

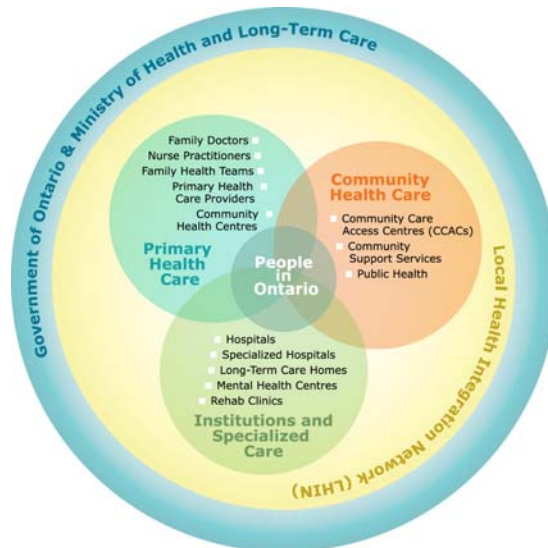


Central East Community Care Access Centre

*Outstanding care
every person
every day*



The Health Sectors of Ontario



Who are we?

The **Central East Community Care Access Centre (CCAC)** is one of 14 CCACs that work in communities across Ontario to connect people with quality in-home and community-based health care. We make sure our clients receive the care they need when they need it. We provide information, direct access to qualified care providers and many comprehensive services to help people come home from the hospital sooner or live independently at home longer.

Finding and accessing care can sometimes be confusing and complicated. CCACs are here to help people find their way through Ontario's health care system, understand their options and get the highest quality care possible. We help people across their life spans from school children who have special health needs to seniors who need health services at home or access to a long-term care home, adult day program, supportive housing program, chronic care beds/complex continuing care beds and rehabilitation beds in public hospitals.

Our caring and knowledgeable staff works hand-in-hand with clients and their families. We seek to understand each person's situation so that working together we can develop an individualized plan. The CCACs expertise, in-depth assessment process, and strong partnerships ensure clients receive specific care tailored to personal requirements and feel supported through their entire care journey.

Central East CCAC

Facts and Stats

- The Central East CCAC, formally established on January 1, 2007, is the result of the alignment of the following predecessor CCACs: Durham Access To Care, Haliburton, Northumberland and Victoria Access Centre, Peterborough Community Access Centre, and Scarborough Community Care Access Centre
- The Central East CCAC has seven branches: Campbellford, Haliburton, Lindsay, Port Hope, Peterborough, Scarborough, and Whitby. Staff members are also located in a number of satellite offices in hospitals, family health teams, physician offices and long-term care centres



Central East CCAC

Facts and Stats

The Central East CCAC is the:

- Sixth largest CCAC based on geography covering approximately 16,673 square kilometres
- Second largest based population serving approximately 1.5 million people or 30,000 clients on any given day
- Second largest based on budget with an annual budget of \$205 million for the 2009–2010 fiscal year thereby spending approximately \$500,000 per day (72% clinical service, 19% case management, 5% general admin. 2% IT and, 2% plant operations)

Central East CCAC

Facts and Stats

- There are nine hospitals operating out of 15 sites within the Central East region:
 - Campbellford Memorial Hospital
 - Haliburton Highlands Health Services – Haliburton, Minden
 - Lakeridge Health Corporation – Bowmanville, Oshawa, Port Perry, Whitby
 - Northumberland Hills Hospital
 - Peterborough Regional Health Centre
 - Ross Memorial Hospital
 - Rouge Valley Health System –Ajax Pickering, Centenary
 - The Scarborough Hospital – General Campus and Birchmount Campus
 - Ontario Shores Centre for Mental Health Sciences

NOTE: While the Uxbridge site of the Markham Stouffville Hospital is located within the Central East LHIN boundaries and serves patients from this region, the hospital is funded by Central LHIN and therefore does not appear on the Central East CCAC hospital list.

- There are 68 long-term care homes with approximately 10,000 long-term care beds.
- There are 6 Family Health Teams

Central East CCAC

Vision and Mission

Our Vision

Outstanding care - every person, every day

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.

Central East CCAC

Values

Caring

We relate to each other, to those we serve and to those with whom we work with compassion, respect, integrity and fairness and value the contribution of everyone.

Excellence

We base our decisions on ethical principles and best available information and our actions on best practice.

Client-Centred

We encourage and promote personal responsibility and informed and participative decision-making.

Collaboration

We co-ordinate our efforts, working in partnership with colleagues, clients, families, caregivers, providers and the community.

Accountable

We manage resources responsibly, share performance related information freely, and foster a culture of open communication.

Continuous Improvement

As a learning organization, we foster a spirit of inquiry, committed to improving understanding and encouraging innovation.

Central East CCAC

Strategic Priorities

The CECCAC will focus on:

- Our **Clients and Communities** by being a responsive organization focused on client-centred care and community engagement.
- Our **Performance** by being a quality organization focused on continuous improvement.
- Our **Accountability** by being a responsible organization focused on collaboration and accountability.
- Our **People** by being a people/learning organization focused on excellence.

Central East CCAC

Strategic Goals

A responsive organization that will:

- Deliver successful client outcomes
- Improve access to health system services
- Provide outstanding client experience
- Enhance linkages with community stakeholders, providers and partners

A quality organization that will:

- Advance, consistently meet or exceed the standard of practice
- Develop and implement innovative models of care

A responsible organization that will:

- Employ resources to maximize client outcomes and performance effectiveness
- Achieve a balanced budget
- Establish, measure, monitor, improve and report on outcomes

A people/learning organization that will:

- Foster strong employee engagement
- Develop a high performance workforce
- Develop healthy work-life balance
- Enhance a sense of community both within our organization and with our external community

Central East CCAC

Who is eligible for our service?

To be eligible for services, you must have:

In-Home Services

- a valid Ontario Health Card
- health care needs that cannot be met on an outpatient basis
- a need for a least one professional or personal support service
- a medical condition that can be adequately treated in the home

Placement

- a valid Ontario Health Card
- be 18 years of age or older
- a need for either nursing care 24 hours a day, assistance with activities of daily living or on-site supervision or monitoring
- must have care needs that can be met in a long-term care home

Central East CCAC

Who can make a referral for service?

Referrals to the Central East CCAC can be made by:

- individuals
- family members
- caregivers
- friends
- physicians
- health care professionals

Central East CCAC

Facts and Stats

On an annual basis the Central East CCAC serves:

- 66,000 unique clients
- 51,000 in-home clients
- 10,000 school health support services clients
- 15,000 client calls through information & referral lines

On an annual basis the Central East CCAC:

- Assesses 11,000 clients for long-term care
- Facilitates the placement of 2,700 clients to long-term care
- Provides 756,000 nursing visits
- Provides 180,000 hours of shift nursing
- Provides 60,000 PT visits
- Provides 72,000 OT visits
- Provides 2,352,000 hours of personal support
- Provides 3,480,000 units of in-home service

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