



Quality Community Care

Mississauga Halton Community Care Access Centre

Your Gateway to the Health Care System

Bobbi Greenberg
Manager, Media & PR

CARP Halton Chapter
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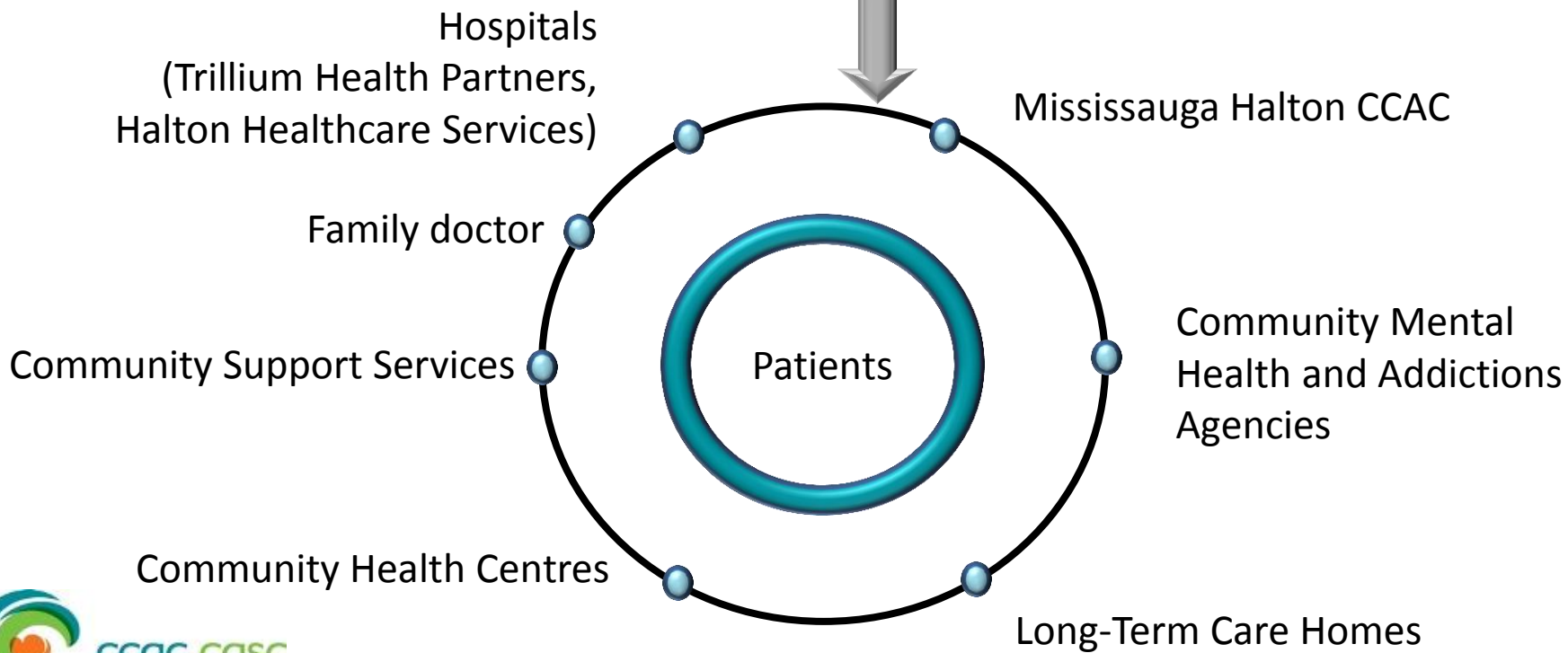


