

Research in Action

The Power of Planning with Evidence

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The Context

- Ministry Transformation Agenda
- CCAC Reorganization
- Building a New Organization
- Aging at Home Strategy Announcement
- Timing is Everything

A Changing Landscape for CCACs

A new generation of stakeholders have dramatically different expectations of us

Changing expectations among clients...

New service & quality expectations

Growing diversity of individuals and communities

Increasing complexity/acuity of cases

Unique needs of clients in an urban environment

... among providers and partners...

Increasing complexity of service coordination

Targeted services needed for marginally housed and homeless

Changing pressures on key delivery partners

Need for better information exchange

Untapped opportunities for integration

Unexplored opportunities for new ways of working

... and across the health system.

Accountability to LHINs to achieve local priorities

Concerns about sustainability of current health system

Pressure to manage costs & drive efficiencies

Underutilized capacity and knowledge

Need for Evidence Informed Decision Making

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Supporting a Community

Just the numbers...

On any given **month**, the Toronto Central CCAC supports the:

- transition of **6000** patients from hospital to home for care
- care of **16 000** people in their home and community
- long term care home planning for 1800 clients
- 560 clients with end of life care
- management of 19 000 information and referral inquiries
- 7 day per week on site care coordination service at 26 hospital sites and 7 emergency departments

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Toronto Central CCAC

- Complete Review of Operations & Services – 2006
- Key Elements of New Client Service Model for New Org:
 - Focus on targeted client segments and their needs
 - Improve customer experience and increase choice
 - Shift resources from acute to chronic support at home
 - Emphasize inter-professional teams, chronic disease mgt
 - Redistribute resources from acute to chronic care

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Enter Balance of Care Team

- Fateful & Well Timed Meeting
- Opportunity to Use Real Time Evidence to Inform Critical Planning
- Enthusiasm of Partners
- Research Team Organizational Fit

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Enlightening Moments

- Reality of the Substitution Game
- Developing Policy, Programs for the Average Joe/Jane
- Planning with Anecdotal Information
- Data Disasters
- Inter professional Teams in Action
- Political Divides can be crossed
- The Changing Consumer
- Collective Discomfort with Targeting
- What Really Is Balance of Care Anyway?

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Next Steps

- Implement Model & Evaluation
- Continue Research Partnership to:
 - Build and Evolve Program
 - Demonstrate Impact, Measure Performance
 - Inform & Support System Change

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