

CHAMPLAIN CONNECTIONS

A NEWSLETTER FOR STAFF, PROVIDERS AND PARTNERS OF
THE CHAMPLAIN COMMUNITY CARE ACCESS CENTRE

Volume I • Issue I • Spring 2008

OUR COMMUNITY HAS SPOKEN!

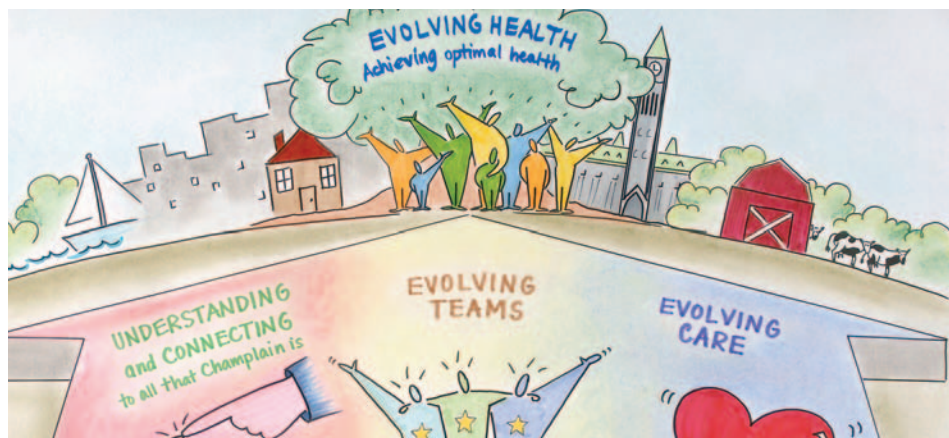
COMPREHENSIVE CONSULTATIONS RESULT IN LAUNCH OF STRATEGIC PLAN

According to organizational behavioural expert Margaret Wheatley, "There is no power equal to a community discovering what it cares about." With this in mind, the Champlain CCAC embarked on a year-long journey to develop a roadmap for the future of evolving health in our community, one conversation at a time.

It's fitting that the final Strategic Plan was launched on Valentine's Day, February 14, as it's a gift from the heart that represents the collective wisdom of a vast array of stakeholders to reach an understanding of our shared destination.

"The input, expertise and experience of the more than 500 individuals we consulted – including 280 staff – were invaluable in ensuring that all voices of Champlain were heard, helping to create a stronger, more viable five-year plan to implement," said Patrice Connolly, Senior Director of Human Resources and Organizational Development who led the strategic planning process.

The strategic planning process built on the common vision and mission of Ontario's 14 CCACs and priorities identified by the Champlain Local Health Integration Network (LHIN). The process was comprehensive and inclusive, engaging citizens, caregivers, providers, partners and staff in meaningful conversations to identify our strategic directions.



Understanding and connecting to all that Champlain is (from four organizations to a new entity serving a vast territory and diverse population) These directions were selected based on the Champlain CCAC's fundamental belief that all people should be supported in achieving optimal health.

AS A RESULT, THE STRATEGIC PLAN OUTLINES FOUR KEY DIRECTIONS:

- Understanding and connecting to all that Champlain is (from four organizations to a new entity serving a vast territory and diverse population);
- Evolving teams (networks of people linked together to foster health and well-being);
- Evolving care (new integrated models of service delivery by co-creating quality systems and leading practices); and
- Evolving health (achieving optimal health potential of all people).

These directions were selected based on the Champlain CCAC's fundamental belief that all people should be supported in achieving their maximum health potential and to live in healthy communities. In addition, the directions point the way forward and serve as the lenses through which we view ourselves, our work, our community and our care.

The Strategic Plan also details specific priorities and goals for each direction that translate them into action and, in some cases, this work has already begun.

"Information, integration and innovation are common themes that thread throughout the Strategic Plan and are key drivers of our organization," said Ms Connolly. "The Champlain CCAC now has a shared vision and plan through common purpose for achieving it."

"We have passionate people, working together for the right reasons," she said. "We have a supportive community and strong health partners. We have clients and family members ready to partner with us, so we're excited for the Champlain CCAC's future and what lies ahead."

