

Waterloo Wellington  
Community Care Access Centre



Centre d'accès aux soins communautaires  
de Waterloo Wellington

# Health Services Providers Planning Session 2008/09

*October 22 and 26, 2007*

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# Agenda

1. Background: Who we are and who we serve
2. Initiatives supporting WWLHIN Integrated Health Services Plan
3. WWCCAC Strategic Directions 2008-2011
4. Ongoing and Future Initiatives supporting WWLHIN Action Plan Priorities
5. Issues and Challenges
6. Questions/Discussion

# Background

- Annual Budget \$82.71 million
- Estimate 5% of the population of Waterloo Wellington area (or 1:20) receives CCAC services
  - ~35,000 clients served (*projected 07/08*)
- Annual Service numbers (*projected values 07/08*)
  - Personal Support (hours) 869,000
  - Nursing (visiting) 276,000
  - Nursing (shift visits) 76,000
  - Therapy (visits) 113,000
  - LTCH Placement (clients) 1,520
  - Information Calls Handled 3,912
- WWCCAC's catchment area shares the same boundaries as the WWLHIN
- 14 CCACs across the province as of January 1, 2007

# Background cont.

## CCAC Legislated Mandate

1. To provide, directly or indirectly, health and related social services and supplies and equipment for the care of persons
2. To provide, directly or indirectly, goods and services to assist relatives, friends and others in the provision of care for such persons
3. To manage the placement of persons into long-term care facilities
4. To provide information to the public about community-based services, long-term care facilities and related health and social services
5. To co-operate with other organizations that have similar objects
6. To carry out any charitable object that is prescribed and that is related to any of the objects described in paragraphs 1 to 5

# Background

## Programs/Services

- Case management services for clients and caregivers
  - Assessment
  - Establishment of a plan of care with client/family
  - Single point of access to the coordination of a range of CCAC services in community settings including support for caregivers, while maximizing the use of client and community resources
  - System navigation to support clients to access social and health services both within and outside of the CCAC services

