Toronto Central CCAC: 
Changing the Conversation, one client at a time

Toronto Central CCAC piloted a client experience improvement project last summer, “changing the conversation,” to create opportunities for personal support workers and other service providers to deliver a more flexible and customized care experience. The two provider partners involved in the project were VHA Home Healthcare and CBI.

This quality improvement initiative was showcased at our Quality Rounds Forum on March 28, 2012. The presentation showcased how we are changing the conversations with our clients to really understand what’s most important to them every time we talk to them and not just deliver service according to the plan that was developed when the client first came to us.

Toronto Star Reporter Carol Goar attended the Quality Rounds presentation and wrote about this client experience project in the Toronto Star. Link to the full story: Toronto Star Article: April 4, 2012

QUICK FACTS
Toronto Central CCAC connects people across Toronto with quality in-home and community-based health care. We provide information, direct access to qualified care providers and community-based services to help people come home from hospital or live independently at home. We serve a population of nearly 1.5 million residents of the Toronto area with their care needs in the community. In any given month Toronto Central CCAC:

- Provides more than 19,000 people of all ages, cultures and backgrounds with care in their homes and community
- Supports 1700 kids getting support at their schools
- Supports 400 adults receiving rehabilitation services
- Responds to 23,000 information and referral inquiries
- Has transitioned 240 clients to a long-term care home
- Supports 600 individuals to die at home with dignity
- Saves 1000s of hospital days by transitioning 7000 clients from hospital to home and 240 people to long-term care