

OACCAC News



OACCAC NEWS CONTENTS

NEWS	2
CCACS RECOGNIZED AT HEALTH CARE EXPO	2
MISSISSAUGA HALTON CCAC COMMITS TO HEALTHY WORKPLACE CHARTER	3
SOUTH WEST CCAC CELEBRATES PARTNERSHIPS FOR HEALTH	3
GOVERNANCE LEADERSHIP EDUCATION DAY 2010: QUALITY - MISSION CRITICAL FOR HIGH PERFORMANCE	4
CELEBRATING CCAC SUCCESS WITH CHRIS AT ONTARIO'S LARGEST HEALTH CARE SHOW	5
'VENDOR OF RECORD FOR I.T. SERVICES' LAUNCHED	5
EDUCATION	6
JOINT EFFORTS RESULTS IN PARTNER ENGAGEMENT	6
CONFERENCE	6
CONFERENCE NEWS UPDATE	6

Produced by pdfPictures.com



News

CCACS RECOGNIZED AT HEALTH CARE EXPO



Click here to view the opening speech from Tom Closson, Ontario Hospital Association President and CEO, and Minister of Health and Long-Term Care Deb Matthews.

The Minister of Health and Long-Term Care Deb Matthews was on site for the opening of the *Celebrating Innovations in Health Care Expo*, presented by HealthAchieve in partnership with the Government of Ontario. She kicked off the event with a speech commending attendees for ingenuity and courage in their daily work, and for their role in improvements to health care over the years.

The 2010 Expo focused on six themes: integration, patient/resident centeredness, evidence-based practice, access, safety, and efficiency. CCACs from across Ontario showcased exciting initiatives in the various categories, including several finalists for the Minister's Awards of Excellence.

During her speech, Minister Matthews recognized Effie Galanis, a case manager from Toronto Central CCAC, for her dedication and determination in helping transform the way Ontario delivers health care.

Central CCAC was a finalist for the Minister's Award for Excellence in the 'Improving Safety' category for Medication Management Support. The program is designed to improve the health and safety in seniors older than 65 years who take three or more medications, have one or more chronic disease, and who would benefit from medication management services.

In the 'Improving Efficiency' category, **Central East CCAC** was a finalist for its evidence-based Advanced Wound Care Program, a pilot project to improve the quality of life for clients and to reduce client care costs.

The **North East CCAC** was also a finalist in the 'Improving Integration' category for their collaborative project with the Timmins and District Hospital. "The 4R Model of Care helps



Minister of Health and Long-Term Care Deb Matthews (left) and Ontario Hospital Association President and CEO Tom Closson join Thérèse Bergeron-Hopson, a social worker with Timmins and District Hospital.

the client find the right person, in the right place, at the right time, with the right resources," Thérèse Bergeron-Hopson explained. This involves three programs working collaboratively to assess and address client needs and provide good advice upon discharge.

Toronto Central CCAC was a finalist in the 'Improving Integration' category for its collaborative effort on the Integrated Model Project with The Hospital for Sick Children and the Holland-Bloorview Kids Rehabilitation Hospital. Also in this category, **Central East CCAC** featured its program to help decrease emergency department wait times by diverting the transfer and hospitalization of long-term care residents, and decreasing alternate level of care days and the length of hospital stays.

South West CCAC submitted a project for the 'Improving Access' category. It partnered with Closing the Gap Healthcare Group to develop a model of service to include physiotherapy assistant support in a client's home. The goal was to provide more consistent and timely services for clients, and the outcome was improvement in clients' ability to achieve goals and to carry out exercise programs at discharge.

Also in the 'Improving Access' category was **South West CCAC**, for a collaborative project with London Health Sciences Centre and other hospitals in the region. The project standardized protocol for the transfer and return of adults with acute physical health problems who need access to advice or care within 48 hours. The protocol would spell out how these patients would be transferred from one hospital to

another within the LHIN, and then return to their community or community hospital.

The OACCAC joined members at the 2010 Expo, showcasing the innovation behind the CCACs' Client Health Related Information System (CHRIS), as well as the province-wide [Integrated Client Care Project](#).

Tune into this month's podcast to hear on-site interviews with various CCAC staff taking part in the Celebrating Innovations in Health Care Expo.



MISSISSAUGA HALTON CCAC COMMITS TO HEALTHY WORKPLACE CHARTER

Mississauga Halton Community Care Access Centre has adopted a "healthy healthcare leadership charter" to underline its commitment to ensuring a high quality of working life for staff.

The healthy workplace charter was formally signed on October 28 by representatives from the Board of Directors, management, and the Canadian Union of Public Employees.

"As a CCAC, we're focused on improving the health and well-being of our clients, but we need to make sure our workplace is healthy too," says CEO Caroline Brereton. "With the signing of this charter, we're committing to continuously

improve our quality of work life—which in turn will improve the quality of service we provide to clients and their families."

The charter is based on the principles of the Quality Worklife-Quality Healthcare Collaborative, a national group comprising employers, unions and associations. The organization's overriding principle is: "A fundamental way to better healthcare is through healthier workplaces, and that it is unacceptable to work in, receive care in, govern, manage and fund unhealthy workplaces."