Mississauga Halton CCAC



Ministry of Health and Long Term Care

MH LHIN



Overview of health services



1. Help patients leave hospital for home

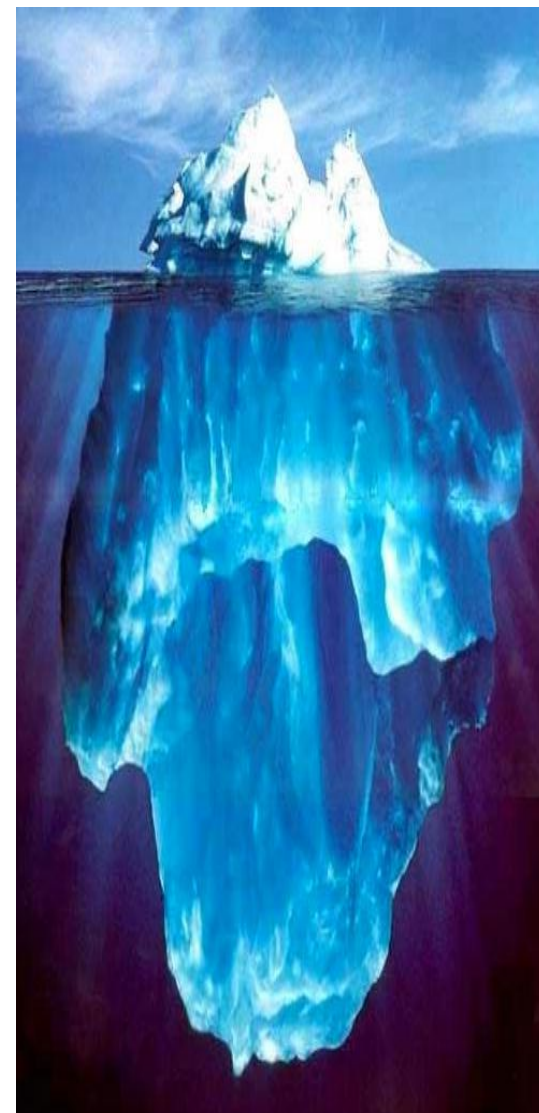
- Assess clinical needs and coordinate in-home or clinic services
- Rapid Response Nurses provide intense care for 30 days

2. Help patients leave hospital earlier to recover at home

- Helping patients take control of their own recovery
- Highly responsive care delivered at home

3. Help residents with high health care needs remain at home

- ***Stay at Home*** services
- Monitor and re-assess care needs and coordinate care



Overview of Health Services



4. Facilitate all aspects of long-term care process

- Long-term care videos, wait lists and costs

5. Help patients die at home, with dignity

- Palliative programs and services

6. Connect residents with family doctor

7. Help children:

- Thrive in school with rehabilitation and nursing care
- Who are medically fragile live at home safely
- With mental health and addiction challenges

8. Information and referral to services in the community services

- Bathing
- Adult Day Services
- Short-stay respite services
- Long-term care videos, wait lists and costs

Patient demographics



- **Mississauga Halton CCAC supported 41,172 patients in 2012/13**
- Year-over-year increase of 5.3%
- 2,437,224 'care service visits' – year-over-year increase of 14%
- **Patients include:**
 - Children in home
 - Children at school
 - Adults from the community
 - Patients from hospital
- Ontario's highest growth rate in population (12%) from 2006 to 2011
- The number of people aged 75 years and older will increase 143.4% by the year 2030
- The top ranked non-official language spoken by residents in 2011 was Urdu

Maria and Sally - Abrupt Changes



- **Maria** - Active, 72, widow, lives alone
- **Sally** - Only daughter, with a job and a family

Situation:

- Falls from kitchen stool – breaks her hip
- Hospital provides surgery – but what happens after discharge?

Questions about...

- Staying at home safely
- Medical assessment
- Home maintenance
- Daily living
- Transportation to appointments
- Special equipment, other resources
- Services and costs
- Long-term wishes
- Rehabilitation

Hospital-based Care Coordinator



Michelle works with hospital staff:

- Makes arrangements for Maria's care before she leaves hospital
- Care may include:
 - Physiotherapy
 - Occupational therapy
 - Personal support services
- Answers questions, explain choices
- Introduces community services, such as:
 - Friendly visitors
- **Michelle**, RN
- 15 years' experience
- **Hospital care coordinator** highly qualified, regulated health professional

Community-based Care Coordinator



Michelle contacts Cathy, who becomes Maria's post-hospital Care Coordinator

- In-home assessment (*cognitive, daily living, home safety, caregiver, medication, medical issues*)
 - Cathy revises Michelle's care plan
 - Adjusts Maria's physiotherapy
 - Source housekeeping and laundry or other external services – fee for service
 - Book falls prevention clinic
- Discuss planned decisions and long-term care options
- **Cathy**, RN, BScN
 - 18 years' experience....
 - **Care Coordinator**-highly qualified, experienced, regulated health professional

Karl Wait at Home Options



- **Karl**, 68, stroke patient in hospital
- Son Ben is his only relative in Canada

Situation:

- Karl in hospital recovering but will need rehabilitation and support to live independently

Questions

- After he leaves hospital, where does he go?
- What if his stroke has left him incapable of living at home?
- How can his family help keep him safe?
- What if his assessment leaves long-term care as the only option?
- What if there are no vacancies for months?
- What happens while he waits?

