



Annual Report to the
Community
Erie St. Clair Community Care Access Centre | 2013 - 2014



Erie St. Clair

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
d'Érié St-Clair

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Our Mission, Vision and Values

Our Mission: To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

Our Vision: Outstanding Care — Every Person, Every Day.

Our Values: The Voice of Our Patients – **The Erie St. Clair CCAC's Patient Declaration of Values**

Our Patients	The Erie St. Clair CCAC
Supporting my dignity is showing me that you care.	We will demonstrate respect for your dignity and you will know that we care.
I will feel your compassion when you listen to my story.	Understanding your hopes and desires will be central to the care we provide.
I feel better when I receive clear communication about my care.	By communicating effectively, the care we provide will have better outcomes for you.
Accountability for the trust I have placed in you is important to me.	Having your trust is a privilege; we will work with you to responsibly meet your expectations.
When the care I receive is efficient , I can be more independent.	By being efficient we will facilitate your independence.

About the Erie St. Clair CCAC

The Erie St. Clair Community Care Access Centre (CCAC) is one of 14 community-based, independent health care agencies funded by the Ministry of Health and Long-Term Care through the Erie St. Clair Local Health Integration Network (ESC LHIN). Over the last year, the CCAC has offered care to nearly 38,000 residents in our region. In addition, we provided advice, information, and connections to other community services to thousands of others.

In the last year, with the help of our patients and staff members, we developed our Patient Declaration of Values. These values were created by asking our patients what matters to them in the delivery of the care and service they receive from our CCAC. This feedback was then reviewed by our frontline staff and, based on their experience, they provided their own feedback and patient stories to enrich this process. The result is our five values: Accountability, Compassion, Communication, Efficiency, and Dignity.

The CCAC delivers services through the lens of our Patient Declaration of Values, in three core areas:

- Conduct health assessments to establish the care needs of individuals referred to the CCAC
- Serve as leaders in care coordination for all health care and support service-related information in our community
- Manage waiting lists, assessments, and placement for long-term care homes in Erie St. Clair



Care coordination is at the heart of the services provided by the CCAC. CCAC care coordinators support patients who are referred to the CCAC and may be eligible for a variety of services in the community, including nursing, personal support, physiotherapy, occupational therapy, speech/language therapy, social work, and nutritional counselling.

“ *Over the last year, the CCAC has offered care to nearly 38,000 residents in our region. In addition, we provided advice, information, and connections to other community services to thousands of others.* ”

Our care coordinators will take the time to understand your needs and determine which services, either from the CCAC or in the community, you may require. Once eligibility is determined, a CCAC care coordinator will work with you, your loved ones, community partners, and other care providers to implement a care plan.

Our goal is to support residents so that they may live in their home with greater independence, avoid hospital admission, access support services in the community, and when necessary, explore long-term care options when it becomes too difficult to live independently at home.





Message from the Board Chair and CEO

Over the course of the last year, the Erie St. Clair CCAC has worked to become more integrated in our community. This work has been driven by initiatives of the Ministry of Health and Long-Term Care and through our recognition that the best way to improve care in the community is to involve our caregivers, patients, and partners. While this is not a departure from our past practices, as you will read our Annual Report 2013–2014, you will recognize our increased commitment to ensuring we are truly a patient-centred organization.

Both the CCAC Rapid Response Nurses and the Mental Health and Addictions Nurses are specialized medical care practitioners who provide direct care in our community. As you will learn in this report, whether in the home or in a school setting, these professionals perform vital functions in our community by caring for youth and seniors in collaboration with other care partners.

Over this past year, the Strategic Plan 2010–2013 came to a successful conclusion. This past fall and winter, a comprehensive consultation was undertaken to engage patients, caregivers, and partners in the development of our next strategic plan. This process will come to a close in the fall of 2014, and we are confident that the engagement of our stakeholders will produce an ambitious plan to better serve our community.

The Patient Declaration of Values will be released in the fall of 2014. This Declaration is a reflection of what our patients value in the care they receive and how they wish to receive it. The result is a series of foundational statements that staff members will use to support their role as professional care providers, and which board members will use to support their decision-making.

Finally, in the last year, we launched Heroes in the Home, a caregiver recognition program to honour caregivers, not only to recognize the tremendous role they play in our health system, but the daily positive impact they have on the health and wellbeing of a loved one.

