

**PEEL SENIOR LINK  
BOARD CHAIR AND CHIEF EXECUTIVE OFFICER  
ANNUAL REPORT  
2012-13**

**‘Enhanced and Valued Quality Service - Clients and Family Caregivers’**

Peel Senior Link (PSL) experienced further investments, performance and quality improvement, health system integration, and local recognition through these initiatives:

1. Leadership role in the establishment of Synergy West GTA through the Metamorphosis Network in partnership with the MH and CW CCAC’s
2. Development of a PSL Integrated Quality Framework including a priority workplan. As well, Board meetings have adopted a Quality Story as a standing agenda item, which is presented by client service supervisors on a rotating basis.
3. Achieved an overall 87.6% satisfaction rate in 2013 Client Satisfaction Survey and an overall 89% satisfaction rate in 2013 Family Satisfaction Survey
4. The PSL Family Caregiver Advisory Group provided valuable input and support towards: Client and Family Satisfaction Survey development, evaluation, and action; town hall sessions with clients/caregivers in preparation for the 2013-2016 strategic plan; joint respite proposal input; and involved in other key community engagement activities, e.g. Aging in Peel
5. The PSL Governance Board further developed its policies to ensure alignment with the new corporate By-Laws and Accreditation renewal
6. PSL awarded 4 year accreditation by Accreditation Canada
7. Joint Venture Initiative/Voluntary Integration between Peel Senior Link, CANES Community Care, Etobicoke Services for Seniors held a joint Board/Staff governance retreat in November. Guest speakers included Maureen Quigley, Quigley & Associates, and Paivi Kattilakoski, Accreditation Canada. As a result, the collective boards developed and approved a common Terms of Reference and Joint Governance Policy.
8. PSL continues to produce the ‘Aging in Peel’ series on Rogers Television which began to air in January 2011. In January, 2013, we introduced a co-host, Pat Spadafora, Director, Sheridan Elder Research Centre (SERC)
9. Achieved a balanced agency budget and met all required performance indicators/reporting requirements for fiscal 12-13

### **Programs (MH LHIN Investment)**

- Continued investments in the SDL program; Elder Abuse Support Program (partnership with Family Services of Peel); and Telephone Reassurance Program (partnership with Square One Wellness Centre)

### **Programs (MH LHIN Investment)**

- Support of a new and innovative partnership between PSL and Seniors Life Enhancement Centres' for a SPA bathing program

### **Programs (CW LHIN Investment)**

- Continued investment in the innovative Integrated High Risk Seniors Program in partnership with Supportive Housing in Peel and Punjabi Community Health Services, providing integrated and culturally appropriate support for community-dwelling seniors living with mental health issues and challenges

### **Programs (CW LHIN Investment)**

- Supports for Daily Living – increased service capacity leveraging existing Knightsbridge and Manorbridge hub & spoke communities with 30 new clients

### **The Journey Continues....**

We were encouraged by Ontario's Action Plan for Health Care and the Living Longer, Living Well report by Dr. Sinha and look forward to working with the MHLHIN on the community capacity study. This work is in the planning stages and will serve as the framework for going forward to deliver on Dr. Sinha's recommendations. We look forward to the opportunity to participate in developing new SDL hub & spoke sites, delivering enhanced home care and caregiver support, maintaining our falls prevention and exercise and physiotherapy programs, and primary care through innovations such as Health Links program, for a large and growing seniors' population with complex care needs, and chronic conditions, and health education/promotion and social activities, enabling independent community-based living.

### **Building an Integrated Health System and Community Capacity.....Together**

We wish to acknowledge the PSL Board for their continued governance, agency staff for their leadership support, and encouragement of their C.E.O. and Senior Leadership Team, and of course to the MH and CW LHINs, United Way of Peel, service/business partners, and donors for support of existing and enhanced service capacity to address current and future needs.

## **Collaborations/Association Support**

PSL has played a significant role over the years in participating in and supporting a broad range of organizations/associations/networks. This past year included, but not limited to:

- Peel Newcomers Group
- Diversity Roundtable
- Falls Prevention and Home Exercise
- Ontario Community Support Association
- Metamorphosis Network
- Community Care Partners – a joint venture with CANES and ESS
- Synergy West GTA

## **Governance – Enhanced Role and Accountability**

With the initiation of Multi-Sector Accountability Agreements between HSPs and LHINs, governance boards have acquired an enhanced role in health system integration and improvements, and increased accountability for public funds. Metamorphosis continued its multi-year plan to address the accreditation requirement in the MH LHIN M-SAA for all CSS/MH&A providers this past year. We conducted successful capacity building opportunities including learning circles, benchmarks of excellence, and workshops in collaboration with 3 accreditation bodies. Through Metamorphosis and the MH and CW CCAC partnership, we developed Synergy West GTA and a Community Quality Collaborative which will further advance the shared quality agenda.

The PSL Board and senior staff have been represented at all MH LHIN governance 2 governance sessions and quarterly staff meetings this past year, and our board chair joined the MHLHIN governance collaborative advisory group to assist in agenda setting. The Board introduced a Quality Story agenda item at monthly board meetings for client service supervisors to share a quality story. These stories have been well received by the Board and truly serve as an educational opportunity for quality improvement.

## **Enabling Technology**

Leveraging the Procura system, we have migrated our Inter Rai Community Health Assessment client data to the Integrated Assessment Record, which was developed by the Ministry of Health. The IAR serves as a secure and web-accessed integrated data base for a range of providers to view (with client approval) their health records. This provides for an integrated health system approach to improved client care.

## **Key Themes/Trends**

In addition to the key projects and growth highlighted, we will need to continue to focus on a range of key themes/trends in our work and planning ahead including:

- Performance indicators and measures (Quality Service/Care)
- Economic constraint

- Safety and Risk management
- Results/value based investments
- Integration and collaboration opportunities
- Continuous system planning & improvement
- Back office efficiencies
- ALC/ER support
- LTC diversions
- Strategic alliances
- Innovation
- Enabling Technology
- Infrastructure and Quality Service Sustainability

### **Closing Remarks**

We wish to extend our thanks to PSL clients/caregivers; governance board members; front line and management staff; metamorphosis leadership team; volunteers; placement and co-op students; service and joint venture partners, funders; donors; vendors; network/associations; and other supporters.

We welcome our new front line staff (Personal Support Workers and Home Helpers); Sharon Yan, Senior Manager Finance; Maggie Mercer, Senior Manager HR; and Antonette Sy, Bookkeeper.

This coming year will present further challenges as we continue to serve complex care and at-risk clients, and growing service demands. We will continue to focus and allocate our resources in key areas identified by Health Quality Ontario as we have in prior years. We also anticipate further growth in support of our aging population, and have developed several new growth opportunities both through our core SDL service; joint venture Community Care Partners; and MOH&LTC and LHIN strategic policy directions, and priorities.

Respectfully submitted,

Carol Williams  
Board Chair

Raymond Applebaum  
Chief Executive Officer