

CCAC Expanded Role Implementation Communiqué #4

Summer 2012

The fourth in an ongoing series of quarterly updates on CCAC Expanded Role implementation, this communiqué provides information about local achievements that advance the goal of providing smoother transitions and additional support for clients as they move to the most appropriate care setting.

*To support the vision of Ontarians receiving the **right care, at the right time and in the right place**, CCACs are supporting health system integration and optimizing their capacity as system navigators and care coordinators by connecting clients to the most appropriate health care services. In addition to supporting client access to home care and long term care homes, CCACs are working toward facilitating smooth transitions to adult day programs, assisted living, supportive housing, complex care beds and rehabilitation beds. In partnership with health service providers, CCACs will support clients in receiving integrated, coordinated and client-centred care, focusing on the complex needs of an aging population.*

In spring 2011, LHINs and CCACs began engaging local stakeholders and developing plans to implement the expanded CCAC system navigator and care connector roles by March 2013.

As of June 2012:

- Thirteen CCACs/LHINs, together with their local Community Support Agencies (CSAs), report having started implementation of the expanded role for Adult Day Programs (ADPs). This is an increase of three from last quarter. Five regions have completely implemented the expanded role for ADPs and are in the process of gathering lessons learned.
- Implementation of the Assisted Living for High Risk Seniors and Supportive Housing stream is well underway with eight CCACs/LHINs reporting implementation started and one CCAC/LHIN fully implemented.
- The implementation of single point of access for complex care and rehabilitation will ensure the alignment of several interdependent and evolving provincial initiatives. Five CCACs/LHINs have begun implementation for Complex Care, while three have begun implementation with Rehabilitation beds. CCACs/ LHINs are exchanging information, sharing tools and resources and learning from colleagues that are further along in the implementation process.

Access to Care in the South West: Rehabilitation Beds

The CCAC expanded role as single point of access to rehabilitation (rehab) beds launched at Woodstock General Hospital (WGH) in March 2012, with positive results to date.

The WGH/South West CCAC team together developed consistent admission, assessment and eligibility criteria. The CCAC case manager, as part of WGH's interdisciplinary team, assesses referrals from various hospitals to determine appropriateness, then partners with the WGH team to collaboratively determine whether a person's needs can be met on the rehab unit. As Complex Continuing Care (CCC) and rehab services are available in a few hospitals only, consistent processes are important to ensure that patients from all hospitals in the geographic region have easy access to the service.

This work supports a high performing system that focuses on: reducing wait times and improving utilization for CCC and rehab beds and reducing the number of clients/patients designated as alternative level of care (ALC) in hospital beds.

The initiative was launched upon the opening of a new rehabilitation unit of the new WGH site. Single point of access helped to ensure full occupancy very quickly of the right people at the right time. Since the initiative began in March 2012, 30 people have been admitted to the rehab unit, 15 people have returned home with CCAC service while two people were well enough to return home without supports. Twenty-eight individuals who were referred to the WGH's rehabilitation unit were assessed by the CCAC and redirected to more appropriate care settings – thereby contributing to the goal of ensuring the right person gets to the right place at the right time.

In the South West, with a focus on supporting people – specifically seniors and adults with complex needs – in their homes for as long as possible with community supports, there are three interrelated Access to Care projects: Home First, CCC/Rehab, as well as Assisted Living, Supportive Housing and ADP. As part of this overall Access to Care initiative, partners took stock of the current utilization of CCC, rehab, assisted living, supportive housing and adult day programs. It was found that at least 30 per cent of the people currently using these services could have been cared for in a more appropriate care setting, demonstrating that improvements are necessary to ensure the right care in the right place.

Success Story: Central Adult Day Programs

With the major milestones associated with the expanded role project now complete, Central CCAC is the single point of access for assessment, eligibility and waitlist management for the 18 LHIN funded Adult Day Programs (ADP). As a result, individuals and families are benefiting from this person-centered, streamlined approach to accessing these programs.

Capitalizing on the concurrent implementation of other provincial initiatives, including the provincial implementation of the InterRAI-CHA assessment tools in the community sector, Central's community stakeholders have worked together to streamline the assessment process and establish guidelines for sharing information thereby reducing the number of times clients must tell their story. For example, over a two month period, 60 clients were able to avoid undergoing duplicate assessments prior to admission to an ADP. These were clients who, because they were navigated through the CCAC for an ADP referral, were found to have an existing RAI-HC completed for other CCAC services, therefore eliminating the need for a second assessment.

"Implementing the expanded role has strengthened partnerships with community support agencies. We have committed to continuing this partnership through a LHIN wide Community of Practice which will offer shared learning opportunities," said Sandra Cella, Central CCAC.

The collaborative development of a transparent Central LHIN ADP waitlist and collection of performance indicators facilitates timely access to ADPs and results in numerous benefits to clients and providers. Central CCAC can now provide up-to-date information to clients, CSAs, health care providers and the LHIN on the full range of ADP programs and their waitlists. Applications to ADPs with vacancies are processed by the Central CCAC within 24 hours, with the completion of the RAI-CHA by the CSA being utilized and eliminating duplicate assessments from the process.

A key success factor was the establishment of a strong collaborative, open and transparent environment for stakeholders to work together. Here's what our partners had to say...

"In discussing the expanded role for ADPs, our agency felt that we were free to express our feelings and opinions about the process. We were encouraged to express a self-invested interest in development of this role that is beneficial to our clients and community at large. The Central CCAC not only heard what we had to say, but actually listened and appreciated our input." – Carefirst Seniors & Community Services Association

"Being involved with the CCAC/ADP expanded role project in the Central LHIN has been a very interesting and dynamic process. Central CCAC approached this huge task in an extremely organized and collaborative way and successfully guided our community agencies to a positive outcome. We now have a formal process in place that will allow community agencies and CCAC staff to work together providing a unified approach to Adult Day Services for people in our communities." – Mackenzie Health

"Central CCAC is dedicated to working with our organization to streamline the navigation process from the client perspective. The staff has been supportive, understanding and working collaboratively with Better Living throughout the process." – Better Living Health and Community Services

"With the CCAC's assistance and the coordinated centralized waitlists for ADPs we will be able to ascertain where resources need to be enhanced to provide access for all clients equitably. It also provides the opportunity for the community support services sector to work more closely with the CCAC case managers as they assist families navigating the health services sector." – Alzheimer Society of York Region

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