In our Annual Report 2013–2014, we have tried to capture the transforming nature of our community care system and how our CCAC has both adapted and thrived while keeping caregivers and our patients at the centre of its work. The outcome of our work over the last year – the start of our strategic plan refresh, the Patient Declaration of Values, and programs that provide direct care and caregiver recognition – has laid the groundwork for 2014–2015, a year that will see even greater involvement from our patients, caregivers, and partners in how we shape the development and delivery of community care in Erie St. Clair. If you have not done so already, we invite you to join us.



Kathryn Biondi,
Chair, Board of Directors



Lori Marshall,
Chief Executive Officer



A Note of Gratitude

In April 2014, Betty Kuchta retired from her position as Chief Executive Officer (CEO) of the Erie St. Clair CCAC. Throughout her career, Ms. Kuchta was a dedicated public servant, championing equitable access to social and health care services. Ms. Kuchta joined the newly created Chatham–Kent CCAC in 1997; she then assumed the leadership of the Sarnia–Lambton CCAC between 2002 and 2007, where she undertook the leadership of the amalgamated Erie St. Clair CCAC, which had come to include the Windsor–Essex community. Throughout her 17-year tenure as a leader in health care, Ms. Kuchta led the development of community care services in our region, and oversaw tremendous changes in how care is delivered in the community.

The Erie St. Clair Board of Directors would like to acknowledge the remarkable contributions that Ms. Kuchta has made over the course of her career. Her tireless advocacy for patients and caregivers and her passion for social justice have shaped the health and community care sector, both regionally and provincially. We extend our heartfelt gratitude for her service, and wish her the very best in her retirement.

Board Membership and Committees

The membership of our Board of Directors comprises residents from across all the communities of Erie St. Clair. Each member of the Board brings with him or her broad professional and personal experience as a representative of our region.

The Board of Directors acts in the best interest of the CCAC. Duties of the Board include managing executive performance, providing strategic leadership, and overseeing the financial viability of the CCAC. Board members are volunteers who generously donate their time and contribute to improvements in community health care in Erie St. Clair. Information on future meetings, minutes, and Board recruitment can be accessed at healthcareathome.ca/eriestclair/en.

Kathryn Biondi (Chair)
Walter Copeland (Treasurer)
Robert W. Dye (Vice Chair)
Jean-Paul Gagnier

Jeewen Gill
James Greenway (Past Chair)
Jennifer Hill
Marshall Kern

Chelsie Macllwain
Connie Quinn-Vaillant
Warren Reinisch
Dr. Gordon Simmons

2013 - 2014 Board Committee Memberships

Audit Committee Membership:

Kathryn Biondi (ex-officio), Walter Copeland (ex-officio), Warren Reinisch (Chair), Jean-Paul Gagnier, James Greenway

Finance Committee Membership:

Kathryn Biondi (ex-officio), Walter Copeland (Chair), Gordon Simmons, Robert Dye, Jennifer Hill, Connie Quinn-Vaillant

Governance Committee Membership:

Kathryn Biondi (ex-officio), James Greenway (Chair), Marshall Kern, Jeewen Gill, Walter Copeland, Gordon Simmons, Chelsie Macllwain

Quality Committee Membership:

Kathryn Biondi (ex-officio); Warren Reinisch; Marshall Kern (Chair); Robert Dye; Jennifer Hill; Connie Quinn-Vaillant; Connie Marger (Community Member)

CEO Performance Evaluation Committee Membership:

Kathryn Biondi, Board Chair; Robert Dye, Vice-Chair; Marshall Kern (two-year term, 2012–2014; one year remaining); Gordon Simmons (will serve one year of a two-year term, 2013–2015)

CEO Recruitment

With the retirement announcement of the Erie St. Clair CCAC CEO, the CCAC Board of Directors initiated a comprehensive recruitment strategy. The Board struck a CEO Recruitment Committee, and over the course of five months initiated a successful communications and outreach strategy to assess potential candidates. The process was reflective of sound governance practice and was subsequently shared in the community care sector as a case of sound governance practice.

This process furthers the reputation of the Erie St. Clair CCAC Board of Directors as a forward-looking body that is committed to refining governance practices in an effort to commit to continuous improvement.