# Background

## Programs/Services cont.

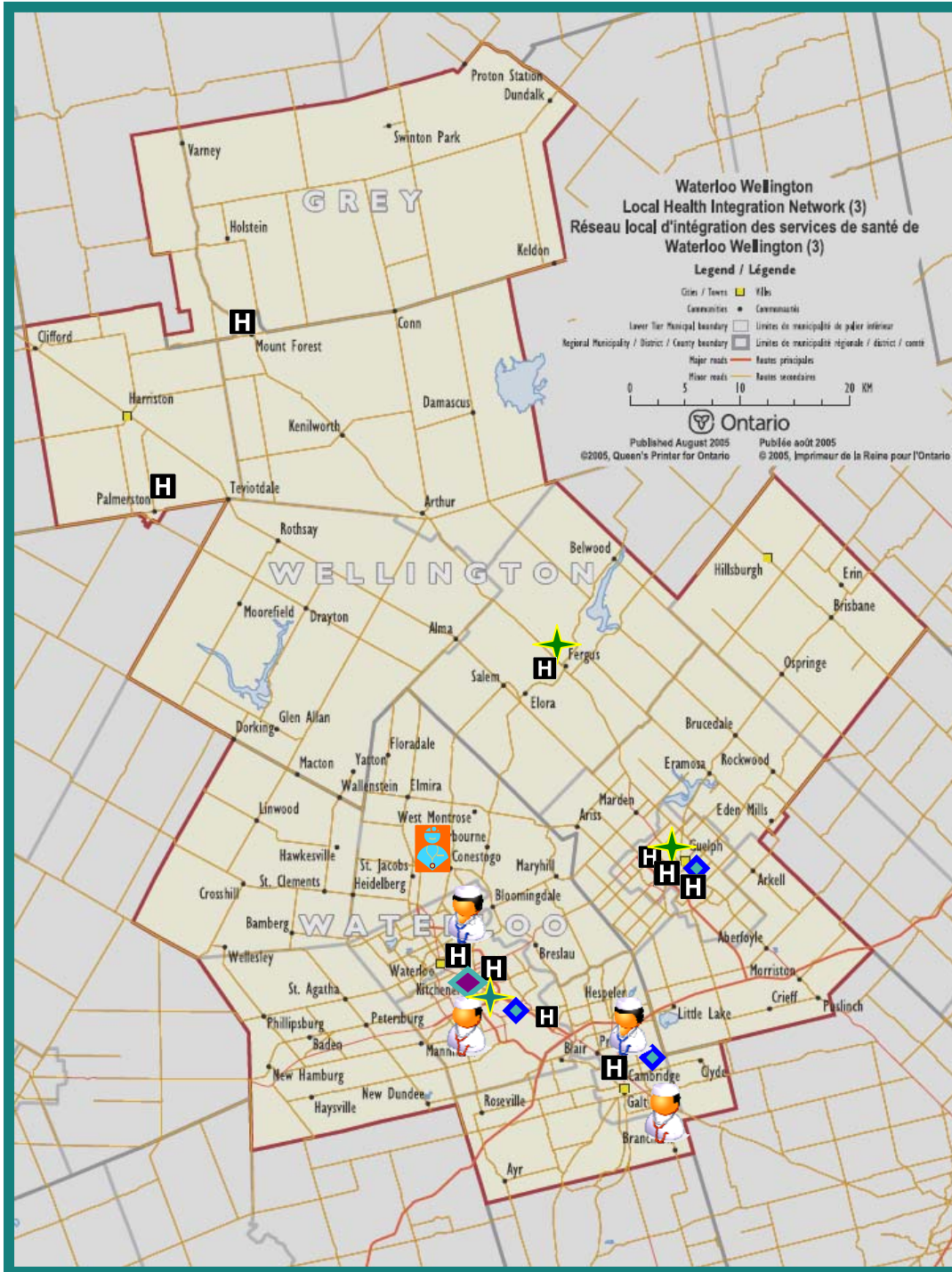
- In-home and community-based health care services, supports, medical supplies and equipment
  - Services and supports provided in community-based settings (e.g. home, retirement home, long-term care home, hospice, school, and clinics)
  - Includes Specialty Teams:
    - Specialized Geriatric Services
    - Mental Health
    - Palliative Care
    - Paediatric









# Background

## Programs/Services cont.

- Information and Referral
  - Access to information about programs and services
    - E.g. Transportation services, adult day programs, home help, friendly visiting
    - Including system navigation
    - Referrals to other community services
- Placement Services
  - CCAC is the single point of access for admission to 35 long term care homes in Waterloo Wellington LHIN catchment area and also initiate the process to access other LTC homes across province

## Locations and Staffing



	Head Office (Kitchener)	147 FTE
<u>Branch Offices</u>		
	Cambridge	10 FTE
	Guelph	114 FTE
	Kitchener East	21 FTE
	10 Hospital Sites	59 FTE
	4 FHTs	5.2 FTE
	1 CHC	0.1 FTE
	3 Nursing Clinics*	

All Public and Private  
Schools

*\*Staffed by Contracted Nursing Provider*

# WWLHIN Health System Integration Priorities

Improve access to health services

Improve health of the population

Enhance system effectiveness

Building community capacity to achieve a sustainable health system

With a focus on

- *Services for seniors*
- *Mental health and addictions*
- *Chronic disease prevention & management*
- *Wait times*
- *E-health*

# 07/08 WWCCAC Initiatives Supporting IHSP Priorities

## *Improving Access to Health Services*

Establishment of provincial standard prioritization criteria to access CCAC services

Provincial standardized long stay and placement assessment (***RAI-HC***)

Provincial standardized intake assessment (***CIAT***)

Expansion of case management coverage CMH, GGH, GRH, SMGH – 12/7 coverage

Centralized Intake [60% completed]: receives all out of LHIN area referrals 12/7 coverage

