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## **Community Care Access Centres Commend Ontario's Strategy to Improve the Quality and Transparency of Home Care**

**Monday, December 15, 2008** – Community Care Access Centres (CCACs) welcome Health Minister David Caplan's ground-breaking announcement today of a strategy to improve the quality and transparency in the delivery of home and community care services for Ontarians.

"We applaud the Government for recognizing the value of community-based care within the health care system. This new strategy will improve the quality and transparency of services and integrate the way we provide care to put the people we serve at the centre of everything we do," said Margaret Mottershead, CEO, Ontario Association of Community Care Access Centres (OACCAC).

CCACs will work together with our health care partners to develop multi-disciplinary health care teams, resulting in a more integrated care experience for our clients, promoting innovation and research to drive higher quality and better outcomes.

Today's announcement builds on work that CCACs have already begun to develop a provincial scorecard and one consistent process for measuring and reporting on clients' and caregivers' experiences with our services. "We are proud that Ontario will be the first province in Canada to measure, track and report on the quality of home care services," continued Mottershead.

"We want to thank the Minister for empowering CCACs to create a more seamless experience through Ontario's health system for people by enabling CCACs to coordinate access to a broader range of services and care settings," said OACCAC Board Chair, Judith Hayward. "CCACs are committed to working hard to ensure this vision comes alive."

CCACs will partner with the Ministry of Health and Long-Term Care, Local Health Integration Networks, the Ontario Health Quality Council, other experts, and our community health care providers to implement this landmark provincial strategy.

*Community Care Access Centres provide services in the home and the community for over 650,000 Ontarians annually.*

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