



NSM CCAC Community Nursing Clinics

**2016-17 Expansion Plans
Health Partner Backgrounder
March 2017**



Agenda

- Welcome and Introductions
- Project Objective
- Current State
- Planning Activities
- Clinic Benefits
- Information for health partners who refer to CCAC nursing service
- Next Steps



Nursing Clinic Expansion Objective

In support of timely access to patient-centered quality nursing care, the North Simcoe Muskoka Community Care Access Centre (NSM CCAC) is expanding community nursing clinics across all sub-LHIN geographies.

By summer of 2017, in partnership with providers, NSM CCAC will be operating community nursing clinics in Barrie, Collingwood, Orillia, Midland and Huntsville.



Expansion Planning

- The NSM CCAC community nursing clinic expansion initiative is being led by **Marion Cooper** and **Trina Noonan** and is informed by past and current engagement with health partners and patients.
- A second patient focused survey will be conducted early 2017 to gather additional feedback and comments from patients who have attended the most recently opened clinics in Collingwood (July 2016) and Orillia (October 2016).



Communications

- Information has and will continue to be shared with all health care partners via in person and written memo regarding clinic expansion plans
- Upcoming newsletters and publications shared by CCAC for the public will also contain valuable clinic information





CCAC Community Nursing Clinics

- CCAC community nursing clinics support access to timely care and maximize the value for every dollar spent.
- All CCAC patients (adult and youth) requiring nursing services will be seen at a community nursing clinic treatment location.
- As always, patient safety and quality care is the first priority. If care at a nursing clinic is not an appropriate treatment location for a patient, an alternate care setting will be arranged through the NSM CCAC.



Community Nursing Clinic Benefits

CCAC patients attending community nursing clinics benefit from:

- the ability to make appointments in advance at times convenient to them,
- access to expert nurses for treatments such as wound care, PICC line management and other nursing treatments,
- continuity in care through consistency in provider, and
- the opportunity to learn about their care requirements (i.e., wound care) under the direction of a skilled nurse clinician.



Patient and Caregiver Experience

Of patients who were asked about their care experience at CCAC community nursing clinics, all indicated care provided met or exceeded their expectations.

They further expressed that care at clinic:

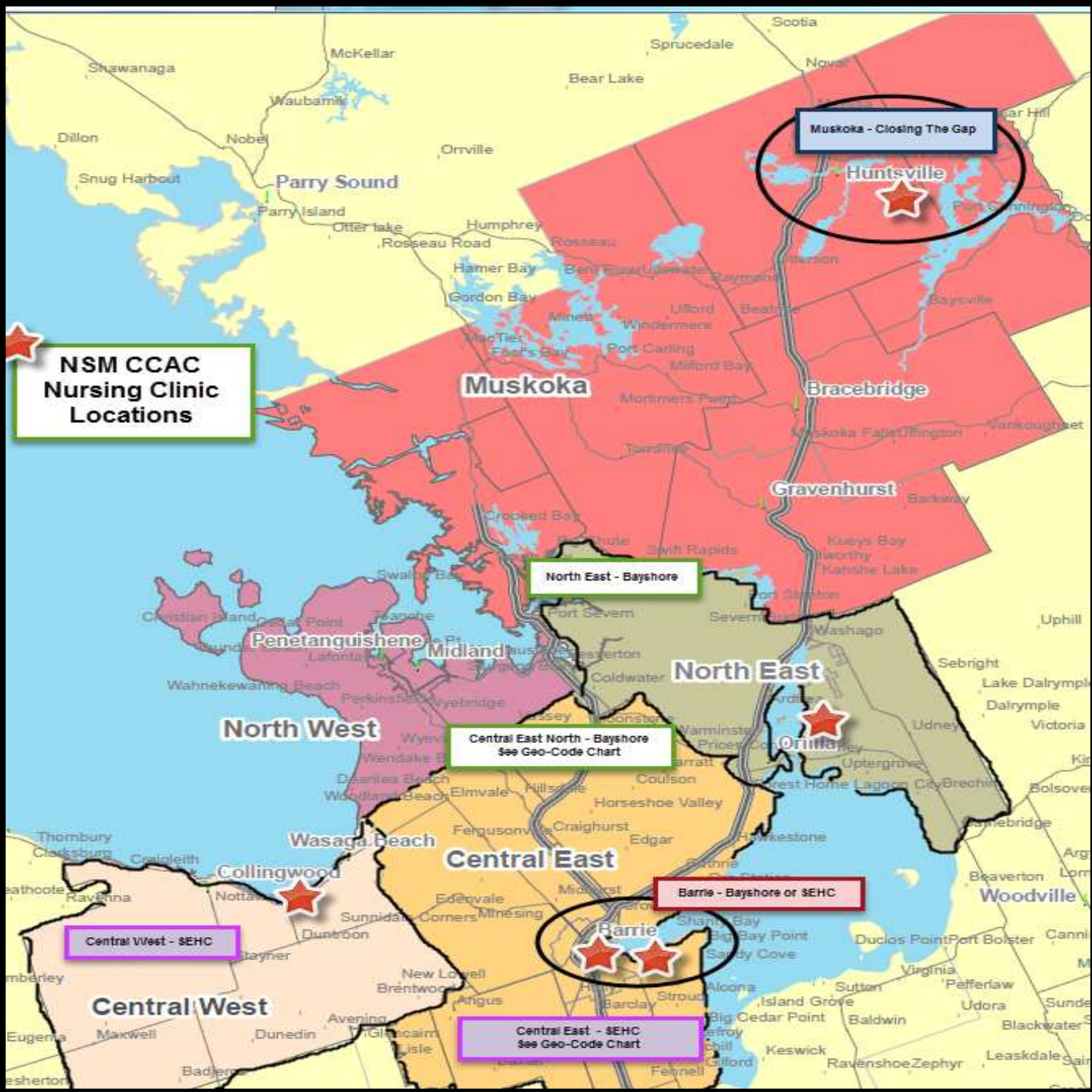
- is very accommodating to their schedule and flexible when having to reschedule appointments,
- supports booking appointments around a caregiver's schedule,
- is timely - experience has been that they are seen within 5 minutes of their scheduled appointment, and
- care has been excellent.