Our Providers

CCAC care providers are trusted partners who provide care in homes across Erie St. Clair. Each care provider delivers much-needed care to the residents in our region, be it nursing care, personal support, nutritional counselling, social work, or a variety of therapies. Our service providers can also be found providing best-practice wound care treatment in each of our three CCAC Nursing Clinics. The CCAC holds a contract for each service delivered by our providers, and through this relationship, work with our CCAC care coordinators to deliver patient-focused care in our communities.

Nursing

Bayshore Healthcare Ltd. (DBA Bayshore Home Health)
Paramed Home Health Care, a Division of Extencare (Canada) Inc.
Revera Health Services Inc.
Saint Elizabeth Health Care
VHA Home Healthcare
Victorian Order of Nurses for Canada – Ontario Branch

Nursing Clinics

ESC CCAC Clinic Chatham
ESC CCAC Clinic Sarnia (May 1, 2013)
ESC CCAC Clinic Windsor (Effective June 1, 2014)

Personal Support

Bayshore Healthcare Ltd. (DBA Bayshore Home Health)
Paramed Home Health Care, a Division of Extencare (Canada) Inc.
Red Cross Care Partners
Revera Health Services Inc.
Saint Elizabeth Health Care
Victorian Order of Nurses for Canada – Ontario Branch
Walpole Island First Nations-Home and Community Care Program



Occupational Therapy

Community Care Therapy Ltd., operating as (“o/a”) Bayshore Therapy & Rehab

CBI Health Group (CBI) (as of September 2013) Pace Homecare Services Inc., a division of WE Care Health Services Inc.

John McGivney Children’s Centre

LifeMark Health Management Inc. DBA Sunnyside Rehabilitation Services

Victorian Order of Nurses for Canada – Ontario Branch

Physiotherapy

Community Care Therapy Ltd., operating as (“o/a”) Bayshore Therapy & Rehab

CBI Health Group (CBI) (as of September 2013) Pace Homecare Services Inc., a division of WE Care Health Services Inc.

John McGivney Children’s Centre

Speech/Language Therapy

Community Care Therapy Ltd., operating as (“o/a”) Bayshore Therapy & Rehab

CBI Health Group (CBI) (as of September 2013) Pace Homecare Services Inc. a division of WE Care Health Services Inc.

John McGivney Children’s Centre

Karine Pepin, operating as (“o/a”) Advanced Cognitive Communication Rehab Clinic

Social Work

CBI Health Group (CBI) (as of September 2013)
Pace Homecare Services Inc., a division of WE Care Health Services Inc.

The Hospice of Windsor and Essex County Inc.

Nutritional Counseling

Nutritional Management Services Ltd.

Medical Supplies

Canada Care

KCI Medical Canada

Medical Mart Supplies Ltd.

Medical Equipment

KCI Medical Canada

Praxair Canada Inc.

Infusion Therapy

Hogan Pharmacy

Rexall Specialty Pharmacy



Quality Patient Services

Telemedicine at the Erie St. Clair CCAC

The Erie St. Clair CCAC offers patients convenience and the ability to save time and travel costs through the use of the telemedicine program. By partnering with the Ontario Telemedicine Network (OTN), the Erie St. Clair CCAC utilizes innovative video-conferencing technology to connect patients to health care practitioners across the province without having to leave their communities.

Telemedicine is useful for connecting patients to specialists or health care practitioners located at a distance from the patient's home. A telemedicine appointment is similar to a face-to-face appointment, as the patient can see, hear, and interact with the health care provider from one of Erie St. Clair CCAC's private and secure telemedicine suites. A trained telemedicine nurse is also present with the patient during the visit to assist with any needs, such as the use of specialized tools to check health and vital signs. The results of such tests are then transmitted through the OTN system to the health care provider in real time. The Erie St. Clair CCAC's telemedicine program is available at no cost to the patient. An individual also does not need to be an Erie St. Clair CCAC patient to utilize the service. All that is required is a valid Ontario health card.

When a patient and his or her health care provider agree to use telemedicine for their next appointment, the health care provider contacts OTN or the Erie St. Clair CCAC's telemedicine nurse to book the telemedicine suite at the respective Erie St. Clair CCAC location. The patient is then contacted directly with the appointment date and time.