**For more information
on the Strategic Plan, visit
www.champlain.ccac-ont.ca**

A MESSAGE FROM ACTING EXECUTIVE DIRECTOR SHEILA BAUER



Welcome to the spring edition of Connections. As the new interim executive director of the Champlain CCAC, I am proud that our staff are continuing to provide the highest level of care for our clients across the region and of the accomplishments we have achieved since amalgamation.

We are building on the momentum gained during our first full year of integration moving forward quickly several major projects, including Information & Referral and the Case Management Framework.

The ultimate goal of the Information & Referral project is to provide consistent access across Ontario to health information via a robust website and a single toll-free phone number. The Case Management Framework project aims to develop a recommended operational model for case management based on best practices.

We will keep you updated on the evolution of both of these projects, which are key priorities for CCAC as we strive to maximize our effectiveness as a gateway for information on health and community services in an integrated health system.

In February, we reached another integration milestone with the official launch of our Strategic Plan, the five-year roadmap for enhancing client service and care delivery.

This vision for our future was not created by a few individuals in isolation, but is the product of comprehensive consultations with stakeholders from across our region.

From environmental scans to kitchen conversations, from internal team meetings to dialogues with Champlain's six Communities of Care, and from citizens and clients to leading national and provincial experts on health, we engaged with over 500 individuals.

These consultations were critical components in developing the Strategic Plan. As a result, we are building stronger relationships with our staff, health care partners, the Local Health Information Network, partner providers and many of our clients.

On behalf of the Champlain CCAC, thank you all so much for your valued participation.

Our commitment is to continue this dialogue with you and others, so that we can build on our successes and continue to deliver high quality care and service to our clients and their families and caregivers in our region.

This spring, we welcomed a new board chair, Lynn Graham, to the Champlain CCAC. We welcome Lynn's extensive governance and leadership experience to our organization and look forward to working closely with her as we continue to meet our clients' and the health system's needs.

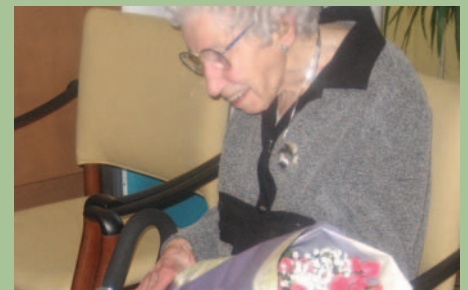
Sincerely,

Sheila Bauer
Interim Executive Director

CARLETON PLACE OFFICE OPENS

The opening of the Champlain Community Care Access Centre's (CCAC) new Carleton Place office means that clients living in the communities of Carleton Place, Almonte, and Kemptville will have greater access to community care than ever before.

"By establishing a presence in the communities we serve, we are able to build stronger relationships with our clients, families, and health care partners," said Guy Arseneau, former Interim Executive Director of the Champlain CCAC who joined staff, partner providers, board members, clients and the Mayor of Carleton Place Paul Dulmage at the official opening of the office. "Our community store-front offices provide those needing services with easier access to our case managers and community resources, creating healthier, more vibrant communities."



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Representing the over 800 clients the Champlain CCAC serves in Carleton Place, Almonte and Kemptville, special guest of honour Mrs. Jean Holmes, who receives services and is 103, thanked the CCAC for the help it provides to the community.

WORKING TOWARDS SEAMLESS INFORMATION & REFERRAL

All 14 CCACs across Ontario have identified Information & Referral (I&R) as one of their top priorities. The intent of this service is to provide a place for citizens to get assistance with locating and accessing appropriate health, community and social services to best address their needs. In order to meet this goal the CCAC needs to work with community agencies to ensure information about their services is accurate, complete and up-to-date.

The optimization of I&R is particularly important for the Champlain region, as the alignment of the four predecessor CCACs into one is a unique opportunity to explore best practices and develop a pathway to blend these into our bold vision for the future.



The CCAC is working with its community partners to assist in clients in locating appropriate health, community and social services.