Ms. Brereton says the Mississauga Halton CCAC takes a holistic view of worklife quality that includes professional development opportunities, workload, decision-making abilities and clear definitions of each employee's responsibilities. "The charter does not take us in a new direction as much as it is an evolution of what we're already doing, and its symbolism is very important," she adds.



Left to right: Barb Headly, Senior Director, Human Resources and Organizational Development; Maxine Laing, Unit Vice President, CUPE; Caroline Brereton, Chief Executive Officer; and Astrid Lakats, Board Chair, Mississauga Halton CCAC.

SOUTH WEST CCAC CELEBRATES PARTNERSHIPS FOR HEALTH

The South West Community Care Access Centre was among key players sharing results at October's Partners for Health Outcomes Congress. Partnerships for Health (PFH) launched in 2008, was funded by the Government of Ontario and sponsored by the South West LHIN and the South West CCAC.

Keynote speaker Steven Lewis and Ontario Minister of Health and Long-Term Care Deb Matthews were among speakers praising the PFH project's success at the Outcomes Congress, held in London, Ontario. PFH helps primary care practices improve their diabetes care using an inter-disciplinary, team-based approach.

"I think it's wonderful that health providers are coming together to better integrate our health care system, to improve the patient experience and quality of care for people living with diabetes," Minister Matthews said.

Sandra Coleman, CEO of the South West CCAC, said the PFH project was a transformative experience for all involved. "Our case managers had an opportunity to work closely with primary care teams to coordinate care. This reinforces our commitment to working in partnership with providers across the health spectrum, and will change the way chronic disease management is done across South West Ontario, and beyond."

At the Outcomes Congress, teams reported that since PFH began three years ago, there's been a five per cent annual reduction in

hospital/ER visits; the emergence of eHealth innovations including referrals from doctors to the CCAC, and CHRIS reports to doctors; and for patients, more regular screening tests, more comprehensive, proactive care, and more connections to in-home and community resources.

For more information about the PFH Outcomes Congress, or to view keynote presentations, please see:

www.partnershipsforhealth.ca

www.youtube.com/SWCCAC



(Left to right): Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration; Deb Matthews, Minister of Health and Long-Term Care; Catherine Statton, Project Manager, Partnerships for Health, North; Rachel LaBonté, Project Manager, Partnerships for Health, South West CCAC, at the Outcomes Congress on October 7.

GOVERNANCE LEADERSHIP EDUCATION DAY 2010: QUALITY – MISSION CRITICAL FOR HIGH PERFORMANCE

"Every system is perfectly designed to achieve exactly the results it gets."

— Paul Batalden, Dartmouth Medical School

More than 80 leaders—including OACCAC and CCAC CEOs and Board Members—took this

wisdom to heart at an educational session held November 7 at the Metro Toronto Convention Centre.

The session, organized by the Ontario Association of Community Care Access Centres' Governance Committee, was designed to provide the leaders with knowledge on how to structure and enact quality processes that will satisfy best practices congruent with recent Ministry of Health and Long-Term Care legislation.

The OACCAC was pleased to present leaders and keynote speakers that included co-chairs Teddene Long of Central CCAC and Betty Kuchta of Erie St. Clair CCAC; Paula Blackstien Hirsch, executive director of the Centre for Healthcare Quality Improvement At The Change Foundation; Anne Wojtak, senior director, Performance, Management and Accountability, Toronto Central CCAC and Anne Corbett, partner at Borden Ladner Gervais.

A thought-provoking speaker, Paula Blackstien Hirsch—committed to blending her rich background in performance measurement and quality improvement to accelerate improvements in health care—shared her thoughts on leadership with a comprehensive overview of the Institute for Healthcare Improvement's 'Seven Leadership Leverage Points.'

They are as follows:

1. Set system-level aims and oversee their achievement at the highest level of governance
2. Develop an executable strategy and oversee it at the highest level of governance

3. Channel leadership attention to improvement
4. Get patients, clients and families on your improvement team
5. Make the CFO a Quality Champion to achieve your aims
6. Engage service providers and other partners to achieve your aims
7. Build the improvement capability necessary to achieve your aims



Paula Blackstien Hirsch

Ms. Blackstien Hirsch concluded by reinforcing that quality improvement is a core business strategy and often can take up to a minimum of 10 years of sustained effort to get measurable results across a whole system or organization.

Quality improvement aims can only be achieved when organizations are accountable and create the conditions that lead to better outcomes.



Anne Wojtak

Next, Anne Wojtak echoed Ms. Blackstien Hirsch's commitment to quality improvement by offering insights on how CCACs have embarked on their own journey to translate these concepts into practice. As part of her

presentation, she provided further details on how the sector is demonstrating quality agenda leadership at an organizational level, including the development of the first ever provincial CCAC Quality Report, which will be available on the OACCAC's provincial website in early 2011.



Anne Corbett

Finally, Anne Corbett, who specializes in corporate commercial law and health law with a special emphasis on corporate governance, put a spotlight on the significant impacts for CCACs of three recent legislative developments: the [Excellent Care for All Act, 2010](#); [Bill 122: Broader Public Sector Accountability Act, 2010](#); and the new [Not for Profit Corporations Act, 2010](#).

