

NEWS RELEASE

March 17, 2010

South East CCAC a leader in providing trusted quality care

CCAC clients provide feedback through independent third-party survey

The South East Community Care Access Centre (SECCAC) has received top marks in a provincial client and caregiver experience evaluation. In comparison to the six other CCACs involved in this survey, the South East scored highest in seven out of 11 key performance indicators.

“These results are especially relevant to us because it is feedback directly from the people we serve,” said David Marshall, CEO of the SECCAC. “We rated highest in overall satisfaction based on components such as quality of care, client-centred care, service providers, and building relationships and trust. We are especially proud of the high overall satisfaction rate with our service providers.

“CCAC’s ensure seniors, especially the frail elderly, are supported to remain independent in the community by creating connections for people by developing and maintaining links across the health care services system. It is very meaningful to us that our clients trust us to provide them with quality care and important connections to other care and services. We don’t take this trust lightly and are always looking to improve the way we deliver services, even with these impressive results.”

The SECCAC rated high on the overall experience and 86 per cent of clients and caregivers surveyed said they would recommend CCAC services. “We are pleased with this vote of confidence and we will continue to contribute to a sustainable health system by ensuring care delivery is safe, effective and timely,” said Marshall.

The independent research firm of Ipsos Reid polled a random sample of nearly 5000 CCAC clients across Ontario.

The South East CCAC is one of 14 CCACs serving the people of Ontario. Our annual budget of \$94 million is provided by the South East Local Health Integration Network. The South East CCAC helps approximately 30,000 people annually live independently in their home by providing health and personal care services, helps children with medical needs attend school and provides nursing services in community-based nursing centres. Last year, we connected over 4000 people with family physicians. The CCAC manages all applications and admissions to the regions nearly 4000 Long-Term Care Beds.

-30-

Media contact:
Joël Côté
613-544-8200 ext 4258 - Joel.cote@se.ccac-ont.ca