

## **CEO Report**

### 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 for realigning care coordinators into neighbourhoods continues to be on track for July 8 go-live date. Education initiatives have been created that promote self learning and support for staff as we move through and beyond this transition.

### Geographic Alignment

Together with our service provider organizations, WWCCAC developed a neighborhood model that breaks down the Waterloo Wellington Local Health Integration Network (LHIN) region into smaller geographic areas. Creating these smaller neighborhoods allows service providers and care coordinators to take a more focused look at the unique needs of each neighborhood and the residents who live there. It creates an opportunity to ensure:

- Patients receive more consistent, timely and equitable home and community care
- Health care providers work together as a team;
- A platform to build seamless links with primary care and other services
- A greater understanding of the unique resources available in each neighborhood to support better care for patients

The neighborhood approach will not negatively impact patients of the WWCCAC. Service providers who deliver the care today will continue to deliver care to the patients we serve.

### Rapid Recovery Pilot

The Rapid Recovery Program delivers intense rehabilitation in the home following an early hospital discharge from Rehab or Restorative Care. The program started in the last quarter of the fiscal year. There have been good outcomes with patients enrolled in the program: 10 have completed their treatment, 11 are still in progress and more are being enrolled. Results indicated positive outcomes for clinical recovery and financial costs savings with an average of 8 days' hospital stay saved per patient.

### Coordination of Care Model In Rural Wellington

A joint meeting was held with the Rural 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 to support a Rural Hub model and primary care alignment. The model



builds upon the current service model in Rural Wellington and offers greater capacity in servicing patients of varied complexity across the continuum of care.

### Wound Care Best Practice

Working with our service providers, the CCAC has been implementing the latest best practice guidelines for patients requiring wound care through CCAC. The implementation includes the addition of specialty wound resources such as the addition of a wound Clinical Nurse Specialist to support patients, physicians and care coordinators in creating an optimal plan for wound management based on best practice guidelines. These changes improve the patient experience and support better patient outcomes.

### Care Coordination and Primary Care Engagement

A number of primary care engagement sessions have taken place across the WWLHIN with key leaders in primary care including the Primary Care Advisory Committee at the LHIN - to share the vision of the evolving Care Coordination model and how it will support primary care alignment and future evolution of home and community care activities. The model and information was well received and stimulated good questions and dialogue with our primary care partners. As the model is implemented, further engagement activities will ensue that will drive primary care engagement activities of the future.

## **Ensure Program Quality Effectiveness**

### Accreditation 2017

A letter was received from Accreditation Canada granting postponement of WWCCAC accreditation on-site survey for up to 18 months beyond the scheduled November 2017 date. The postponement was requested because of the anticipated provincial restructuring of health services anticipated for 2016-2017, including amalgamation of the CCAC and LHIN, and the heavy demand these transaction activities will place on internal resources. Board and staff agreed the focus needs to be on ensuring due diligence during the transition process to ensure patient services are not impacted.

### Patient Relations Annual Report

This report included patient feedback received from April 1, 2015 to March 31, 2016. Patient experience information comes from several sources: directly from the patient or carer, MPP calls, Ministry of Health Action Line, Local Health Integration Network (LHIN) and from patient surveys. The report provided a summary of our patient and carer experiences from those sources of data. WWCCAC is performing at or above the provincial average in all of the key performance indicators.



### Health and Safety Policy and Program 2015-2016

The Board received and reviewed a report about activities taken by the WWCCAC Joint Health & Safety Committee, as well as an overview of Health and Safety Incidents reported in 2015-2016. It was noted the Occupational Health and Safety Act requires employers with more than five employees to annually review, adopt and post a Health and Safety Policy to reflect the employer's commitment to a healthy and safe working environment.

### Enterprise Risk Management (ERM) Reporting

The Board received and reviewed a report on the bi-yearly Enterprise Risk Assessment. The risk enterprise management framework was developed in 2012 based on leading practices and is refreshed twice yearly by the senior leadership team.

The Board agreed that strategic oversight on risks of high and moderate impact and high and moderate probability will be presented to the Board, with the full report on all ERM risk components made available to the Board for reference. It was reported the majority of risks are well managed or low. Three risk categories have seen an elevation in their risk status as a result of the potential changes to CCACs anticipated in alignment with the Patients First document from the Ministry of Health.

### Quality Dashboard Quarterly Monitoring Report (Q4)

The Board reviewed the Quality Dashboard. The Dashboard is a combined report of the Performance Measurement Framework (PMF) and the Quality Improvement Plan (QIP) strategic indicators which allow the Board to monitor key performance indicators of the CCAC.

## **Learn More**

More information on the Board meeting are posted to the WWCCAC website at [wwccac.org](http://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](mailto:danielle.vanduzer@ww.ccac-ont.ca)

