

Excellent Service

Delivering excellent service for our clients and caregivers

Health System Leadership

Leading integration among our partners and championing community-based care

Learning and Innovation

Promoting learning and inspiring innovation in how we care for clients

Citizenship and Community

Contributing to a strong and vibrant community, and building the trust of our partners and the public



Objectives

- Trusted service, delivered with compassion
- Services tailored to the needs of specialized populations and diverse communities
- 7-day-a-week access for clients and caregivers
- Better and more timely access to information for clients, partners and the community
- Safe environment for clients and staff in the community
- Shared commitment to quality and service with service provider organizations
- Better support for caregivers and recognizing their key role as part of the care team

Key Indicators

- Access—timely and responsive service
- Quality—individualized, tailored care
- Safety—client and caregiver satisfaction

Objectives

- Innovation that improves clients' transitions from hospitals to home and to other services, reduces unnecessary hospitalizations and helps people stay at home longer
- Leadership in helping clients find the right services
- Support for LHIN initiatives in partnership with community agencies and other health care providers
- Sustainable research program in community-based ethics and models of care

Key Indicators

- Hospital and long-term care avoidance
- Long-Term Care wait lists
- Partnership and inter-professional teams
- Hospital diversion and transitions
- Service Provider and Partner Satisfaction

Objectives

- A strong workforce equipped with the right tools to meet the needs of clients and caregivers
- Inter-professional teams among our staff and with our contracted service providers and our other partners
- Training and supporting staff who are flexible, adaptive, connected and respond effectively to a changing environment
- A commitment to wellness and work/life balance
- A drive to be innovative and accelerate service quality and process improvements

Key Indicators

- Staff retention
- Employee engagement
- Productivity
- Team development
- Education and development

Objectives

- Reach diverse communities and find unique ways to serve them
- Leadership in information and referral
- Support initiatives outside the traditional health care system including housing and social welfare to create a more comprehensive community support system
- Volunteerism and community leadership development, at the organizational level as well as among staff
- Leadership in Toronto-wide capacity initiatives
- Promoting conservation, waste reduction and green-friendly business practices

Key Indicators

- Information access and capacity building
- Volunteerism
- Partnerships outside of health care
- Community awareness
- Environmental management

Strategic Directions

2008–2011

Toronto Central CCAC helps people all over Toronto find their way through Ontario's health care system, understand their options and connect them to quality community based health care and resources. We work with people to ensure they make informed choices about their care and receive services in the most appropriate setting. Every month we help more than 19,000 people of all ages, cultures and backgrounds access the care they need when they need it.



Our Vision

Outstanding care—every person, every day

Our Mission

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care

Together We Care

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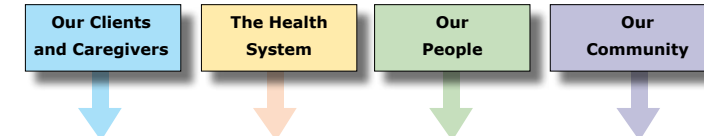
Citizenship and Community
Contributing to a strong and vibrant community, and building the trust of our partners and the public

The title of our Strategic Plan "Together We Care" was a recommendation from clients and caregivers. We thank the clients, caregivers, staff and partners who contributed to this Plan.

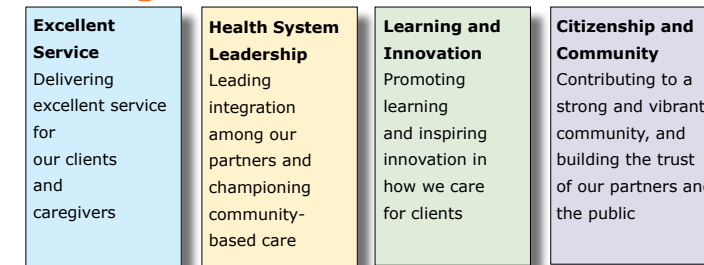
Our Vision...

Outstanding care—every person, every day

Who We Serve...



Strategic Directions...



Goals and Objectives...

Providing Access, Integration, Quality, Accountability and Safety

- Trusted, compassionate care for every client through tailored service
- Expanded access and consistent client experience, 7 days a week
- Innovation in how we work with partners to help clients move through the health care system
- Leadership in client access, assessment and transitions among our partners
- Supporting caregivers in their role as part of the care team
- Reaching diverse communities and working together to create appropriate services
- A safe environment for clients and staff in the community
- Quality and consistent service in partnership with service provider organizations

Ensuring Strong Foundations...

Healthy and Productive Workforce	Resource Management	Research	Information Management
Team Development, Training and Orientation, Health and Wellness	Financial Management and Controls, Procurement and Contract Management	Evidence Informed Decisions	Process Automation, Innovation for Integration

Year 1 (2008 – 2009)

Laying the Groundwork
Thinking differently about how we work

- Targeting skills needed for client focused service and optimizing key processes
- Establishing baselines for quality and performance
- Providing leadership within the LHIN for improved transitions, emergency department diversion, hospital and Long-Term Care avoidance
- Expanding partnerships, capacity building activities, and research programs
- Ensuring effective safety and risk management structures
- Developing new client and service delivery models

Year 2 (2009 – 2010)

Expanding Our Reach
Extending new models to our partners

- Reinforcing client-focused culture and new ways of working
- Working with Service Provider Organizations to adopt new approaches and set quality standards
- Establishing inter-professional teams in partnership with hospitals, community partners, and primary care providers
- Establishing the CCAC as leaders in assessment and transition
- Enhancing automation and information sharing across partners
- Expanding client, provider and staff self-serve capabilities (portals, etc.)

Year 3 (2010 – 2011)

Consolidating Results
Continuing implementation and refining our approach

- Delivering consistent and positive client experience based on specialized service models
- Staff working effectively within inter-professional teams in the community
- Positive name recognition with the public and health care professionals
- Public reporting on quality and performance
- Efficient, effective processes within the organization and among partners
- Organization is setting and achieving waste reduction targets

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For more information contact the Toronto Central Community Care Access Centre Communications Office

For a full copy of our Strategic Plan Report visit our website: www.toronto.ccac-ont.ca

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