

North East CCAC news

MAY 2010

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North East

ccac cacc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Est



CELEBRATING EXCELLENCE



The North East CCAC held a special celebration on Wednesday, April 7th to honour former Board Member, David Youmans. The North East CCAC dedicated the North Bay Branch boardroom, naming it the David Youmans Boardroom in honour of the North Bay native.

"Dave was an invaluable colleague on the North East CCAC Board of Directors. His passion and commitment has touched many across not only the North Bay region but all of North Eastern Ontario" said Tom Trainor, Chair of the Board of Directors for the North East CCAC. "I am honoured to have worked with Dave these past few years. His knowledge, experience and dedication to the North East CCAC and the health sector in North Eastern Ontario is an inspiration."

Prior to joining the founding Board of the North East CCAC during its inception in November 2006, David chaired the Near North CCAC Board of Directors for four years, from 2002 to 2006. David has been a well known voice in North Eastern Ontario health care for many years. He served as a member of the North East Mental Health Centre Board of Directors for several years as well as the North Bay General Hospital Joint Executive Committee.

Many came out to celebrate with Dave including North East CCAC North Bay Branch office staff, community partners and the Minister of Intergovernmental Affairs, the MPP for Nipissing, Monique Smith.

BOARD OF DIRECTORS



Tom Trainor
(Chair)
Mindemoya



Christopher FitzGerald
Sault Ste. Marie



Helen Miller
Kirkland Lake



Diane Poulin
Kapuskasing



Anthony Rossi
(Treasurer)
Sault Ste. Marie



Gerri Walker
Parry Sound



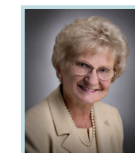
Ron Farrell
(Vice Chair)
North Bay



Margo McMillan
South Porcupine



Beverley Polowy
South Porcupine



Adele Quaiattini
(Secretary)
Sudbury



Mariette Sutherland
Birch Island

NORTH EAST CCAC AWARDS OF EXCELLENCE

In the fall of 2009, North East CCAC employees were invited to submit their nominations for the first ever North East CCAC Awards of Excellence. In total, 12 nominations were received over four categories.

NOMINEES:

Leadership Award

- Ann Matte - Senior Director, Strategic Planning and Integration (Sudbury)
- Heidi Maanselka - Manager, Finance (Sudbury)

Individual Staff Award

- Patricia Moreau - Program Assistant (Kirkland Lake)
- Janice Esposito - Case Manager (Sault Ste. Marie)
- Cheryl Thompson - Enterostomal Therapist (Sudbury)
- Carole Ouellette - Team Assistant (North Bay)
- Paula Sylvestre - Case Manager (North Bay)
- Wendy Laperriere - Team Assistant (North Bay)

Citizenship Award

- Patricia Moreau - Program Assistant (Kirkland Lake)

Staff Team

- Health Fair - Communications Department
- CHRIS SWAT Team
- CHRIS Volunteers/Champions

The North East CCAC is proud to announce the following winners:



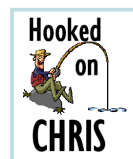
Leadership Award Winner
Heidi Maanselka - Manager, Finance
Sudbury



Individual Staff Award Winner
Wendy Laperriere - Team Assistant
North Bay



Citizenship Award Winner
Patricia Moreau - Program Assistant
Kirkland Lake



Staff Team Award Winner
CHRIS Champions/Volunteers

These successful North East CCAC Awards of Excellence recipients have subsequently been nominated for the corresponding award at the OACCAC Awards of Excellence and will attend the annual Provincial Conference held in Toronto this June. Congratulations to all recipients and nominees.

CCACs TO IMPLEMENT NEW CLIENT SERVICE CLIENT CARE MODEL

In February 2009, the Provincial Client Services Committee (PCSC) members developed a work plan with ten priorities in which the development of a Provincial Client Services (PCS) population-based client care model was included. The PCSC and model working group have since been developing the PCS Model and have subsequently had the Ontario CCAC's PCS Model approved by the CEO Council on March 30, 2010.

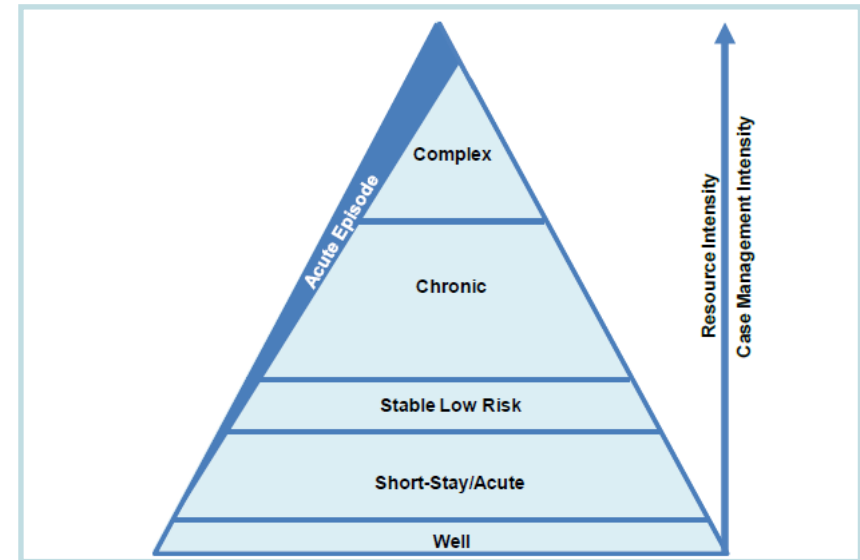
The new PCS Model is a population-based approach designed to:

- Improve clients' care experience and health outcomes;
- Reduce the risk of premature institutionalization;
- Reduce avoidable ER visits;
- Promote client self-management;
- Help clients effectively navigate the health system; and
- Provide appropriate information and support to clients and caregivers.

The model classifies clients by specific population categories accounting for their health conditions, socio-economic factors, degree of independence, and risk of experiencing acute episodes. Once the principles of the model are applied to client services practices, case management services and support will be customized to meet the specific needs of the different client populations.

The model is graphically depicted as a triangle, indicating that the volume of clients at the base of the triangle is anticipated to be large and populations at the top of the triangle are smaller. The arrow on the far right hand side illustrates that the populations near the top of the triangle require higher resource and case management intensity.

Provincial Client Services Population-Based Model



Clients can move up and down the triangle between the different populations as their health conditions change. The Acute Episode bar running along the left side of the triangle illustrates that an acute episode can occur for any of the populations. In addition, the Acute Episode bar is wider near the top of the triangle to indicate the increased frequency of acute episodes with the Complex and Chronic populations near the top of the triangle.

It is anticipated that some CCAC's will be implementing priorities over the course of the 2010/11 fiscal year to test proof of concept and to track and demonstrate outcomes.

NORTH EAST CCAC PANDEMIC PLAN

LEARNING FROM H1N1



The North East CCAC Pandemic Plan was recently updated to incorporate lessons learned from our experience with H1N1. The plan establishes a framework for the CCAC's response to a global pandemic and improves consistency in our approach with contracted service providers and other stakeholders. It is part of the North East CCAC's comprehensive emergency management strategy.

The CCAC's planning objectives are to:

- facilitate readiness for an Influenza Pandemic;
- communicate planned responses to clients, staff and stakeholders;
- minimize service disruption;
- maximize system, worker and client support.

In addition to general information about pandemics, the plan includes topics such as ethical decision-making, preparedness and response activities in each of the pandemic phases, guidelines for human resources, case management and contracted service providers. It also includes resources such as the respiratory illness screener for CCAC clients and calculation of personal protective equipment stockpile.

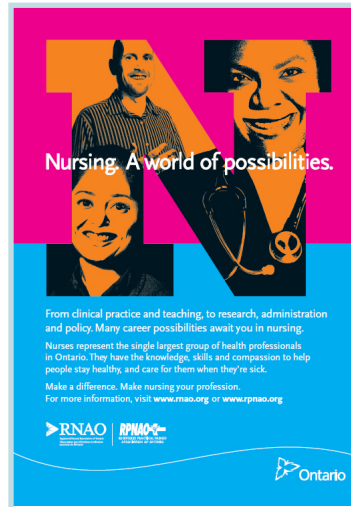
Resources and tools used during the H1N1 pandemic are appended and may serve as examples for the development of similar resources and tools to respond to future pandemic situations. The plan is available on the NECCAC Internet site, under News and Events/General Publications. [Click here to access the link directly.](#)

For more information about the North East CCAC Pandemic Plan, contact Cathy Barnhart, Director, Quality and Risk, at 705-476-2222, extension 2248 (North Bay Branch).

THE NORTH EAST CCAC CELEBRATES NURSING WEEK



TOP: Parry Sound Branch office celebrates Nursing Week with their traditional breakfast put on by clerical staff.



TOP: Timmins Branch office takes a time out from their busy schedule to take a team photo during Nursing Week.



LEFT: Timmins Branch employees greet us with their infectious smile and personality!!

ACROSS THE NORTH EAST CCAC

Clockwise from right:

Team North East CCAC participated in the Maison VALE Inco Hike for Hospice in Sudbury. The team doubled their goal and raised over \$2, 000 for the cause. Well done!!

Richard Joly, North East CCAC Chief Executive Officer, volunteers at the Annual Easter Seals Telethon in Sudbury.

Celebrating Professional Administrative Assistants' Day in North Bay. A local radio station contest was won and flowers were provided, however, they had no idea that 2 bouquets would never be enough. Thank you for your patience, humour and hard work every day.





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Fax/Téléc 705-356-1034

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TTY/ATS 1-866-369-3113
Fax/Téléc 705-869-3793

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Tel/Tél 705-267-7766
Fax/Téléc 705-267-7795

Cochrane / Smooth Rock Falls Satellite

PO Box 1750 / C.P. 1750
144, rue 3rd Street
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Fax/Téléc 705-272-2600

Matheson / Iroquois Falls Satellite

PO Box 968 / C.P. 968
215, prom. Ambridge Drive
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1-888-273-1611
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