



OACCAC – 2015/2016 in Review

June 2016

OACCAC STRATEGIC DIRECTIONS 2014 – 2017

Champion home and community care in an integrated system

The OACCAC will support CCACs in their collective work to create a world class home and community care system for the people of Ontario. The OACCAC will work with system partners to ensure the home and community care system is integrated with and supports people and their families to heal and age safely at home, within an evolving health care system. The OACCAC will use research and evidence to support its positions and influence health system directions to better serve the people of Ontario.

Support excellence in patient care

The OACCAC will support CCACs and their partners in care to deliver the highest quality care possible, through identification, development and spread of leading practices in care. CCACs will be supported in their relentless pursuit of high quality improvements in care that provide a better patient experience and better outcomes.

Optimize value for money

The OACCAC will support CCACs as they strive for continuous improvement in the contribution they make to the health care system, while maximizing the use of resources and accountability for public funds. The sector eHealth strategy and other innovations in shared services will be key enablers of continued and increasing value creation by CCACs.

Champion home and community care in an integrated system

Advanced health system transformation through strong unified leadership

- Highlighted cost effectiveness/maturity/adoption of technology and shared services assets through MOHLTC's eHealth Community asset review and TSS/BTI review
- Supported implementation of MOHLTC's PSW wage enhancement initiative
- Published sector response to Patients First consultation

Increased awareness and understanding of CCAC value

- Increased media attention. Globe and Mail series on challenges faced by CCACs
- Led and delivered support on two audits
- Conducted regular environmental scans to position CCACs within health care transformation
- Published sector Quality Report
- Executed robust 2015 conference strategy and program reflecting CCAC value propositions and partnerships, and developed program for 2016

Influenced policy directions to optimize the role of home and community care

- Published white papers LTC Home Care placement/transition, coordination of personal support services by CCACs and CSSs and Levels of Care Framework

Optimized strong relationships with strategic health system partners

- Enhanced the sharing of patient data via data/network sharing agreements with 500+ health and services organizations

Support excellence in patient care

Promoted the adoption of leading practices and innovation that create a positive patient experience and quality outcomes

- Established minimum data sets for e-Referral for 25 LHIN-funded provincial CSS services
- Developed LTC and Personal Support Algorithms in partnership with University of Waterloo
- Developed a secure messaging strategy to enhance communication between care coordinators, patients and care givers

Drove collaboration to create quality outcomes for patients and their families through the health system

- Executed on Information and Referral vision
- Delivered integration between eShift and CHRIS to support cSWO goals
- Deployed e-Notification to 70 Ontario hospitals
- Completed deliverables supporting cGTA initiative

Increased CCAC capacity to meet growing demands to care for people at home and in the community

- Completed interRAI CHYM implementation province-wide
- Completed user acceptance testing of Acutenet provincial Assessment software
- Supported CCACs in collective bargaining process

Optimize value for money

Drove initiatives that increase transparency and accountability

- Publicly consulted on and published Declaration of Patient Values
- Fully Implemented zero-based budgeting
- Implemented organizational compensation review
- Undertook review of all HR policies

Created greater value for money by supporting continuous improvement in CCAC efficiencies

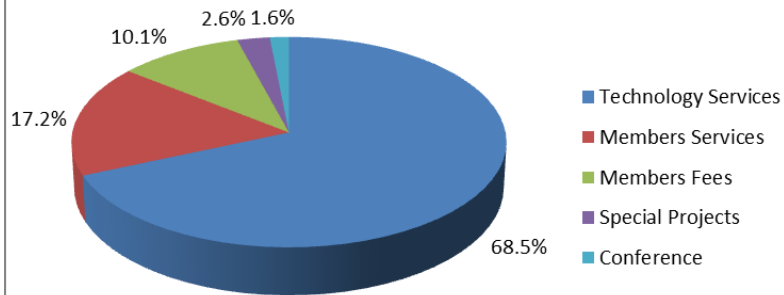
- Realized \$16M ROI on CCAC ongoing use of technology features
- Deployed additional CHRIS features to support provincial CCAC standardization

Maximized OACCAC capacity to deliver high quality services in response to member priorities

- Successfully delivered CHRIS 2.6 and 2.7
- Delivered on base technology Infrastructure initiatives ensuring CCAC and OACCAC can meet expanding business needs
- Met 93% of SLA targets
- Achieved above average Employee Engagement score
- Executed management training program
- Conducted review of employee benefits plans
- Achieved 92% compliance with staff training on standards for accessibility, health and safety, privacy

OACCAC Funding and Services

2015-16 REVENUE



2015-16 EXPENSES

