

CHAMPLAIN CONNECTIONS

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

Volume I • Issue 2 • Summer 2008

CHAMPLAIN CCAC ACTIVE PARTICIPANTS IN PROVINCIAL ASSOCIATION CONFERENCE

The Ontario Association of Community Care Access Centres (OACCAC) held its annual 'Knowledge & Inspiration' Conference at the Westin Harbour Castle Hotel in Toronto from June 22-24.

The Champlain CCAC was well represented at the conference, with delegates that included Champlain CCAC board members, managers, and a large number of frontline staff.

We were very proud to have two teams from the Champlain CCAC nominated for OACCAC Awards of Excellence. Winners were announced at a Gala Awards Banquet presided over by the Lieutenant Governor of Ontario, the Right Honourable David C. Onley.

The award for the category of *Systems Partner* resulted in a tie vote and was presented to Champlain CCAC's Aging in Place partnership as well as the HNHB CCAC Family Health Team.

Congratulations to our Champlain winner and to our other Champlain nominee in the *Staff Team* category, the Champlain CCAC's 'Chart in the Home' initiative. (Please see 'Innovative Awards' story in this issue for more details on these awards!)

A number of staff attended as presenters at this year's conference, which focused on the theme of 'CCAC: Meeting Today's Needs - Delivering Tomorrow's Future'.



Award for the category of *Systems Partner: Aging in Place*.

Left to right: Tom Trainor, from the 2008-2009 OACCAC Board of Directors, Karen Malley, client service representative, AIP Case Managers Lise Von Schmidt and Deborah O'Donoghue, Sheila Bauer, CCAC interim ED, Sharon Irwin, AIP case manager, Fiona Wall, AIP case manager, Joanne O'Keeffe, director of Client Services and Anne MacDonald, manager, Client Services were unable to attend.

WE WERE VERY PROUD TO HAVE TWO TEAMS FROM THE CHAMPLAIN CCAC NOMINATED FOR OACCAC AWARDS OF EXCELLENCE.

Our own Patrice Connolly, senior director, Human Resources and Organizational Development and Wanda Gagnéux, strategy and planning specialist, led a joint workshop on stakeholder engagement. This was one of two conference workshops filmed by the OACCAC as examples of CCACs as a Learning Organization.

Andrea Cullen, manager of Client Services, in partnership with Kathleen Stokely, CEO of the Ottawa Children's Treatment Centre, presented a session entitled 'Case Resolution Mechanism for Children and Youth with Complex/Multiple Needs'.

Conference highlights included keynote addresses presented by a range of experts and motivational speakers, including Deepak Chopra, bestselling author and founder of the Chopra Centre; Shirley Douglas, celebrated Canadian actress and activist; and Senator Roméo Dallaire.

Conference presentations and workshops were tailored to provide delegates with knowledge and inspiration particular to areas of function at their CCAC, including Client Services, PMA, e-health, human resources/organizational development, communication, partnership, research and governance.

For those unable to attend, conference presentations are now available on the OACCAC website at www.occac.on.ca.

With approximately 80 exhibitors and 700 conference delegates, this was certainly the largest OACCAC conference to date. Besides opportunities for learning and networking, delegates also enjoyed world-class entertainment by celebrated blues-pop crooner Justin Hines and jazz sensation Amanda Martinez.

**Watch upcoming issues of *Connections*
for news about the line-up for the
2009 conference!**

MESSAGE FROM THE INTERIM EXECUTIVE DIRECTOR

SHEILA BAUER



Welcome to the Summer issue of *Connections*. After such a long, snowy winter in Eastern Ontario, it's hard to believe the warm weather is finally upon us!

Now entering our second full year as the Champlain CCAC, we've made significant strides in establishing collaborative partnerships that lay a foundation for excellence in care. Some of our recent achievements include the release of a new case management model which combines the best practices of each of our founding CCACs.

The uniqueness of this model is inherent in the product and the process. Developed by case managers, the model incorporated 'the client's voice' as a principle of development as well as a need to be flexible and responsive to evolving care needs.

The model has become the Champlain-focused roadmap that lets our experienced case managers help clients navigate their

way through our system of care more seamlessly (*see story in this issue for details*).

In our ongoing commitment to efficient, streamlined processes, key staff members participated in a series of exercises based on the increasingly popular 'Kaizen' approach.

Kaizen is Japanese for 'continuous improvement' and when applied to the workplace this philosophy has resulted in improved efficiencies and reduced administrative waste, while keeping the needs of clients as the guiding force for change.

Other work continues, including the development of a *Champlain Quality Framework* to provide a formal structure to measure the Champlain CCAC's performance and accountability to ourselves, the Champlain Local Health Integration Network (LHIN), and the general public.

I'm also pleased to report that we're midway through two 'FLO Collaborative' projects we covered in the Fall issue of *Connections*. You may recall that these innovative initiatives aim to improve the timeliness and effectiveness of the transition of clients through the health system.