Wait at Home Options



- Karen works with Karl's health care team to bring him home safely (as we've seen before)
- **If stroke left Karl incapable of independent living**, he receives services through ***Wait at Home*** program
 - Karen starts long-term planning, consent process, arranges interim care and support
 - Within 72 hours, Fatima becomes Karl's post-hospital Care Coordinator
- **Karen**, RN, BScN
- 18 years' experience ***Hospital Care Coordinator***
- **Fatima**, MSc
- 15 years' experience

Long-Term Care



- **Resources to help make informed decisions about long-term care process**
- Video explaining the complete process
- 27 long-term care videos to help selection process
- Published wait times and costs

www.mhccac-ltc.com



Mississauga Halton CCAC Long Term Care Homes.



Village of Erin Meadows
by TheMHCCAC 1,480 views



Tyndall Nursing Home
by TheMHCCAC 534 views



Erin Mills Lodge
by TheMHCCAC 660 views



Cawthra Gardens LTC
by TheMHCCAC 879 views



Post Inn
by TheMHCCAC 2,047 views



Sheric
by TheM



- **Jean**, 60, with a terminal brain tumour
- Determined to stay as independent as possible

Jean

- In the last 12 months of her life, Jean wanted to maintain the best quality of life and live at home

Questions about

- Can she avoid dying in hospital?
- How will Jean manage daily living activities?
- What resources can help her?
- What special equipment is needed?
- What type of therapy will be best?

Enhanced Palliative Care – Success for Patients



- **Marlene, RN**
- 13 years' experience, Certified Hospice Palliative Care Nurse
- **CCAC Care Coordinator & Palliative Care Expert**

At hospital, Marlene steps in continues Jean's care:

- Helps with difficult conversations
- Continuously assesses needs
- Might arrange
 - Equipment needed in the home
 - Nursing, physiotherapy, occupational therapy
 - Personal support for daily living
 - Pain management
- Stays flexible to fluctuating needs
- "On-call" to ensure final preferences fulfilled and family supported

Many, Many Thanks



“This letter is going to sound like a tribute at the Oscar’s, but in the scheme of life, you and your team at the Mississauga Halton CCAC, if awards were available, would win the Oscar.

...Your team were life-lines, angels and provided the holistic care that not only the client/patient needed, but supported the family...”

Judy C., a grateful client who received palliative services for her mother.

Independent Patients



- **Darrell**, 77, retired war veteran
- Has a heart condition
- Lives with wife Carol, is active and mobile

Situation:

- Would like help bathing twice a week as he feels unsteady

Questions...

- Are the Mississauga Halton CCAC's in-home support services the most appropriate?
- Who is best to help him?
- **Mississauga Halton CCAC Actions:**
- Assess Darrell as a stable low-risk patient who requires different services
- Will refer him to community organization that can best meet his need for supervised showers
- Inform Darrell that he can access additional services through Veterans' Affairs



Children's Services

2012/13:

- Mississauga Halton CCAC supported 4,217 children at home and at school



New Mental Health and Addiction Nurses



- **Endorsement by Halton Catholic District School Board and student case study of 'saving Stacy's life'**



Patricia Codner, Chief
Social Worker, Halton
Catholic District School
Board



Shauna Johnston, Mental
Health and Addiction
nurse



Rapid Response Nurses



Lynda, RN and Roy



- Visit patient within 24 hours of hospital discharge
- Ensure medications are taken, follow-up doctor visits are made and kept, patient education
- Ongoing assessments over a 30 day period

Care Connectors



Connecting 'unmatched patients' with physicians, nurse practitioners

Higher risk patients are matched first

Accommodating patients with particular needs: geographical distance, language, wheel chair accessibility, health needs

Health Care Connect
1-800-445-1822



Adult Day Services



Adult Day Services Options:

