

## Overview

On June 29, 2016, the Board of Directors of the Waterloo Wellington CCAC conducted its final meeting of the board year of 2015-2016. Following the meeting of the Directors, the Chair ordered the calling of the Annual General Meeting of the Members to receive the Auditor's report and audited financial statements for fiscal year ending March 31, 2016, to appoint the auditors for fiscal year 2016-2017, and to elect board directors. Highlights from the Directors' and Members' meetings are provided below.

## CEO Report

### 2015-2016 Highlights: Delivering High Quality, Integrated and Consistent Home and Community Care

Home and Community Care in Ontario is changing and the Waterloo Wellington Community Care Access Centre (WWCCAC) is excited to play a key role in its transformation in our region.

This past year was particularly exciting for WWCCAC. The Ministry's *Patients First* proposal re-affirmed our shared vision of what home and community care could be. It also confirmed that we were well on our way in planning and implementing key initiatives, such as our neighbourhood model, that support this vision – initiatives that focused on the delivery of high quality, consistent and better integrated home and community care.

Throughout the year, we saw an increase in demand for WWCCAC services, as well as an increase in the number of patients managing complex health conditions. Through the commitment and dedication of our staff, our healthcare partners and our Board of Directors, WWCCAC met that demand and made it possible for more people to access care and remain safely in their home, which is where they want to be. We are also pleased to share that we achieved a balanced budget.

- Provided more than 2.5M Visits/Hours of service – an increase of 400,000 visits/hours compared to year prior
- Delivered 1.7M PSW visits/hours –168,000 more compared to year prior
- Delivered nursing care to 4,777 patients in Community Clinic – an increase of 1250 from year prior
- Supported close to 14,000 people to make the transition from hospital to home
- Supported more than 2,000 people to make the transition to long-term care
- 92% of CCAC clients who rated the services they received and individuals who provided care as good, very good or excellent



WWCCAC also created our refreshed Strategic Plan, in collaboration with our Board, staff and community leaders. Our Strategic Plan closely aligns with the Ministry's vision for Home and Community Care, The Bringing Care Home (Gail Donner) Report, and the Price-Baker Report, as well as the Waterloo Wellington Local Health Integration Network (WWLHIN) Integrated Health Services Plan. It sets out 5 key priorities for our organization. These priorities are the cornerstone of our work and focus on delivering outstanding care and service, every person, every day.

### Unique Neighbourhood Model for Delivering Patient Care

In collaboration with service provider organizations and CCAC staff, distinct neighbourhoods were defined across Waterloo Wellington region. This innovative approach will enable greater communication, collaboration and consistency in care, and will provide the foundation for the transformation of home and community care in our region. At the core of this work are patients and improving the patient experience. This work also builds a foundation for stronger engagement and linkages with primary care which is a big focus in 2016–17.

### Wound Care Best Practice

CCAC's Wound Care Program was expanded with the recruitment of a Clinical Nurse Specialist and Nurse Practitioner with advanced wound care education and experiences. These specialized roles enable greater collaboration with physician wound care specialists and primary care physicians in our region, and provide patients with increased access to best practice wound care assessment and treatment.

### Nursing Clinics

Access to specialized nursing care was expanded, including wound care for patients in rural Wellington with the opening our fifth community nursing clinic. Our new clinic is located in the Minto Rural Health Centre.

### Assess and Restore

Our Rapid Recovery Therapy Pilot program was implemented – a 30 day in-home intensive therapy program aimed at helping patients leave hospital sooner to continue their rehabilitation at home. Preliminary findings show that patients were able to safely return home an average of 8 days sooner than their expected hospital discharge date. This program supports better patient flow across the health care system and allows patients to increase their functional independence in the comfort of their own home, which is where they want to be.



### Fostering a Culture of Engagement

Progress and change does not happen in isolation and is the product of collaboration and inclusiveness. Over the past year we engaged our staff in designing our neighbourhood model and many other initiatives. The coming year presents us with opportunity to transform the home and community care experience as a trusted partner for our patients, their families and their caregivers through every stage of life. We fully intend to seize that opportunity as we embark on the modernization of home and community care.

### Collaborative Discharge Planning

Integration of CCAC staff with hospital discharge planning teams was advanced. WWCCAC is the only CCAC in the province to achieve a high level of integration with our hospital partners. For patients, this means a seamless transition from hospital to home and an overall better patient experience.

### Primary Care Connections

CCAC connected 3,739 people in our community to a primary care physician, including 243 Syrian refugees. Connecting patients to primary care supports the system by reducing the use of emergency departments and urgent care clinics, and supports an overall improvement in health.

### Awards and Recognition

- WWCCAC received a \$20,000 donation from TD Bank. Their generosity enables the screening of more than 800 children for school-based occupational therapy.
- We received the Team Award from the Ontario Association of Community Care Access Centres. This award recognized WWCCAC's Stroke Team for their work in building positive relationships across the continuum of care to enable the delivery of best-practice stroke care to Waterloo Wellington Region. WWCCAC's Stroke Program was also recognized by Accreditation Canada as a Leading Practice.
- WWCCAC recognized 145 everyday community heroes who share our commitment to supporting those living with illness, injury or disability at our annual Heroes in the Home celebration.

### Primary Care Engagement

It is through the strengths of our staff and primary care physician collaboration that WWCCAC has been able to play a unique role in healthcare, not only meeting the needs of our patients but also working to strengthen of the system as a whole. WWCCAC's support of In-Home teams has provided modelling for expansion of engagement and linkages with primary care. WWCCAC continues to engage with Primary Care across the LHIN as we look for ways to improve the patient experience. Once our neighbourhood model is fully



implemented further engagement activities will ensue that will drive the primary care alignment activities of the future.

## **Ensure Financial Viability**

### Audited Financial Statements

The Members of the Corporation received the Auditor's Report and Audited Financial Statement for the year ended March 31, 2016. The Auditor reported a clean audit with the financial statements presenting fairly the financial position of the organization of March 31, 2016, in accordance with Canadian Public Sector Accounting Standards for government not-for-profit organizations.

### Appointment of the Auditors

The Members approved the Board's recommendation that Auditors, BDO Canada LLP, be reappointed to hold office until the next meeting of Members or until their successors are appointed, with their remuneration as fixed in their five-year contract with the WWCCAC.

## **Ensure Board Effectiveness**

### Annual Committee Reports

The Board Standing Committees (Executive, Governance, Quality, Audit and Resources) each provided a year in review report, providing an overview of each Committee's accomplishments, highlights and challenges.

### Election of Directors

The Members of the Corporation received a slate of director candidates for 2016-2017 as recommended by the Board of Directors. The Members voted to elect Janet Huber to a second term of three years, and Patricia Kahle to a second term of three years.

## **Ensure Program Quality and Effectiveness**

### Annual Report of Appeals Process

The Board received and reviewed an annual report to the Board on trends in client appeals. It was noted there are no outstanding appeals at this time.

### Annual Event Tracking Management System Trending Report

The Board received and reviewed a summary of the yearly report on the CCAC's Event Tracking Management System Trending (ETMS). The CCAC's ETMS framework is an approach to organizing, managing and tracking risk events across CCACs and CCACs' contracted service provider organizations. It was noted that with the introduction of new

software in 2015-16, service provider organizations were able to report directly via web-based software which improved CCAC's ability to analyse data and reduce organizational risk events. It was noted that most categories reflected a drop in reported events in 2015-16.

### Learn More

More information on the Board meeting is posted to the WWCCAC website at [wwccac.org](http://wwccac.org) click on "About Us, Governance, Board Meetings".

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