Our progress with FLO is the product of continued effective collaboration with our partners The Ottawa Hospital and the Pembroke Regional Hospital to ensure clients are better informed and involved

in their journey of care as they transition from acute care to the community.

Finally, I'm excited to report that two innovative initiatives involving Champlain CCAC staff were nominated for two prestigious awards by the Ontario Association of Community Care Access Centres (*see story in this issue for details*). It's particularly rewarding to have a jury of our peers recognize our dedicated staff's efforts for projects that will ultimately benefit seniors and palliative care clients.

On behalf of all of us at the Champlain CCAC, I wish you a very safe, happy – and hopefully sunny – summer!

Sincerely,

Sheila Bauer
Interim Executive Director

INNOVATIVE INITIATIVES INVOLVING CHAMPLAIN CCAC STAFF GARNER RECOGNITION FROM PRESTIGIOUS AWARDS PROGRAM

The 'Aging in Place' project, a unique partnership between the Champlain CCAC, Ottawa Housing Corporation and Ottawa West Community Services on behalf of the Ottawa Community Support Coalition – recently won a *Systems Partnership Award* at the 2008 Ontario Association of CCACs' annual conference.

Aging in Place provides enhanced access to a broad range of community services for seniors living in five targeted buildings through the provision of designated community support workers and CCAC case

managers located in a storefront site of each building.

Now in its second year, the project is helping seniors remain in their homes for a longer period of time and with a better quality of life. The program will be expanding with the help of additional funds and partnerships.

Aging in Place project team members from the Champlain CCAC include:

- Sharon Irwin, case manager

- Lise Von Schmidt, case manager
- Fiona Wall, case manager
- Debbie O'Donoghue, case manager
- Karen Malley, CSR
- Suzanne Asselin, CSR
- Sandra Rochon, CSR
- Yvonne Jones, CSR
- Anne MacDonald, manager, Client Services
- Joanne O'Keefe, Director, Client Services
- Sheila Bauer, interim executive director

NEW CASE MANAGEMENT MODEL CREATES ROADMAP UNIQUE TO SERVING CHAMPLAIN

A new case management model was recently released by the Champlain Professional Practice Committee (CPPC), a working group comprised of case managers, Client Services managers and senior leaders from across Champlain.

“We knew that case managers were already doing a great job, but that each of the founding CCACs had their own approach to practice,” explained Barbara Newport, manager of professional practice for the Champlain CCAC who led the project.

“The new Champlain conceptual framework reflects elements from each of the founding organizations and creates a consistent approach to case management across the Champlain region,” she said.

The operational model of case management is based on common principles, values, standards and a conceptual framework that supports clients to optimize their health and wellness, as well as support case managers in their professional practice.

“I’m really proud of the committee’s dedication to developing this unique model. We took the best of everything to develop a model that’s really ‘made in Champlain’ and will serve as our roadmap moving forward,” said Newport.



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

The sources referenced in the development of the new model were extensive, including an in-depth case manager survey, ‘kitchen conversations’ with clients and consultations with health system partners, as well as an environmental analysis.

Other key references were the Ontario Health Quality Council Attributes of

“WE KNEW THAT CASE MANAGERS WERE ALREADY DOING A GREAT JOB, BUT THAT EACH OF THE FOUNDING CCACs HAD THEIR OWN APPROACH TO PRACTICE”

- Barbara Newport

Manager of Professional Practice for the Champlain CCAC

a High-Performing Health System and the CCAC’s own mission, vision and *Strategic Plan*.

“Over 171 years of case management experience went into the development of the model,” said Carol Brown, a case manager who sat on the CPPC representing the mid-western region of Champlain.

“We focused on identifying ‘the voice of the client’, in other words, what is the client saying and feeling at each stage of managing their care,” said Brown. “This is important to help ensure we meet each client’s individual needs as they change and move through their journey of care with the CCAC.”

The new model addresses key considerations for the Champlain CCAC’s diverse range of clients, from adults and seniors requiring in-home or placement services, to children and youth or those with a specific health condition such as an acquired brain injury.

This is the first release of this historic new model for the integrated Champlain CCAC now in its second year of amalgamation.

The model will continue to grow and evolve over time based on feedback from both the case managers using it on the front lines and comments from the clients they serve.

- ▶ The Champlain CCAC-initiated ‘Chart-in-the-Home’ project was also nominated in the *Staff Team Award* category. The Chart is an innovative recordkeeping mechanism developed for palliative clients to promote continuity of care, reduce duplication of assessments, and enhance communication between members of the interdisciplinary team and family members.

Since its inception, the Chart has been formally evaluated twice and has demonstrated a positive impact on client care. The CCAC partnered with 15 contracted agencies across Champlain to develop the current chart content.

