



# Together We Soar

## Élançons-nous vers les sommets

### CONGRÈS 2007 CONFERENCE



Du 6 au 8 juin 2007 June 6 - 8, 2007

The Westin Harbour Castle, Toronto

## OACCAC Conference News



Minister of Health and Long Term Care, The Honourable George Smitherman addresses OACCAC delegates.

### Minister of Health Drops By.

Minister of Health and Long Term Care, George Smitherman opened the 2007 CCAC Conference with a strong message – healthcare is moving forward and is bringing CCACs along with it.

With a 30 percent growth in healthcare funding over the last three years, CCACs have become an integral part of the healthcare continuum. The alignment of CCACs to the LHINs has brought with it powerful new tools to construct a healthcare system that meets the needs of all Ontarians. “Our government believes that medicare is the best expression of Canadian values”, said Minister Smitherman, “ and it just makes sense to ask local people to exercise discretion to move health care along.”

### Annual General Meeting messages

As the importance of home health care grows, all eyes will be on the OACCAC and the CCACs to see what our impact on the health care system is going to be. The OACCAC has gone from an operating budget of less than \$2 million to over \$30 million. “We have a huge responsibility to deliver services in the community and at home” said Margaret Mothershead, Interim Chief Executive Office for the OACCAC. “We must become a major player on par with the Ontario Medical Association and the Ontario Hospital Association.”

CCACs will move from a model of renewing their membership with the OACCAC annually, to a more long term relationship that is formalized by contact service agreements. These agreements will outline tasks for the OACCAC and provide a guarantee for services.

### Virtual CCAC News

Here at last! Announcing a contest to name the new Common Case Management (CCM) System.

CCM will replace all current legacy systems to create a comprehensive provincial system. This robust and flexible web-based solution is a client-centric system that will allow for a holistic approach to client care. It is easy to use, and offers improved functionality, usability and supportability.

**Visit the CCM area in the Virtual CCAC to see a demo of the new system and enter our contest to win an iPod.**

### Prize Giveaways

Come check out the latest in technology and enter to win equipment for your CCAC! The OACCAC is giving away 3 LCD monitors, 5 web cameras & headsets, 5 Proxim devices (used for wireless solutions) and a 32” HDTV, courtesy of DELL Canada. Ballots are located at the demo tables. The winning tickets will be drawn at 11:00am on Friday in time for the announcements over lunch.

And that’s not all! Allstream is holding a draw for a Video iPod – drop off your business card at their booth either in the tradeshow area, or in the Virtual CCAC. This draw will take place on Friday at 1:00pm in the Virtual CCAC.

### OACCAC Board Election Slate

<b>Chair</b>	Ross McCrimmon
<b>Vice Chair</b>	Judith Hayword
<b>Treasurer</b>	Dave Murray
<b>Secretary</b>	Don Ford

Our Sponsors...





Decter and Grosso help us navigate Canada's health care.

### Navigating Canada's Health Care

Canadians tend to be more tolerant of errors when it comes to quality in the health care system, Michael Decter, leading Canadian expert on health systems said in his keynote address to a room full of CCAC and OACCAC staff, board members and service providers. Along with Francesca Grosso, health policy and health care communicator, they provided insight into key solutions and suggestions about navigating the Canadian health care system – the basis of their new book, “Navigating Canada's Health Care.”

Offering an A – Z of ideas ranging from how to claim medical expenses on your income tax forms to providing quality, practical information on websites and how to complain effectively, they said their book is not a medical text, but more of a basic user guide to getting the care you need when you need it.

### Best Conference Ever - Conference Statistics

We have had to move locations this year because we are growing. This year:

- There are over 900 people in attendance
- Over 65 sessions are being offered with 12 information streams to choose from
- Our Virtual CCAC has doubled in size from just last year
- We have more keynote speakers than ever before
- The number of booths sold has grown by 50 percent over last year and for the first time we've had a wait list.



Full house of delegates



Delegates arrive ready for the conference.

### Looking ahead...

- ☆ *Our awards banquet tonight is a must attend event*
- ☆ *Don't forget to check out the best booth and poster awards presentation at breakfast tomorrow morning. Then you will have the rest of the day to make sure you stop by for a visit*
- ☆ *Also remember that the hilarious Lorne Elliot will be closing the event tomorrow so make sure and stick around as he takes us on a comic adventure.*

## MTS Allstream IP Telephony Solutions to enhance health care service in Ontario

MTS Allstream named telecommunications Vendor of Record for Ontario's Community Care Access Centres

**TORONTO, ON, June 5, 2007** – MTS Allstream has been named the telecommunications Vendor of Record for Ontario's 14 Community Care Access Centres (CCACs), which help individuals, navigate the province's array of health services. MTS Allstream will provide IP Telephony equipment and services that will enhance the ability of the CCACs to provide efficient, quality care to a rapidly growing population.

MTS Allstream's IP Telephony solution, based on Mitel Networks communication platforms, will provide the CCACs with mobility and virtual environments; tools for improved pandemic planning and responsiveness; and enhanced call centre services and infrastructure. The solution will also help the CCACs reduce communication and infrastructure costs, streamline network management and respond quickly to changing client and business needs.

“Communication – with colleagues, service providers and clients – is the key to enabling timely, efficient delivery of care in a rapidly changing environment,” said John MacDonald, President, Enterprise Solutions, MTS Allstream. “MTS Allstream offers the CCACs innovative telecom solutions that will streamline communications and give case managers quicker access

to the right information and resources, no matter where they are. These tool kits will help them become even more effective health care system navigators, allowing them to concentrate on what matters most: Client care.”

By coordinating health care, personal support and social services, the CCACs enable people to stay in their own homes longer. The CCACs can provide information and referrals to help clients access services in their community. They also assist elderly clients and their families by providing them information and helping them to determine suitability and eligibility for placement for long-term care homes across the Province.

“The CCACs are proud to be partners in this venture,” said Margaret Mothershead, CEO, OACCAC. “This range of enabling tools for all of our staff reinforces our commitment to serve our clients across Ontario in an effective, efficient and timely manner. The CCACs are excited by the possibilities of the technology and are eager to take hold of these enablers so that we can continue to enhance our focus on clients and their families across Ontario.”