- Halton Region - Milton Place, Friends Landing and Silver Creek Place
 - General Halton ADS Information
 - About Milton Place, Friends Landing, Silver Creek Place
- India Rainbow Adult Day Centre
- Next Step to Active Living - South Common Community Centre
- Next Step to Active Living - Huron Park Recreation Centre
- Peel Region - Sheridan Villa
- S.E.N.A.C.A. Senior Day Program - Central, Coptic Centre & Palermo
- Senior Life Enhancement Centre - Centre 2
- Yee Hong Centre for Geriatric Care
- Wesburn Manor

Respite Services



Short term care (respite) in long-term care available to seniors and people with disabilities

- Short stay care is planned in advance
- For emergencies that require immediate assistance, all efforts will be made to accommodate; however, official holidays are usually booked well in advance
- Our Care Coordinators will work with constituents to have a loved one placed in the appropriate home and help with the application process
- Maximum length of stay is 60 consecutive days, and a total of 90 days per year

Costs:

- Start at \$36.34 per day

LTC HOMES WITH SHORT STAY BEDS IN MISSISSAUGA HALTON

Etobicoke:

Highbourne Lifecare Centre

420 The East Mall
416-621-8000

Wesburn Manor

400 The West Mall
(at Burnhamthorpe)
416-394-3600

Halton:

Allendale

185 Ontario St. S
905-826-6000

Mississauga:

Leisureworld Mississauga

2250 Hurontario St.
905-270-0411

Yee Hong Centre

5510 Mavis Rd.
905-568-0333

Restore Program



Lorna, RN, BScN
Community Care Coordinator
30 years' experience

- Joan, 81, graduate of Restore Program
- Dedicated 35-bed unit at Cooksville LTC
 - Multidisciplinary team focuses on restoring physical function and facilitating daily living
 - Average length of stay is 4-6 weeks
 - Joan not able to walk upon arrival
 - *“I needed to strengthen my legs and arms. With the exercises I learned at the Restore Program, they got me walking again.”*
 - Referral must come from Mississauga Halton CCAC

Physiotherapy Funding Changes



- Mississauga Halton CCAC provides in-home one-on-one physiotherapy services to patients receiving care via OHIP-funded services and to eligible new patients
 - Physiotherapy by registered health professionals
 - Goal-oriented physiotherapy plan
 - Call us at **310-2222** (no area code required)
- March of Dimes will provide group exercise and falls prevention classes where they exist now and add more classes to serve more constituents
 - List of classes published/updated at Mississauga Halton LHIN web site
 - Contact March of Dimes and speak to Andrea Allen at **905-301-7127**



Patient Complaint and Escalation Process

Our Approach to Patient Complaints



Complaints come to the Mississauga Halton CCAC through a variety of sources:

- Patient directly
- Caregiver
- Contact from external advocate such as an MPP
- The Long Term Care Action Line – Ministry of Health and Long-Term Care at **1-866-876-7658** or visit www.health.gov.on.ca

We recommend the following steps for you to address your concerns:

- Contact your Care Coordinator to discuss any concerns
- Your Care Coordinator is familiar with your situation and will want to hear about what is going well and what can be improved and will respond to your concerns

Many patient concerns are successfully resolved at this level.

If, after talking the Care Coordinator, your concern is not resolved to your satisfaction:

- Speak with our Client Services Manager
- Speak with our Client Services Director