Telemedicine is useful to a variety of patients, from those with chronic diseases to those who require wound treatments or pain management. The program also offers specialized clinics, such as the hypertension clinics that are held at the Chatham and Windsor suites. Several patients come in on a specific day and each has his or her blood pressure taken by the telemedicine nurse in preparation for the visit with the specialist. This information is then sent to the specialist who conducts individual appointments with each patient.

Telederm is an additional specialized component of the telemedicine program. Telederm involves connecting patients to dermatologists through specialized OTN equipment. Telemedicine nurses use a 35-mm camera to take





photos of the patient's problem area. The patient's photo is then uploaded, along with a complete assessment, to a secure system; the dermatologist retrieves the information and then provides a recommended treatment.

As always, patient privacy is paramount and protected. Telemedicine appointments are private and confidential. The Erie St. Clair CCAC conducts telemedicine appointments by using private suites. A patient's visit is never recorded or videotaped without their prior knowledge and permission.

Specialized Nursing Programs

The Erie St. Clair CCAC offers specialized nursing services that support our diverse patient population. From assisting frail and elderly patients being discharged from the hospital to helping youth living with a mental health challenge or addictions issue, the Erie St. Clair CCAC connects patients of all ages to the care they need.

Rapid Response Nurses (RRNs)

The Erie St. Clair CCAC's RRN program helps patients transition smoothly from hospital and back home. As part of a provincial initiative, the RRN program aims to prevent the readmission of frail and elderly patients being discharged from the hospital, as well as those referred through emergency department (ED) visits. In the 2013–2014 fiscal year, the Erie St. Clair CCAC's program focused on patients with one or more of three chronic diseases: congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and diabetes.

RRNs visit referred patients within 24–48 hours of their hospital discharge, and continue to visit them for up to 30 days. The nurses take on the role of intensive care coordination, and perform comprehensive assessments, medication reviews, and health education as means of educating patients on their conditions, symptoms, and medications. In addition, they work closely with community pharmacists and primary care providers through information-sharing. The RRNs send their assessments to the patient's primary care provider and help set up an appointment for the patient with his or her health care provider that is within seven days of discharge from the hospital.

The number of referrals continues to increase as the Erie St. Clair CCAC partners with hospitals to provide education on the RRN program. As the program continues to grow and evolve, the goal is to reduce readmissions to hospital among these patient populations.

Mental Health and Addictions Nurses (MHAN)

Mental health and addictions issues are prevalent among Ontario youth. One in five Ontario youth have a mental health challenge, while one in 10 Canadians aged 15 years or over report symptoms consistent with alcohol or illicit-drug dependence¹.

The Erie St. Clair CCAC's MHAN program is part of a provincial initiative in collaboration with the Ministry of Health and Long-Term Care, the Ministry of Children and Youth Services, and the Ministry of Education. By collaborating with all five local school boards, other health professionals, and community organizations, the Erie St. Clair CCAC MHAN program provides students with the mental health and addictions care they need to thrive in and outside of school.

Services provided by the Erie St. Clair CCAC's MHAN nurses complement programs already provided through school and community-based mental health and addiction organizations. By collaborating with these partners, the MHAN nurses provide:

- System navigation for patients, families, and educators
- Early identification and intervention for both mental health and addictions
- Input and advice to assist school boards in developing comprehensive strategies for student mental health
- Collaboration with an interdisciplinary school board team, among other professionals, to deliver mental health and addiction services and supports to students and their families
- Follow-up appointments with students who are released from hospitals, EDs, or other sectors, to address mental health and addictions issues

The MHANs meet with individuals and collaborate with them and their families to link them to appropriate services in the community. The nurses are available through self-referral, and students can choose whether to meet the nurse at home or at school, as well as whom they'd like to have present at the meeting. Confidentiality and privacy is maintained, unless the student is at risk of causing harm to him or herself or to others.

In total, the Erie St. Clair's MHAN program served 581 students during the 2013–2014 school year (September 1, 2013 to June 30, 2014). As the program grows, the hope is to reduce ER visits, inpatient admissions, and school absentee rates.

