

## **CCAC Awarded Four Year Accreditation**

**The Community Care Access Centre met and exceeded 96.8% of national standards, according to Accreditation Canada survey.**

WATERLOO – The Board of Directors of the CCAC is pleased to announce that the organization has been awarded 'Accreditation with Commendation' following an intensive review process.

The CCACs participation in Accreditation Canada's Qmentum accreditation program, included a 3 day on-site survey early November. Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in health care and accredits health organizations in Canada and around the world.

Accreditation surveyors visited CCAC to assess its leadership, governance, and clinical services against Accreditation Canada requirements for quality and safety. The Accreditation Canada Survey Team met with clients, staff, Board members, and community partners, reviewed documentation and made rounds to local offices and hospital sites. The survey results concluded that 96.8% of quality and safety criteria assessed were met, in addition to all applicable Required Organizational Practices.

The organizational strengths noted by the surveyors included a clear culture of safety for clients and staff, collaborative partnership, competent staff members, and increasing use of technology.

"This is an objective affirmation of our commitment to quality and safety for our patients," says CCAC CEO Gordon Milak.

CCAC Board Chair Michael Delisle added "Meeting or exceeding over 96% of national standards of excellence demonstrates that all levels of the organization are committed to the safest care possible for those we serve."

#### Highlights from the Accreditation Canada report:

- "The focus on quality, safety and innovation is clearly seen in the WWCCAC's strategic and operational planning. The organization is responsive to evolving client and community needs."
- "The CCAC is developing positive, open and collaborative partnerships with the Local Health Integration Network, as well as with key stakeholder groups in the community."
- "The organization places emphasis on a quality, safe workplace for staff"
- "At all levels of the organization, CCAC has a dedicated, competent and caring staff complement that advocate for their clients in program development, system improvements and direct care availability."
- "Timely, safe and quality service is a priority. The CCAC places emphasis on being responsive to the health and safety needs of the client and family. It is evident that staff members are fully focused on the needs of the client and have the tools and structures to support quality care."

#### **About the Waterloo Wellington CCAC**

The Waterloo Wellington CCAC gets people the care they need to stay well, heal at home and stay safely in their homes longer. When home is no longer an option, we help people make the transition to other living arrangements.

CCAC care coordinators are nurses, social workers and other dedicated professionals. Through personal visits and regular check-ins, we help determine the right care and support for our patients. This may include in-home nursing and personal support, visit to CCAC community clinics, and connections to community organizations.

We work hand-in-hand with the people we care for to build trusting relationships, understand the challenges they face, and co-create solutions.

For additional information contact:

Colin Carmichael, Communications Manager

Partnerships & Performance

Mobile: 519 503 1007

Office: 519 883 5500 or 888 883 3313 extension 5412

Email: [colin.carmichael@ww.ccac-ont.ca](mailto:colin.carmichael@ww.ccac-ont.ca)

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