

North East CCAC news

JULY 2010

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North East

ccac

Community
Care Access
Centre

casc

Centre d'accès
aux soins
communautaires
du Nord-Est

Dr. Ray Wiss - Guest Speaker at the 2010 North East CCAC AGM



HEALTH CARE AWARENESS DAY

The North East Community Care Access Centre (CCAC), was a proud co-sponsor of a Health Care Awareness Day, which was held on June 16th in Timmins. The annual event helps increase awareness of health care services that are available to residents of the Timmins community. "This event is an important opportunity for the public to learn about the services available to them, not only those offered by the North East CCAC, but by the many service organizations in Timmins," said Richard Joly, Chief Executive Officer of the North East CCAC. "Our common vision is a healthy, well informed community in which the members have access to reliable, high-quality health care services."

The successful event was well attended and featured 33 participating community agencies and service providers including fellow event sponsors Bayshore Home Health, Red Cross Health Care Services and VON Porcupine.



BOARD OF DIRECTORS



**Tom Trainor
(Chair)**
Mindemoya



**Ron Farrell
(Vice Chair)**
North Bay



Patrick McAuley
Sault Ste. Marie



Margo McMillan
South Porcupine



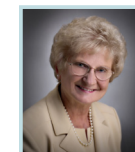
Helen Miller
Kirkland Lake



Beverley Polowy
South Porcupine



Diane Poulin
Kapuskasing



**Adele Quaiattini
(Secretary)**
Sudbury



**Anthony Rossi
(Treasurer)**
Sault Ste. Marie



Mariette Sutherland
Birch Island



Gerri Walker
Parry Sound



Brent Woodford
North Bay



NORTH EAST CCAC AGM A HUGE SUCCESS!

The North East CCAC held its 2010 Annual General Meeting (AGM) on Thursday June 17, 2010, at the ParkSide Older Adult Center in Sudbury. The AGM was a success as several North East CCAC clients, community partners and staff attended the event which featured guest speaker Dr. Ray Wiss. Other guests in attendance included Denis Hubert, President of Collège Boréal, France Gélinas, MPP for Nickel Belt and John Rodriguez, Mayor of the City of Greater Sudbury.

"We are grateful to have so many community partners and individuals join us at our AGM. Their presence reinforces the importance of collaboration as we continue to build an efficient, effective and sustainable system. Together with our dedicated staff and partners we are committed to providing Outstanding care – every person, every day" said Tom Trainor, North East CCAC Board Chair.



Richard Joly, North East CCAC CEO gives his year end report

Chris FitzGerald, one of the founding members of the North East CCAC Board of Directors was formally recognized and thanked for his years of dedication and service to the North East CCAC. Mr. FitzGerald, of Sault Ste. Marie, is the former Chair of the Board of Algoma CCAC and was instrumental in amalgamating five CCACs into the new North East CCAC in 2006.

The Board of Directors also successfully filled four vacancies for 2010-11. Congratulations to the following Board Members who have been newly elected to the Board for a term of three years:

- Patrick McAuley, Sault Ste. Marie
- Margo McMillan, South Porcupine
- Mariette Sutherland, Birch Island
- Brent Woodford, North Bay

The AGM closed with a powerful presentation by guest speaker Dr. Ray Wiss which was well received by all those in attendance. Dr. Wiss, from the Emergency Department of the Sudbury Regional Hospital, captivated the audience with his description of his two tours of duty as Medical Officer with the Canadian Armed Forces in Afghanistan.

[Click here to view the North East CCAC's 2010 Annual Report](#) which was approved at the 2010 AGM.

PATRICIA MOREAU - COMMUNITY LEADER

Patricia Moreau, Program Assistant from the North East CCAC Kirkland Lake Branch was the proud winner of the provincial Citizenship Award. On June 14th, the outstanding contributions made by the employees of Ontario's 14 Community Care Access Centres (CCAC) were recognized at the 2010 Ontario Association of Community Care Access Centres (OACCAC) Annual Awards of Excellence in Toronto. Only five awards are handed out annually, which makes this recognition even more prestigious.

The Citizenship Award recognizes a CCAC/OACCAC board or staff member who, through volunteer work, community involvement or other extra-curricular activities, has made a significant contribution to a community or group. Nominations for the Annual OACCAC Awards of Excellence are based on specific criteria that integrate the CCAC Vision and Mission, and are evaluated by a volunteer committee with representation from CCACs. Nominated by her peers, Patricia was one of four winners of the North East CCAC Awards of Excellence who were subsequently nominated for the provincial awards.

Patricia recognizes the importance of community engagement: "I would hope that what little I do within my community pairs well with what staff within the CCAC organization strive to achieve each and every day...the betterment of our clients. The combination, community-client is hopefully a win-win for everyone."