¹Ministry of Health and Long-Term Care. (2011). *Open Minds, Healthy Minds: Ontario's Comprehensive Mental Health and Addictions Strategy*. (http://www.health.gov.on.ca/en/common/ministry/publications/reports/mental_health2011/mentalhealth.aspx)



Accountability and Transparency

Long-Term Care Home Virtual Tours & Wait-Time Data

When living at home is no longer possible, CCAC care coordinators support individuals and their families in making the transition to long-term care. They assist patients and families in the application process for long-term care, including providing information about homes that will be able to accommodate their care needs and identifying other factors that may be important in their selection of preferred homes and accommodation type(s).

To help families make informed choices about long-term care, the Erie St. Clair CCAC, through the support of the ESC LHIN, launched two new tools designed to assist families with this care transition. Wait-time data and virtual tours for all long-term care homes throughout the Erie St. Clair region are now available online.

Long-term care home wait-time data are accessible on the Erie St. Clair CCAC website healthcareathome.ca/eriestclair/en, which highlights the data available for homes located in Chatham–Kent, Sarnia and Lambton County, and Windsor and Essex County. These documents, updated monthly, provide prospective residents with a variety of important information about each long-term care home. Families can view the number of beds in each home, the number of people on the waiting list, as well as the average wait time in days for each type of accommodation in the home (basic, semi-private, and private).

While the wait-time documents are updated monthly, long-term care home wait times vary and often change on a daily basis. As a result, families are encouraged to continue to work with their CCAC care coordinator for support in decision-making and assistance with the application process. Virtual tours of each long-term care home throughout Erie St. Clair are also available and can be accessed by visiting the CCAC's healthline website eriestclairhealthline.ca. The virtual tours can be found on each long-term care home's individual profile on the healthline website. Families and caregivers are provided with an overview of the home and its amenities, and given an opportunity to "visit" the home remotely. The tours can be viewed via computer, tablet, or mobile device. This is especially convenient for those whose health conditions may prevent them from extensive travel, as patients and families can view the homes directly from the comfort of their own living rooms.

While the Erie St. Clair CCAC provides this information to help families choose a long-term care home, it is important to work with a CCAC care coordinator while making this important decision. CCAC care coordinators can provide further information and context in support of these tools, all while assisting patients and families in choosing the ideal care setting that works best for them, and helping to find the right care at the right time and in the right place.



Partnering with Our Communities and Providers

The Breathe Well COPD Program

The Breathe Well COPD Program features a multidisciplinary, integrated health team supported by the ESC LHIN to address the increased prevalence and health care utilization for COPD in the Chatham–Kent and Sarnia and Lambton County areas. The program aims to assist patients by providing them with quality care, delivered through a seamless transition of care providers and all directed toward disease self-management and a positive patient experience. COPD, also known as emphysema or chronic bronchitis, is a debilitating disease primarily caused by smoking.

The impact of COPD is greater in Chatham–Kent, where patients are 66% more likely to have COPD, compared to Ontario averages. In Sarnia and Lambton County, patients are 30% more likely to have COPD, compared to the rest of Ontario. Subsequently, higher prevalence rates of COPD can equate to higher rates of hospital admissions and ED visits, which leads to poor quality of life for those who suffer with this illness and, ultimately, to higher costs to the health care system.

The impact of COPD on an individual's health and quality of life can be improved through better disease management and the use of services such as smoking cessation, COPD education, exercise classes, and other community supports. To provide better care to individuals living with COPD, the CCAC and other health care providers across Chatham–Kent and Sarnia and Lambton County have teamed up to develop a better model of care for COPD patients.

All COPD patients who require hospital care are referred to the CCAC upon discharge. Within 24 hours, the CCAC team of professionals – including respiratory therapists, nurses, and others – help to stabilize the patient after an exacerbation and initiate better care and self-management practices. This intense intervention helps support patients after a critical acute episode, in order to attempt to mitigate any risk of return to the hospital setting.

Once the patient’s episode has been stabilized, the CCAC then assists and refers the patient to be transitioned to other community partners – such as the Family Health Teams and Community Health Centres, where they receive ongoing support and access to primary care. The program is customized to meet individual needs and helps patients recognize the signs and symptoms of their COPD, develop medication strategies, and prevent flare-ups. **The program options can also include:**

- Education
- Exercise
- Counselling
- Smoking cessation assistance
- Home services
- Pulmonary rehabilitation

The patients can access the specialized COPD team for ongoing support, should their condition worsen; this gives them care options and support rather than relying on clinics and hospitals as their only sources of care. Since the Breathe Well COPD Program’s inception, 539 patients have been referred to the CCAC, and 461 of them were successfully transferred to community care partners.