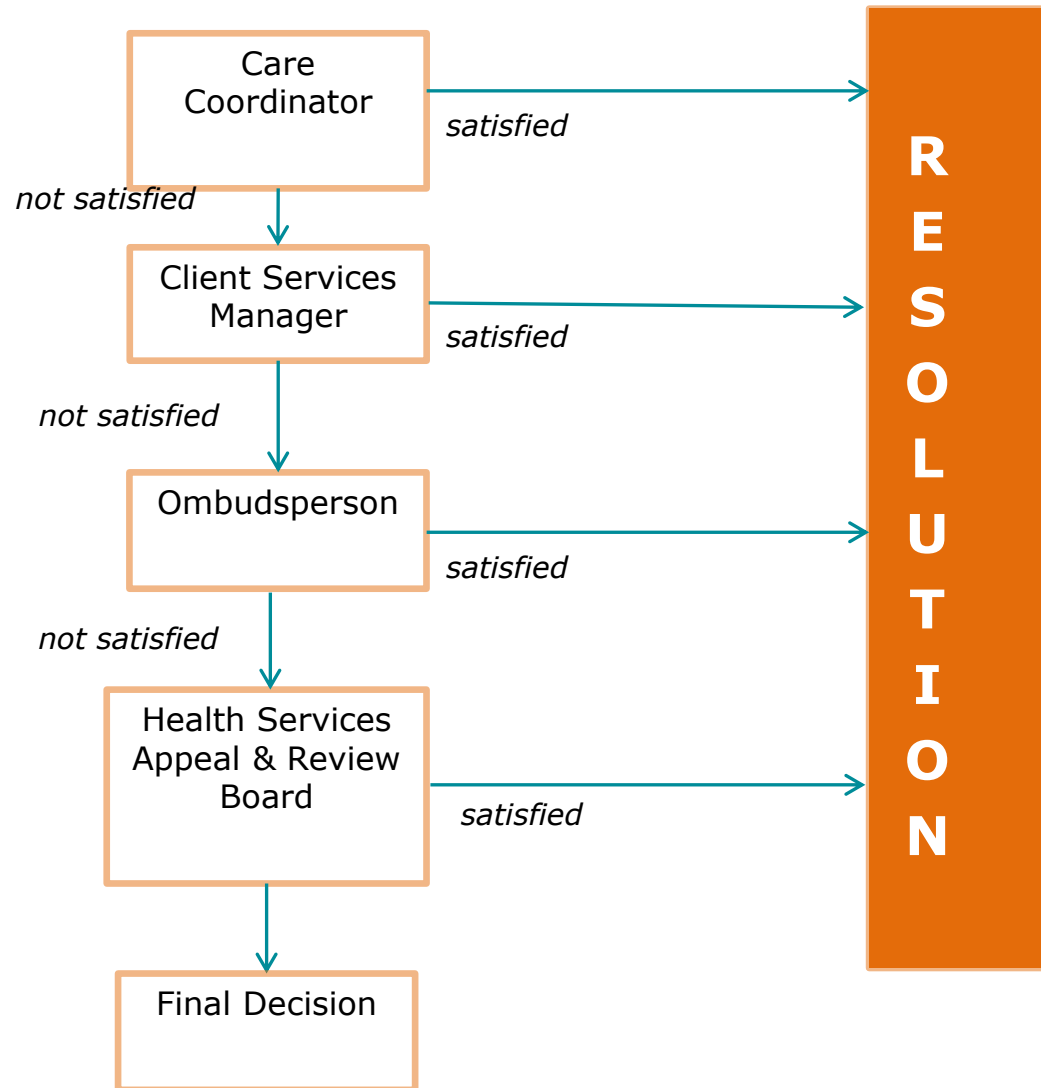


Complaints & Appeals



An expression of dissatisfaction can be expressed by the patient, caregiver or an external advocate.

Either party can seek the review of a court if unsatisfied.



Escalated Concerns Options



Role of the Ombudsperson

- Designated neutral who can assist in the facilitation of the resolution of disputes
- Provides information to patients on complaints process
- Facilitate/mediate case conferences
- Referral of complaints for internal review
- Source of advice, consultation and coaching for our Client Services team on dispute resolution



Escalated Concerns Options



Health Services Appeal and Review Board (HSARB)

- If patients remain unsatisfied following an internal appeal and decision, they have the right to appeal the decision to the Health Services Appeal and Review Board (HSARB)
- HSARB is an independent tribunal





Mississauga Halton CCAC in the community





Helping you answer members questions with practical information

- How do I find out about long-term care (LTC) options?
 - LTC videos and average wait times
 - Long-term care booklet outlining process
- How do I get trusted health information?
 - Free **Health Advisor** e-newsletter
 - <http://www.healthathome.ca/> web site
 - **Health Care At Home: Your Essential Guide to the Mississauga Halton CCAC** print guide
 - **Your Health, Your Way** public information events
 - **Heroes in the Home** caregiver celebration events
 - 2012/13 Annual Report to the Community
- How do I get services to help my child at school?
- My Dad has to leave the hospital. What is available to help him at home?
- What is available to help my frail Mother remain in her home?
- I just heard about _____ in the news. What is happening?

How can we help?



How can we help you and provide information?