“OUR EXPERT KNOWLEDGE OF THE HEALTH SYSTEM AND RELATED RESOURCES MAKES US AN ESSENTIAL CONTRIBUTOR”

- Kimberly Peterson
*Director of Client Services
for the Champlain CCAC*

Building a comprehensive I&R system is a key component of successful integration given the role CCACs have always played in helping clients navigate the health system and connecting people to resources, as well as system partners to one another.

At the provincial level, the Ontario Association of CCACs is working towards providing consistent access across Ontario without boundaries via an easily searched website and a single published phone number that gives citizens access to CCAC I&R personnel for support.

Considerable efforts are underway within the Champlain CCAC to help meet the goals of the provincial initiative.

For example, the Champlain CCAC is developing partnerships with the Community Information Centre of Ottawa and the South West CCACs ‘thehealthline.ca’ to provide a robust web-based service with comprehensive information intuitively organized.

Another two groups are engaged internally in reviewing and planning for both I&R and Access & Intake (A&I). The Champlain CCAC’s Integration Steering Committee reviewed the legacy CCACs’ policies regarding I&R and A&I, and mapped the process for responding to a request for service.

A second cross-functional group is gathering information on trends and best practices from other CCACs and organizations delivering services in a similar way.

Ultimately this group will make a recommendation based on their findings for a system that aligns with the Champlain CCACs new Strategic Plan while best meeting our clients’ needs in terms of the timeliness of response and accuracy of information.

“The road to seamless access from anywhere across the province is not an easy one, but we’re committed to taking the steps necessary to reach these goals as we have a critical role to play in being an easy-to-use gateway to health information for our clients,” said Kimberly Peterson, Director of Client Services for the Champlain CCAC.

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- Kimberly Peterson
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for the Champlain CCAC*

“Furthermore, our expert knowledge of the health system and related resources makes us an essential contributor to the work being done to improve how quickly and accurately both citizens and partners can navigate the system,” she said.

Watch for updates on the progress of this important initiative in future issues of Connections.

CHAMPLAIN CCAC PARTNERSHIPS TO PROVIDE INNOVATIVE AGING AT HOME SERVICES

The Champlain CCAC recently collaborated in the development of several service plans to access funding provided by the Ministry of Health & Long-Term Care for various Aging at Home initiatives it would deliver in partnership with other care agencies and service providers.

Ontario's Aging at Home initiative is a three-year, \$700 million strategy that aims to transform community health care services so that seniors can live healthy, independent lives in their own homes.



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"This is an exciting opportunity for the Champlain CCAC to strengthen our commitment to finding innovative ways of delivering quality care to the seniors who comprise a significant proportion of our client base," said Sheila Bauer, Interim Executive Director for the Champlain CCAC.

"We've always been committed to helping seniors lead healthy lives with dignity in the comfort of their own homes as long as possible, and the services provided as part of this initiative will enhance our capacity to work with our partners in providing more comprehensive services," she said. "Case management is experienced as extremely valuable in helping clients understand the health care system."

The following are examples of some of the collaborative programs/services the Champlain CCAC is part of:

- Participation in an integrated emergency services program by offering a 'quick response' service bundle for clients presenting to the emergency department;
- Case management presence in specific seniors' buildings with high emergency department visits;
- An integrated falls management program;
- Respite/relief for caregivers of clients with dementia;
- A quick response unit at the Elisabeth Bruyère Health Centre;
- Transitional care program for clients who are not ready for discharge but do not need to be in acute care;
- Collaboration in a project for francophone clients with challenges in transitioning from hospital to home; and
- A palliative information/database project.

To secure funding under the Aging at Home initiative, the Champlain CCAC partnered in the submission of service plans for each proposed program to our local LHIN. Specific project funding decisions have been made by the Champlain LHIN Board and details will be forthcoming.

"WE'VE ALWAYS BEEN COMMITTED TO HELPING SENIORS LEAD HEALTHY LIVES WITH DIGNITY IN THE COMFORT OF THEIR OWN HOMES AS LONG AS POSSIBLE "

- Sheila Bauer,
Interim Executive Director



The Champlain CCAC received funding for a number of initiatives to support seniors in their own homes.

Please check out the next issue of Connections for details of those programs approved for roll-out later in 2008.

Please send your questions and comments to:
information@champlain.ccac-ont.ca.

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