89%	of COPD patients had education provided around COPD pathophysiology – understanding what is COPD, how it affects the lungs, their health status etc.
86.5%	had education around how to recognize flare-ups/exacerbations and how to manage them
96.9%	had their COPD medications reviewed – how they work, when to use, inhaler technique assessed, etc.
73.7%	had education provided around nutrition – the importance it plays when managing COPD, maintaining proper weight, eating healthy, etc.
92.2%	had education provided around exercise – the importance of staying active, when managing COPD
65.2%	had education provided around breathing techniques – having strategies to deal with increased shortness of breath, sputum production etc.
52.9%	had education around energy conservation techniques – having strategies to conserve energy – when walking, getting dressed, bathed etc.

Supporting Our Staff

Ethics and the Community Care

In the course of their work, CCAC staff members may face ethical questions. This may occur when considering care decisions and resource allocations, acquiring informed consent, and reviewing research partnerships, among other situations. Supporting our staff in ethical decision-making supports the delivery of quality medical care and service.

Borrowing from existing ethical decision-making models in the community care sector, our organization has established a model that will serve to support our staff members, who make care and organizational decisions parts of their roles at the CCAC.

Staff members at the CCAC are supported by an ethical framework that is grounded within our organizational policies and focused on ethical principles, and offers tools for ethical decision-making.

A number of staff members are engaged in a multidisciplinary team created to help build our organizational capacity, apply a framework, and develop greater expertise in organizational and clinical ethical decision-making.

This expertise will grow as consistent education and broad information-sharing is undertaken, all with the goal of strengthening the capacity to consider ethical decision-making throughout the levels of decision-making at the Erie St. Clair CCAC.



Focus on Continuous Improvement and Innovation

Erie St. Clair CCAC Nursing Clinics

The Erie St. Clair CCAC's community nursing clinics provide a centralized location that delivers services that address specific health care needs. Through scheduled appointments arranged by the Erie St. Clair CCAC, these clinics offer patients the convenience of accessing the right care in the right place and at the right time.

The Erie St. Clair CCAC's first community nursing clinic, located in Chatham, began servicing eligible patients in November 2012. Following the success of the Chatham clinic, a new clinic was planned for Sarnia–Lambton. The Sarnia clinic was integrated into the current Erie St. Clair CCAC office at 1150 Pontiac Drive, and it first opened its doors to patients on Monday, May 13, 2013.

“ There were over 47,900 visits to the Erie St. Clair CCAC's Nursing Clinic during the 2013/2014 fiscal year. ”

The Erie St. Clair CCAC nursing clinics serve eligible, ambulatory CCAC patients who require services such as wound care, intravenous treatment, education on catheter and colostomy use, and other interventions. By working with patients and their families to achieve health goals through education, the clinic works to support and promote patient independence.

Community partnership is at the heart of the Erie St. Clair CCAC's nursing clinics. In collaboration with Bayshore Healthcare, each clinic is staffed with Bayshore nurses who work alongside the Erie St. Clair CCAC to deliver quality care to these patients. The Erie St. Clair CCAC's Short Stay care coordinators also work from these clinic locations, giving them the ability to communicate directly with Bayshore nursing staff as well as with patients.

By giving patients the convenience of receiving care in a clinic setting, the Erie St. Clair CCAC is able to provide more care to more patients, and in a more efficient manner. In addition, staff members and patients are able to enhance overall expertise as new products and best evidence-based practices are trialed.

The nursing clinics are open seven days a week, from 8 a.m. to 8 p.m. each day. Appointments are mutually booked and timed to provide maximum interaction with the nurses while limiting wait times. As an alternative mode of community care, our clinics help provide outstanding care to patients across the Erie St. Clair region.

Financial Overview

Our CCAC is fully funded by taxpayer dollars, through the ESC LHIN. The CCAC works hard to ensure there is high value for every dollar spent on the care that is provided. Our objective is always to provide the best possible care while balancing the responsibility of managing public funds.

