clinic structure previously and enables access to assessment resources not always available in the home environment. This new clinic



supports patients to be mobile and independent, and provides efficiency for patients in accessing the right equipment in a timely manner.

Integrated Discharge Planning – Hospitals

Planning for a CCAC - St. Mary's Hospital Integrated Manager pilot project is underway. The integrated manager position is already in most of the hospitals in Waterloo Wellington and has proven effective in creating a "one-team" culture when supporting patient discharges from hospitals.

Wound Care Best Practice

Working with our service providers, the CCAC has been implementing best practice guidelines for patients requiring wound care through CCAC. The implementation includes the addition of specialty wound resources to support patients, physicians and care coordinators in creating an optimal plan for wound management based on best practice guidelines.

Ensure Program Quality & Effectiveness

- As part of its quality focus, the Board of Directors received and reviewed the story of a patient suffering with a complex venous leg ulcer. Implications for the patient and the system had the care not been successful were described. It was noted a quality indicator was established on the CCAC's 2015-16 performance management framework re: venous leg ulcers to drive and monitor the implementation of evidence-based wound care practices.
- The Board of Directors received a presentation introducing the 2016-2017 Communications Plan which was developed with the current health care environment in mind. The focus was on three key areas – media relations, community care model, and transformation of home and community care.

Ensure Board Effectiveness

- The Board of Directors received a revised board schedule and work plan for 2016-2017. The work of board standing committees was rolled up into a committee of the whole format, with the Board meeting monthly. It was felt this format would better enable all board directors to stay up-to-date in the present fast-paced change environment relating to the provincial and local restructuring and transformation.

- The Board of Directors received its fourth quarter governance dashboard results which tracks compliance around attendance, meeting evaluations, completion of work plans, policy reviews and education. The Board also received and adopted a 2016-17 governance dashboard revised to reflect the new schedule of meetings in the committee of the whole format.

Learn More

More information on the Board meeting is posted to the WWCCAC website at wwccac.org click on "About Us, Governance, Board Meetings".

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