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FOR IMMEDIATE RELEASE

## **Community Care Access Centres Commend Ontario's Commitment to Improve the Quality and Accountability of the Health Care System**

**Monday, May 3, 2010** – Community Care Access Centres (CCACs) welcome Health Minister Deb Matthews innovative announcement today of proposed legislation – the Excellent Care for All Act – that, once passed, will ensure health care providers are accountable for improving the quality of health care and enhancing the care experience for every Ontarian.

“We applaud the Government for recognizing the importance of providing Ontarians with greater value-for-money in delivering client-centered, quality health care. Inspired by the vision – **Outstanding care – every person, every day** – CCACs are committed to embedding a client-focused and continuous quality improvement approach in every aspect of their business,” said Margaret Mottershead, CEO, Ontario Association of Community Care Access Centres (OACCAC).

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

In addition to individual health outcomes, CCACs measure health system impact, working collaboratively across the entire continuum of care, to determine that Ontarians are receiving the high quality care they need when they need it, remain at home longer and transition to the right care settings at the right time as safely and seamlessly as possible.

Today's announcement builds on work that CCACs have already underway. These include:

- Ontario's CCACs have established a Client Services and Quality Committee as a standing committee of our boards to ensure governance oversight and a strong corporate focus on evidence-based best practices, continuous quality improvement and ongoing research and evaluation.

- CCACs are implementing a common, provincial system to measure and report on the care experience of our clients and caregivers
- CCACs operate within the framework of a legislated Bill of Rights that sets out our responsibility to ensure that our clients are informed and involved in their care decisions, and that they are treated in a manner that respects their dignity, privacy and preferences.
- CCACs are engaged in ongoing collaboration with the Ontario Health Quality Council to identify and report on meaningful indicators of performance, quality and client outcomes. This year, the Ontario Health Quality Council released its first provincial report on the quality of home care services.
- CCACs have developed a common provincial framework for “events management” that sets out our shared principles and expectations for how CCACs will respond to and report on client complaints, compliments, risk events and adverse events.

“We are committed to identifying new and better ways to improve the care experience for the people who need care and their primary caregivers; the people and organizations that provide care , and the health care system that pays for it,” said Camille Orridge, CEO of Toronto Central CCAC.

CCACs will continue to 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 continue to coordinate and deliver client-centered, high quality, evidenced-based care that adds value for every client we serve.

*Community Care Access Centres provide services in the home and the community for over 600,000 Ontarians annually.*

– 30 –

### **About the OACCAC:**

The Ontario Association of Community Care Access Centres (OACCACs) is the voice of the CCAC sector, a key player within a sustainable integrated health care system. The OACCAC fosters strategic alliances within the health care system while continuously delivering high quality shared services to members and health care partners.

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