# 07/08 WWCCAC Initiatives Supporting IHSP Priorities

## *Increase Health of the Population*

### Participation in the SMGH Congestive Heart Failure Education Initiative

- “Prevention of Avoidable Acute Care Use by Retirement and Long Term Care Residents: Management of Chronic Heart Failure through the Use of an Innovative, Interdisciplinary Education Program for Care Providers”

### Pilot Project to evaluate the use of a Palliative Care Consultation Team

- a partnership with GRRCC, New Vision Family Health Team and WWCCAC

### Monitoring population health triggers through RAI-HC

- Need for medication review
- Influenza vaccination

### Participation in Research

- University of Waterloo

- Development and testing of Personal Health Profiles (PHP)
- Primary care and home care provider organizations



- Cancer Care Ontario



- Participation with GRRCC and Service Providers in the Provincial Palliative Care Integration Project (PPCIP) a continuous quality improvement project for the delivery of integrated palliative care in Ontario, with a rigorous performance measurement and evaluation component

# 07/08 WWCCAC Initiatives Supporting IHSP Priorities

## *Improve System Effectiveness*

Integrated hospital discharge planning role (GRH, Groves Memorial)

CCAC case managers integrated into hospital Emergency Departments (CMH, GGH, GRH, SMGH)

CCAC case manager on-site integration into 4 Family Health Teams

- Two Rivers, New Vision, Grandview, Centre for Family Medicine
- including preliminary electronic health information connectivity and integration

CCAC case manager integration into Woolwich Community Health Centre

# 07/08 WWCCAC Initiatives Supporting IHSP Priorities

## *Building Community Capacity*

### Community-based Nursing clinics

- Fergus
- Guelph
- Kitchener
- In planning stages for Cambridge

### Provincial standardization of CCAC financial reporting and payroll systems

### “Grow-Your-Own” Nurse Practitioner (Palliative)

# 07/08 WWCCAC Initiatives Supporting IHSP Priorities

## *Building Community Capacity*

HEAL Protocol (Healing Excellence with Advanced Learning)

Collaborative development and implementation of Care Pathways from Acute Care through to CCAC Case Management to Contracted Service Providers

- Total Joint Replacement
  - Hips and Knees
- Urology

# WWCCAC Strategic Directions 2008-2011

- Provide access to comprehensive integrated services to support people in our community
- Advance e-health to support meeting the needs of clients and staff in an integrated community care system
- Advocate for predictable and appropriate funding
- Operate with a community-oriented accountable Board
- Be an evidence-informed practicing organization
- Have strong formal and informal community health partnerships
- Be an employer of choice.

## 2008/09 Ongoing and Future Initiatives Supporting the WWLHIN Action Plan Priorities – *Services for Seniors*

- Participation in Flo Collaborative with GGH and GRH
  - *Ontario Health Performance Initiative (MOHLTC)*
- Co-Chair Services for Seniors COI (with SJHC)
- Co-Chair Palliative and End of Life COI (with GRRCC)
  - to be linked with the Hospice Palliative Care Network
- Membership on COI Planning Tables
  - Respite Care
  - Vulnerable Populations Health Council

## 2008/09 Ongoing and Future Initiatives Supporting the WWLHIN Action Plan Priorities – Chronic Disease

- Co-Chair Care Pathways Steering Committee
  - Expansion of LHIN-wide care pathways
    - Congestive Heart Failure (collaboration with SMGH, 6 FHTs)
    - Breast Cancer (integrated with GGH, GRH, SMGH, CMH, CCAC, Service providers)
    - Cerebral Vascular Accidents (Stroke)
- Membership on COI Planning Tables
  - Chronic Disease Prevention and Management
  - Primary Care
  - Rehabilitative Care

## 2008/09 Ongoing and Future Initiatives Supporting the WWLHIN Action Plan Priorities – e-Health

- Member, WWLHIN e-Health Council
- Leadership in development of provincial Information & Referral solution
  - Dave Murray, Chair
  - Standardized solution for WWCCAC
- Implementation of Health Providers Gateway (HPG)
  - Secure documentation management/exchange system with service providers including electronic referrals
  - Scalability
- Development and implementation of provincial CCAC client information system
- WWCCAC Telephony solution implementation

