



# 2014/2015 in Review

May 2015

# 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
  - Released OACCAC white paper
  - Engaged a citizens' panel for feedback
- Increased awareness and understanding of CCAC value
  - Conducted regular environmental scans to position CCACs within health care transformation
  - Evolved CCAC Quality Report into a compelling biannual online update on the OACCAC website
  - Developed a robust 2015 conference strategy and program that reflects CCAC value propositions and partnerships
- Influenced policy directions to optimize the role of home and community care through input into
  - Patients First Action Plan for Health Care
  - Expert group's Bringing Care Home report
  - PSW workforce stabilization
  - eHealth 2.0
- Optimized strong relationships with strategic health system partners
  - Leveraged technology to strengthen partnerships and clinical information sharing
  - Developed data sharing agreements with hospitals and long-term care homes that enabled e-referral implementation

### Support excellence in patient care

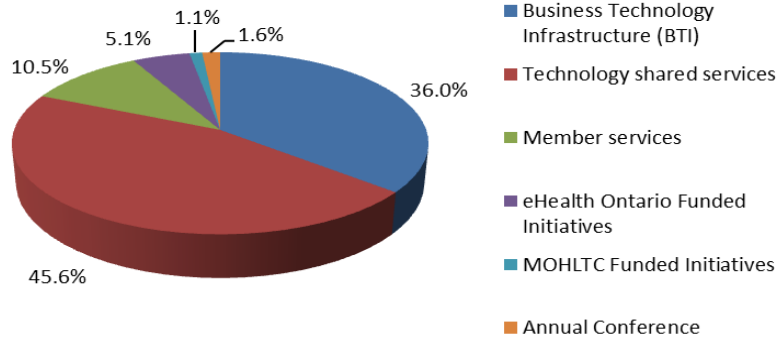
- Promoted the adoption of leading practices and innovation that create a positive patient experience and quality outcomes
  - Streamlined patient assessments and care planning
  - Developed Hospice Palliative Care Action Plan
  - Supported physiotherapy reform
  - Ensured placement legislation compliance
- Drove collaboration to create quality outcomes for patients and their families through the health system
  - Progressed primary care connection strategies
  - Integrated systems to receive electronic referrals from EMS (eNotifications)
  - Partnered with OHA on provincial patient transitions guidelines
  - Executed on Information and Referral vision
  - Leveraged CCAC eHealth solutions to help advance Ontario's connecting initiatives (i.e. cGTA, cSWO, cNEO)
- Increased CCAC capacity to meet growing demands to care for people at home and in the community
  - Supported CCACs in collective bargaining process

### Optimize value for money

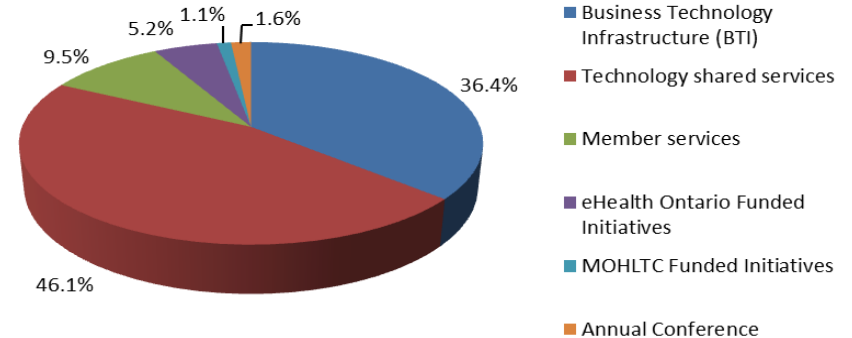
- Drove initiatives that increase transparency and accountability
  - Collaborated with HQO on CCAC Quality Improvement Plan reporting
  - Enhanced corporate and HR processes
  - Implemented zero-based budgeting
- Created greater value for money by supporting continuous improvement in CCAC efficiencies
  - Actualized business process efficiencies through CHRIS
  - Deployed 200+ CHRIS features to support provincial CCAC standardization
- Maximized OACCAC capacity to deliver high quality services in response to member priorities
  - Established project prioritization process
  - Formalized agreement to transition management of systems from eHealth Ontario to the OACCAC
  - Conducted priority systems disaster recovery needs analysis
  - Delivered CHRIS releases and Base Technology Infrastructure initiatives

# OACCAC Funding and Services

**2014-15 Revenue**



**2014-15 Expenses**



**Member Fees Relative to CCAC Sector Annual Funding**