Our funding for the 2013–2014 year is reflective of the recognition by the Ministry of Health and Long-Term Care that Ontarians require more community and home-based care.

Additionally, our CCAC receives one-time funding to support new projects and initiatives, such as the Breathe Well COPD Program discussed previously in this report.

The audited financial statements of the Erie St. Clair CCAC can be found on our website at healthcareathome.ca/eriestclair/en



ERIE ST. CLAIR COMMUNITY CARE ACCESS CENTRE | STATEMENT OF OPERATIONS
 FOR THE YEAR ENDING MARCH 31, 2014, with comparative figures for 2013.

	2014		2013	
REVENUE				
MOHLTC Provincial Grant—Base Allocation	\$	125,226,593	\$	118,813,220
MOHLTC Provincial Grant—One-time Funding		1,389,941		817,386
External Recoveries		355,636		577,514
Bank interest		135,619		86,656
Amortization of deferred capital contributions		447,220		346,015
		127,555,009		120,295,409
EXPENDITURES				
Program				
Administrative and support services		10,163,469		9,699,015
Patient care (Community & social services)		115,804,267		108,456,922
Health promotion and education		1,689,835		1,039,610
		127,657,541		119,195,547
EXCESS OF REVENUE OVER EXPENDITURES (expenditures over revenue)	\$	(102,562)	\$	1,099,862



Engagement

Heroes in the Home

The Erie St. Clair CCAC was proud to host last November the first annual Heroes in the Home Caregiver Recognition Awards. Events were held in all three major regions across Erie St. Clair, in Chatham, Sarnia, and Windsor.

There are approximately 2.7 million Canadians¹ who provide care to a loved one; undoubtedly, they play an integral role in our health system and our communities. Caregivers provide more than 80% of the care needed by individuals with “long-term conditions,” and it is estimated they contribute more than \$5 billion of unpaid labour annually to the health care system.² Caregivers often juggle caring for a friend or loved one, while potentially trying to raise a family or work.

Dr. Samir Sinha, Chair of the Ontario Seniors Strategy, says that “supporting caregivers is one of the keys to keeping the health care system sustainable as our population ages.”³ The CCAC understands the importance of the hard work and dedication of these individuals, as their commitment allows loved ones to remain safe in their preferred care setting for as long as possible.

During the inaugural Heroes in the Homes events, the Erie St. Clair CCAC recognized over 100 caregivers and celebrated their benevolence and compassion. Last year, Philip J. was a recognized Hero. “I felt so honoured to be recognized by my patient and his wife,” explains Philip, a personal support worker (PSW) with Bayshore Home Health. “The Heroes in the Home events are a great opportunity to recognize a family member, friend, neighbour, or health care professional, who provides support in order for others to live safely in their homes and communities.”

¹ Statistics Canada. (2007). *General Social Survey on Family, Social Support and Retirement*. (<http://www.statcan.gc.ca/pub/11-008-x/2008002/article/10689-eng.htm#a1>)

² Health Canada. (2002). *National Profile of Family Caregivers in Canada - Final Report*. www.hc-sc.gc.ca

³ See <http://healthydebate.ca/2012/10/topic/community-long-term-care/supporting-ontarios-unpaid-caregivers>



Engagement

The Erie St. Clair CCAC is dedicated to enhancing the health, quality of life, and independence of individuals in our communities, by offering a single point of access to home and community services. We assist patients in making informed choices about health care options, and we work to ensure they are connected with the care they need.

In order for the CCAC to continually improve its quality of service, we welcome feedback from our patients and our communities. We encourage you to contact us with any feedback, questions, or concerns you may have.

Connect with the CCAC

By phone.....1-888-447-4468 or 310-2222 (no area code required)

TTY Number: 519-258-8092

By email.....engagement@esc.ccac-ont.ca

Via the internet..... healthcareathome.ca

By mail.....712 Richmond Street, P.O. Box 306 Chatham, Ontario N7M 5K4

The Erie St. Clair CCAC has gone social!

Join the conversation and connect with us on the following social networks:

 www.facebook.com/eriestclairccac

 www.twitter.com/ErieStClairCCAC

 www.linkedin.com/company/erie-st.-clair-community-care-access-centre

 www.youtube.com/user/ErieStClair



Thank You

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