



Waterloo Wellington

Connecting you with care
Votre lien aux soins

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires



2016–17 ANNUAL REPORT

LEADING THROUGH TRANSITION

This past year was a historic one for home and community care. We marked the 10th anniversary of the Waterloo Wellington Community Care Access Centre and planned for the upcoming transition – an important step in creating a better connected health care system and an improved patient experience.

Through our commitment to continuous quality improvement, we achieved a number of significant milestones. We evolved how we deliver care by implementing a model that supports a more team-based approach, focuses on the unique needs of neighbourhoods in Waterloo Wellington, and decreases the number of hand-offs that patients experience. This new model of care will continue to evolve and is the foundation for strengthening our linkages with primary care.

We launched three tele homecare pilots to support patients living with chronic disease, and implemented 11 best practice clinical wound care pathways to improve outcomes and quality of life for patients managing wounds.

We also developed the first collaborative Quality Improvement Plan in the province, exceeded performance targets on six quality improvement indicators, achieved a 92% patient satisfaction rate, ended the year with a balanced budget, and submitted a balanced budget for the upcoming 2017–18 fiscal year - a strong foundation for the transfer to the LHIN.

As we planned for this transition we never lost sight of our number one priority – patients. We were guided by our vision of delivering outstanding care and service to every person, every day.

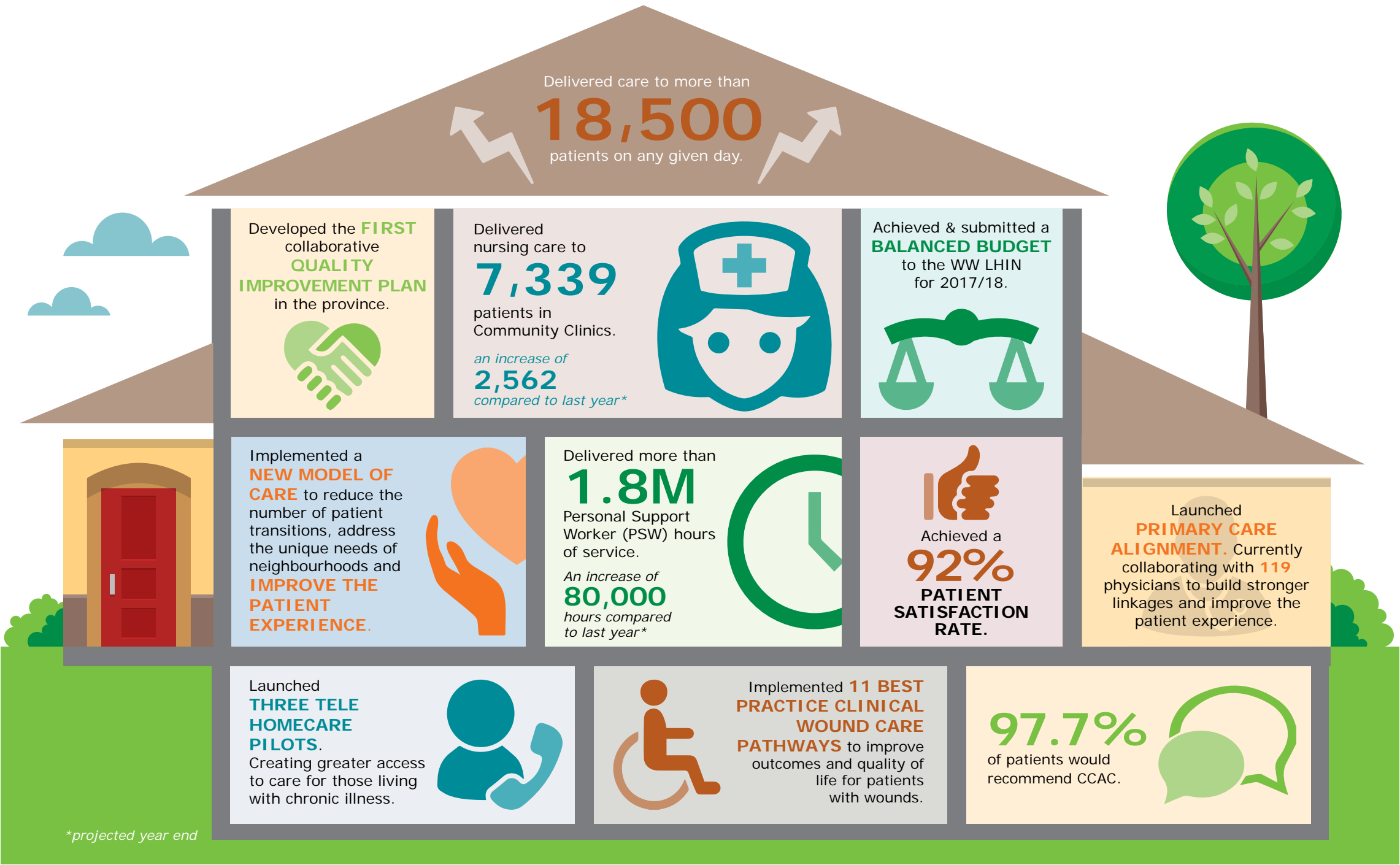
These achievements were the result of a passionate and dedicated team that includes our volunteer Board of Directors, staff, and our health care partners. Thank you for your commitment to patients and our community.

It was an exciting year for home and community care and it was my honour to be part of it.

Sincerely,
Dale Clement
CEO



WWCCAC 2016–17 HIGHLIGHTS



OUTSTANDING
SERVICE DELIVERY



INSPIRED PEOPLE
AND CULTURE



EFFECTIVE PARTNERSHIPS
AND RELATIONSHIPS



PERFORMANCE
EXCELLENCE



COMMUNICATION
AND ENGAGEMENT



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Waterloo Office:

141 Weber Street South
Waterloo ON N2J 2A9

For residents of the Region of Waterloo:

519. 748. 2222
888. 883. 3313

For residents of Guelph, Wellington County and the Township of Southgate:

519. 823. 2550
800. 265. 8338

wwccac.org



Ontario
Waterloo Wellington Local
Health Integration Network

wwhealthline.ca