Patricia has been a difference maker in the Kirkland Lake community. She has held several volunteer positions with her local parish, Paroisse Assomption, leading food drives, group activities and fundraising projects. She has also given her time to the Richelieu Club and along with her daughter, created a Shoebox campaign, where they appeal to the community to have a shoebox filled with items over holiday season and send

Patricia receives her award at the 2010 OACCAC Awards of Excellence



"In volunteering or working within a community, we never do what we do for recognition, but I must admit, it is quite special when your peers recognize your work. I was born and raised in Kirkland Lake and have been working with CCAC since 1998. "

the shoeboxes to countries in need. Patricia is also the driving force behind fundraising activities at the North East CCAC Kirkland Lake Branch Office where she has championed the Salvation Army food drive.

Congratulations to Patricia and all our North East CCAC nominees!

INTEGRATED CLIENT CARE PROJECT

VALUE STREAM WORKSHOP



The North East CCAC, along with their chosen service provider, Bayshore Home Health, is one of four implementation sites for Wound Care, the first stage of the Integrated Client Care Project (ICCP). The ICCP is an exciting multi-year initiative to improve value for clients by promoting system integration and focusing on outcomes through the alignment of incentives and processes.

The project's goal is to create a future state that provides better value for clients through shifting roles, fostering collaboration, integrating clinical coordination and accountability for outcomes.

"The ICCP initiative is to improve the collaboration from physician to nurses and community partners and promote client involvement in their care."

Lisa Dumais, Case Manager, North East CCAC

Wound Care is the first of the five client groupings to be implemented with a focus on clients with diabetic foot ulcers and venous leg ulcers. In mid-May the North East CCAC hosted and participated in a Value Stream Mapping workshop, facilitated by Centre for Healthcare Quality Improvement (CHQI) quality improvement experts that resulted in:

- Identifying inefficiencies in the current state of service delivery and operation
- Recognizing opportunities for improvement
- Designing an improvement plan with timelines

Bayshore
Home Health

(CONTINUED...)

ICCP: VALUE STREAM WORKSHOP



Group members from the North East CCAC and Bayshore Home Health

The North East CCAC and Bayshore Home Health are currently identifying clinical leading practices (i.e. care plans and pathways) and redesigning business processes to deliver more seamless care to clients and improve value.

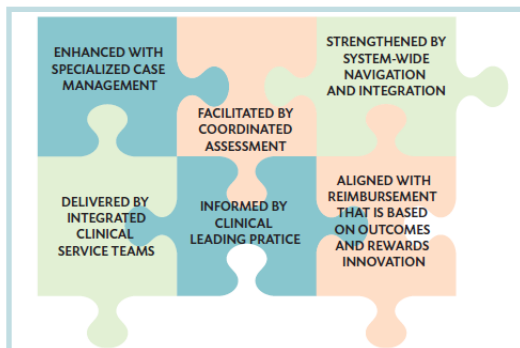
The North East CCAC and Bayshore Home Health will continue to keep you updated as the project moves forward. For more information about the ICCP visit www.ccac-ont.ca.

"The workshop we participated in, allowed all involved to see the waste in the current system and start to perceive a vision on the future that is more simplistic and more client-directed."

Donna Hunt, Registered Nurse, Bayshore Home Health.



ICCP Key Elements



LIVING OUR VALUES

In the North East CCAC's Sault Ste. Marie Branch Office there is a group of ladies, 4 in all, who deserve a huge acknowledgement for the efforts that they willingly do on a monthly basis to raise funds for the various local charities in the Sault Region. Janet Acal, Teresa Burns, Jennifer Esposito and Laurie Turner bring life to all the Sault Ste. Marie's Branch Office charity endeavours. They spend considerable time at home organizing, planning and executing at least one major event every second month for the Sault Ste. Marie Branch with all proceeds going towards the chosen charity of the month.

In the past, they have organized a number of events such as the Chili Fest, Dessert Afternoon and Christmas Fundraiser for the Salvation Army/Needy Family. Over the course of 2009 they raised over \$2100.00 for charities such as Algoma Family Services, Odd Fellows, Learning Disabilities, Alzheimer's Society and Salvation Army. Donations of canned goods were also solicited and given over to the local food bank. They get tremendous support from their families as they bring in homemade goodies such as caramel corn, cookies, candy bags, and healthy snacks and sell them to staff with the proceeds being given to the local Charity of the month.

With the number of charities requiring support and the number of varying individual ideals, it can be difficult to decide which charity to support in any given month. This year, they instituted an un-biased system whereby all staff members have their input as to which charity will be supported for the month. At their request, all Sault Ste. Marie staff are invited to suggest a charity of their choice. Suggestions are then put in a drum and this group pulls from the choices and whichever one is drawn gets the funds collected over the course of the month. From January through April 2010 a total of \$675.00 has already been raised for local charities.

Each of these ladies readily admits that they receive assistance from various staff members over the course of the year who assist them in putting together events, however; without the work of these 4 individuals the projects would not come to fruition.

A sincere thank you to these four ladies - a great example of what can be accomplished when people work together! Thank you for all your efforts each and every month.



Teresa Burns



Left to right: Laurie Turner, Janet Acal, Jennifer Esposito



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