The Chart-in-the-Home has been the vehicle for the regional implementation of Cancer Care Ontario’s Provincial Palliative Care Integration Project, and for regionally developed clinical support algorithms to foster consistent, evidence-based care. Other CCACs and several community hospices have indicated interest in using the Chart.

CCAC staff involved in the Chart-in-the-Home project include:

- Sophie Parisien, manager, Client Services
- Elan Graves, Champlain EOL coordinator

- Clare McCabe, case manager (Ottawa)
- Kathy Fyke, case manager (Carleton Place)
- Marnie Stunt, case manager (Renfrew County)
- Chantal Vachon, case manager (Eastern Counties)

Congratulations to all of our award program participants – recognition of your exceptional dedication and innovation is richly deserved and we are proud to have you represent the Champlain CCAC!

LEARNING TO PROTECT SOCIETY'S MOST VULNERABLE

Putting an End to Elder Abuse

'Respect your elders' is a phrase many of us grew up with and take to heart. Unfortunately, not everybody cherishes and protects the senior members of our society. In fact, between 4-10 percent of elderly Canadians are estimated to suffer from acts that are harmful or jeopardize their health or well-being.

With close to 7,000 seniors across Champlain currently receiving CCAC Personal Support Services, that translates into anywhere from 280 to 700 elderly clients who are potentially at risk of financial, emotional, physical abuse or neglect.

"Seniors, especially those with health problems, can be vulnerable and the target of many forms of abuse, often at the hands of someone in their family," said Anne MacDonald, Client Services manager.

"As a result, it can be difficult to identify and seniors are frequently reluctant or too ashamed to come forward," she said. "It's not unusual for the CCAC to learn of an alleged case of elder abuse after receiving a phone call from the client's concerned neighbours or friends."

Besides an ethical duty to be aware of these risks, under Ontario's *Long-Term Care Act* there is also an expectation that CCACs have a formal plan in place to deal with elder abuse issues.

Since the community sees the CCAC as a resource, it's also important to educate staff regularly so they can recognize the signs and symptoms of potential abuse, and know where they can direct the public for help, follow-up and care planning.

On June 12, the first of two workshops was held for case workers from the Cornwall and Ottawa areas to highlight the important role they can play in preventing and stopping elder abuse among their clients.

"SENIORS, ESPECIALLY THOSE WITH HEALTH PROBLEMS, CAN BE VULNERABLE AND THE TARGET OF MANY FORMS OF ABUSE, OFTEN AT THE HANDS OF SOMEONE IN THEIR FAMILY,"

- Anne MacDonald
Client Services Manager

A second workshop was held on June 25 for case workers from the Pembroke and Carleton Place areas.

To help staff at the initial workshop learn more about the prevalence of elder abuse and strategies to address it, the Champlain CCAC brought in a detective from the Ottawa Police's Elder Abuse Unit to speak to case managers and reinforce the value of working in collaboration to combat the problem.

To highlight the many ways elder abuse can manifest itself, Joan Hill, an 86-year-old Toronto actress who has worked with the Community Network for the Prevention of Elder Abuse for the Eastern Counties and Akwesasne, acted out three vignettes relating to the mistreatment of seniors during the June 12 workshop.

Feedback received from participants was universally positive, with many commenting that they found the vignettes portion of the workshop particularly poignant. The vignettes were filmed by other agencies such as Crime Stoppers and shown at the June 25 event.

For more information on elder abuse, including a series of video tools and helpful links, please visit The Ontario Network for the Prevention of Elder Abuse (www.onpea.org); the Council on Aging of Ottawa (www.coaottawa.ca/elderabuse/index_e.html); or the Ontario Seniors' Secretariat (www.culture.gov.on.ca/seniors/english/programs/elderabuse).

Possible Signs of Elder Abuse

Don't jump to conclusions but take the following signs and symptoms seriously:

- Unexplained injuries
- Missing personal belongings
- Lack of food, clothing or other necessities
- Delay in seeking medical attention
- Acts withdrawn or fearful
- Socially isolated
- Frequent visits to emergency rooms or clinics
- Poor living conditions
- Senior's money is being withheld
- Caregiver/family member is stressed or has low tolerance for the senior
- Caregiver/family insists on being present at all times and always speaks for the senior
- Unusual legal activity related to Will or other documents

Source: Community Network for the Prevention of Elder Abuse for the Eastern Counties and Akwesasne

If you or someone you know is experiencing elder abuse, call toll-free, 24 hours a day 1-866-996-0991.

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

To be added to, or removed from our mailing list, or to update your contact information, contact:
Champlain CCAC Communications
100-4200 Labelle Street
Ottawa ON K1J 1J8

Phone: 613 745 5525
Fax: 613 745 1422

e-mail:
sylvie.juneau@champlain.ccac-ont.ca
www.champlain.ccac-ont.ca