This informative education session ensured that the leaders present had a clearer understanding of the overall quality journey: the importance of being committed and accountable, setting goals and targets, and spending the required time on the priority initiatives that will ultimately and effectively drive the sector's quality agenda.

CELEBRATING CCAC SUCCESS WITH CHRIS AT ONTARIO'S LARGEST HEALTH CARE SHOW

CCAC success with the Client Health Related Information System (CHRIS) was on full display at this year's Ontario Hospital Association HealthAchieve conference, and at the Ministry of Health and Long-Term Care's Celebrating Innovations in Health Care Expo.

Conference attendees at both events had a chance to virtually tour the web-based client management system with hands-on demos provided by OACCAC Business Technology staff.

"We had a number of people stop by that were very interested in CHRIS and what we

developed, interested in where we are going and the integration plans for it," said Pam Creighton, the OACCAC's CHRIS Business Lead. "The number of people that came through is simply amazing."

From physicians and nurses to frontline providers and software vendors, the buzz around the booth focused on how CCACs are integrating their core business functions and applications to enable health system integration to and from the community.

"Lots of people came to the booth looking at CHRIS, Assessment and Information and Referral—they were very interested that the CCACs have a provincial solution," said Peggy Hewson, the OACCAC's Senior Product Manager for CHRIS. "There is a great interest out there in an electronic health record and how our sector is participating in that."



More than 9,000 delegates to this year's OHA HealthAchieve had the opportunity to learn about CHRIS through a variety of brochures, posters and live one-on-one demonstrations. Materials feature a new logo for CHRIS that will soon be added to the online application. [Click here to see the new poster.](#)

One of the booth's visitors, Toronto Central LHIN's new CEO Camille Orridge, also recognized the strength of the CCACs' system-to-system integration capabilities.

"I think it's great that you're here, more than ever, just to profile CCACs and the interaction between CCACs and hospitals and the rest of health care," said Ms. Orridge.



OACCAC Interactive is a new multimedia way to learn about Business Technology in the community through the use of video and podcasts. In this month's edition, we offer video footage from the OHA's HealthAchieve, including interviews with conference attendees and exhibitors.

'VENDOR OF RECORD FOR IT SERVICES' LAUNCHED

OACCAC is pleased to announce that the Vendor of Record for IT Consulting Services is complete and ready for use. A vendor of record establishes prequalified list in certain service categories that facilitates procurement. Of 65 vendors that applied for qualification, 45 were successful.

Using the vendor of record, a CCAC can invite proponents to respond to a Request for Services, rather than going to public tender.

Once a successful vendor is selected, a simple Statement of Work is required to contractually bind the parties, as a master agreement between all successful vendors and OACCAC on behalf of CCACs is already in place.

This process, which was conducted under the leadership of a CCAC steering committee, and is the result of the hard work of many CCAC and OACCAC evaluators, will provide many benefits to CCACs. It shortens the procurement timeline for these services, while ensuring compliance with the Broader Public Sector Guidelines. The vendor of record establishes “rules” for invitations to bid, as well as templates to use to invite and contract vendors.

The Members' Portal has been used extensively to support the process, from the receipt and evaluation of the responses through to the management of the successful vendors and the tools and templates.

A second Vendor of Record for General Consulting is getting underway, again under the guidance of a steering committee of CCAC representatives.



Procurement is much easier with the new Vendor of Record for IT Consulting Services.

Education

JOINT EFFORTS RESULTS IN PARTNER ENGAGEMENT

The OACCAC drew on the Ontario Hospital Association's webcast services for the first time on November 17, to inform CCAC, hospital and service provider stakeholders about the CCAC Client Care Model.

On the day of the broadcast, more than 223 computers connected the 242 professionals that had registered for the event.

The CCAC Client Care Model webcast is archived in [OHA's Knowledge Centre Library](#).

Special thanks to OHA staff who provided technical and registration services to the event.

The next webcast using this format is scheduled for February 16, 2011, when the OACCAC will provide education to CCAC contract managers and service provider organizations, regarding the contract requirements established to protect the privacy of clients receiving health care in the community.



Webcast presentation by OACCAC Director of Client Services David Fry with OACCAC Chief, Analytics, Policy and Programs Lisa Droppo, and Director of Quality and Education Services Anne Bell.

Conference



CONFERENCE NEWS UPDATE

- The 2011 Call for Abstracts guidelines as well as the Call for Nominations guidelines will soon be posted on the OACCAC [website](#) CCACs can start preparing their submissions.
- The Exhibit, Sponsorship & Advertising Prospectus has been mailed to past sponsors and exhibitors, and will be posted [online](#).
- The Conference Program & Strategy Committee has been working on finalizing the lineup of keynote speakers; stay tuned for further details in the coming months!

MARK YOUR CALENDARS!

June 22 -24, 2011

Westin Harbour Castle Hotel



*Have a happy Holiday Season
and a wonderful New Year.*

*Bill Botchka
Board Chair
and
Margaret Mottershead
CEO OACCAC*