Nursing Clinic Locations in North Simcoe Muskoka

- There are currently four NSM CCAC community nursing clinics which service patients in the Barrie, Collingwood, and Orillia areas.
- All CCAC patients residing in these areas who require nursing service are assessed for care at a community nursing clinic location.
- At any time, should a CCAC patient become appropriate for nursing care at a clinic treatment location, they will be transitioned from in-home services to nursing clinic care.

Nursing Clinic Locations in North Simcoe Muskoka





New location being added....

The fifth NSM CCAC Nursing Clinic will open on Tuesday, February 14th to serve patients in and around the town of Huntsville:

- **Location:** 395 Centre St. North – Suite 202, Huntsville, Ontario
- **Nursing Provider:** Closing The Gap Healthcare
- **Opening:** February 2017
- **Hours of Operation:** TBD – dependent on patient care needs
- New and existing patients will be admitted/transitioned to the Huntsville clinic location as of February 14th
- Existing patients will be admitted via a phased approach to ensure a seamless transition in consideration of their treatment schedule.

Note: NSM CCAC patients can choose to attend a community nursing clinic care in the community they reside or work. Once all clinic locations are open, NSM CCAC patients will have the option to attend any of the six treatment locations.



Access to an Onsite Care Coordinator

- An NSM CCAC Care Coordinator is assigned to each geographically located Nursing Clinic. The CC visits their respective clinic sites a minimum of one day/week.
- This dedicated role supports:
 - Communication with patients, clinic nurses and health care providers to ensure care goals are met.
 - As needed, assess for and refer patients to other support services and community supports.

Patient Resources

- Patients attending community nursing clinics receive information on what to bring and expect during their appointment, parking, and how to contact the clinic if they need to change an appointment.
- The NSM CCAC Information and Referral team linkage patients and caregivers to additional supports as required.
- NSM CCAC developed a streamlined transportation resource now hosted on www.nsmhealthline.ca and identified by this icon.





No Changes to Referral Process

The referral process for NSM CCAC nursing care **has not changed.**

Please continue to avoid discussing care location with patients as the NSM CCAC Care Coordinator will determine the most appropriate location based on assessment.



Contact Information

For more information about NSM CCAC Community Nursing Clinics please refer to online resources by clicking [here](#) or visit: <http://healthcareathome.ca/nsm/en>.

At any time, partners can contact project leads regarding questions on expansion plans.

705-721-8010 or 1-888-721-2222

Marion Cooper

Director, Client Services

Marion.Cooper@nsm.ccac-ont.ca

Ext. 2880

Trina Noonan

Project Manager

Trina.Noonan@nsm.ccac-ont.ca

Ext. 2434



Questions?