## 2008/09 Ongoing and Future Initiatives Supporting the WWLHIN Action Plan Priorities – Wait Times

- Integration of Case Managers into 5 additional FHTs
- WW Infection Control Network - LHIN-wide planning for Antibiotic Resistant Organisms (AROs)
  - Participating in Working Group to prepare acute care, long term care homes, and community care policy for ARO
- Membership, Wait Times Strategy Steering Committee
- Membership on COI Planning Tables
  - Supportive Housing
- Exploration and implementation of alternative CCAC Client Service delivery model(s)
  - E.g. Secure electronic delivery of referrals and client information to Contracted Service Providers (HPG)

## 2008/09 Ongoing and Future Initiatives Supporting the WWLHIN Action Plan Priorities – MH & Addictions

- Enhanced psycho-geriatric case co-ordination (service access and transition management) and integrated service delivery
  - Initiative arising from the needs identified by the WW Specialized Geriatric Services Network
- Membership on COI Planning Table
  - Mental Health and Addictions

## 2008/09 Ongoing and Future – Health System Planning

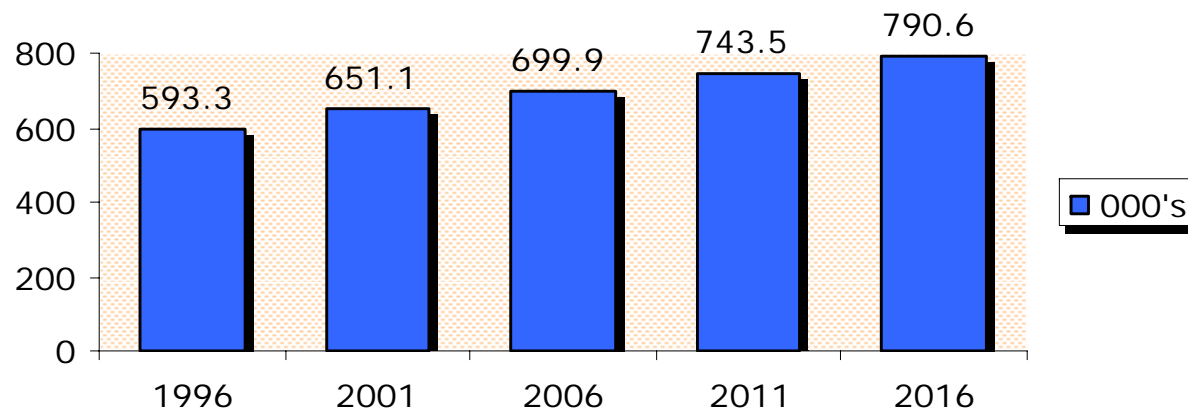
- Participation in Waterloo Region and Wellington-Dufferin Public Health Pandemic Planning
- Chair, System Navigation COI
- Participation in the development of provincial CCAC Report Card
- Participation in the development of CCAC benefits consortium
- Provincial CCAC information management plan
- Development of health human resources strategic plan
- Implementation of the Caplin Report recommendations
  - Provincial standardized procurement (RFP)
  - Advocacy Line
  - HPG

# 08/09 Issues & Challenges

## 1. Funding Pressures

- Growth outpacing revenue
  - 3% shortfall
- Lack of multi-year funding model that would support improved planning
- F07-09 no announced MOHLTC support for CCAC amalgamation activities
- Growing waiting list and times

