

CEO Report

CEO Dale clement reported on:

Provincial Structural Reform

The Ministry has concluded its consultation period following the release of the December 2015 discussion paper that described structural reforms designed to strengthen patient-centred health care in Ontario. Ministry staff are now in process of reviewing and consolidating information received as they prepare for the introduction of legislative changes. It is expected the new legislation will be introduced to Parliament before the summer break, for deliberation in the fall.

Strategic Plan 2016-2019

The Strategic Plan for 2016-19 was formally shared with staff in March and is publically available on the CCAC website.

Planning & Performance

The development of the 2016-2017 Performance Management Framework (PMF) and the Quality Improvement Plan (QIP) have been completed. The QIP was posted to the Health Quality Ontario system on March 24, 2016.

Nursing Clinics

There has been a significant increase in the utilization of nursing clinics throughout the area. The opening of the Palmerston nursing clinic has been delayed slightly into early April. The WWCCAC is exploring the need to create another clinic in the Waterloo area, as existing Cambridge and Kitchener clinics are at capacity. The nursing clinic model is a preferred model for patients as it enables patients to book precise appointment times around their own personal schedule and commitments. Patients unable to utilize clinic services continue to receive nursing services at home.

Palliative Care

The Ontario Palliative Care Network was announced on March 11, 2016, by the Ministry of Health. The Network is a partnership of Ministry of Health, LHIN Collaborative, Cancer Care Ontario and the Ontario Hospice Palliative Care Coalition. The Network is responsible for driving consistency standards for implementing high quality hospice palliative care at a provincial and local level. The Network will provide data and reporting expectations for each LHIN area.



Wound Care

As was reported in the last update, a review of all patients receiving wound care was conducted on the short stay caseloads to evaluate alignment with best practice in wound care. Significant improvement in the alignment of patient care delivery to the best practices through our service providers has been noted.

Coordination of Care Service Delivery Model

WWCCAC has embarked on a project to align care coordination to smaller neighbourhoods within its four sub-LHIN geographies. Fifteen neighbourhoods have been identified within the sub-LHIN geographies after significant consultation with care coordination staff in each area. Engagement of service provider organizations has begun in relation to the opportunities for geographic alignment. The goal being to support an improved patient experience by building a neighbourhood team model which includes WWCCAC's contracted service providers. Weekly meetings with contracted service provider leadership have been established to create and implement the transition to the new neighbourhoods described in the Coordination of Care Model.

Program Quality and Effectiveness

- The Quality Committee included in its report information from a group of staff members who were working on Continuous Quality Improvement initiatives. The group presented a process to improve the hospital on/off-hold notifications when a patient on CCAC services is admitted or discharged from hospital. The group reported on some quick win opportunities that significantly improved work flow, and as well, identified some more complex solutions for future consideration.
- The Board of Directors adopted the 2016-2017 Quality Dashboard as presented by the Quality Committee. The indicators align with the new Strategic Plan and are comprised of indicators identified in the PMF and QIP, as well as some M-SAA indicators. Six criteria used to determine the appropriateness of the indicators were provided. It was noted the overall format of the dashboard for 2016-2017 will remain the same as 2015-2016.
- The results of the fourth bi-annual Employee Engagement Survey conducted in November-December 2015 were presented to the Board as previously received by the Quality Committee. Waterloo Wellington CCAC was one of 11 CCACs that participated in the survey. This survey provides opportunity for the CCAC to work with teams on strategies to improve employee engagement.



- The Board of Directors received and approved the annual French Language Compliance Report for 2015-2016 – Year four of a five-year French Language compliance plan. It was noted that by 2017 WWCCAC is required to meet the standards set out in the French Language Services Act Compliance Plan. The plan includes activities such as the translation of brochures to French, record keeping of French language requests, and a Human Resource Plan that demonstrates internal capability to meet obligations under the Act. As well, new questions were added this year to capture Health Equity planning. It was reported that WWCCAC provided services to 44 patients in the fiscal year 2015-16 who indicated French as their official language.
- The Board of Directors received and approved a recommendation to postpone the WWCCAC accreditation on-site survey for up to 18 months beyond the currently scheduled November 2017 date. It was agreed that due to the pending amalgamation of CCAC and LHINs, as well as a large project with Care Coordination and contracted service providers it was appropriate to postpone and support the process in the future due to the significant strain on resources. Additionally, it was noted time will be needed to adjust and engage under the new entity and new service delivery model.

Learn More

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

Reference Information:

Danielle Van Duzer, Director - Communications

Tel: 888 883 3313 extension 5623

Email: danielle.vanduzer@ww.ccac-ont.ca