**Tot Pop Projected Growth for Waterloo-Wellington**

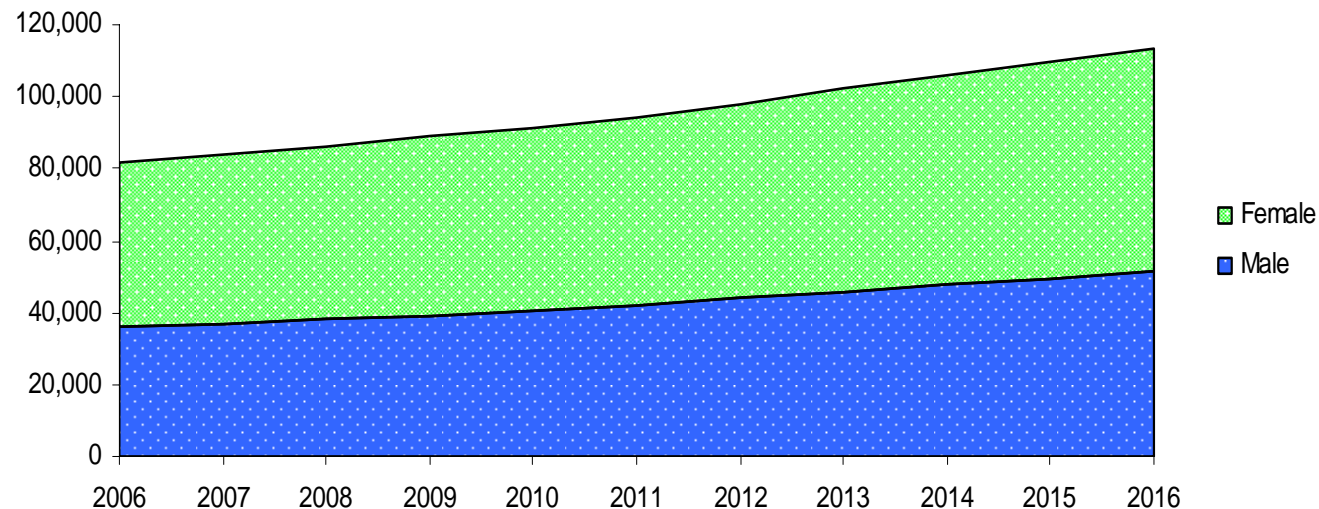


# 08/09 Issues & Challenges

## 2. Health human resources

- Retirement bulge impacting CCAC case management and contracted service providers
- Limited graduates of particular professions
- Economic factors: competitive wages, quality of work life
  - ➡ Impacts on CCAC as well as Contracted Service Providers (and across the system)
  - ➡ Growing waiting lists and times

**Waterloo-Wellington Projected Population Growth by Gender (65+)**



## 08/09 Issues & Challenges

### 3. Current policy emphasis on acute care

- Performance targets aimed at acute services → requirement to *re-distribute* CCAC budget from long stay clients to acute services (clinic, post-op surgery)
  - decreases the resources that are needed to maintain frail elderly in the community and prevent/ delay institutional care

### 4. Shortfall in housing options for clients

- Need for:
  - Different levels of housing options including supportive housing
  - Long term care home beds – need for more beds and consideration of redistribution of existing beds
  - Alternative accommodations for palliative clients

### 5. E-health integration, connectivity, and performance

- Lack of inter-organization client information exchange
- Impacts on patient safety, medication reconciliation, transfer points for clients

## 08/09 Issues & Challenges

### 6. Need for increased capacity for evidence-based decision making

- For LHIN-wide planning, e.g.
  - Aging at Home Strategy
  - System Navigation
  - Chronic Disease management
- Client Service Delivery
  - Care Pathways
  - Best practices/Best evidence

### 7. CCAC trend of continuous restructuring/reorganization

- CCACs have experienced three major province-wide reorganizations in the past 10 years
- Most current restructuring (2007) downsized the number of CCACs from 42 to 14 across the province
- Significant change management processes on amalgamation activities
  - Alignment of systems and processes, data, people, offices, labour relations, business agreements

# Opportunities for Back Office Integration

- Information systems services
- Sub-leasing space
- Purchasing
- Aspects of human resources services
- Sharing of MIS expertise

# Questions/Discussion