

Bringing Care Home

The South West CCAC Staff Bulletin

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Building a Powerful Client Services Team

The Four new South West Regional Managers share Senior Director Donna Ladouceur's commitment to service excellence



Left to right: Megan Nichols, Gwen Vanderheyden, Donna Ladouceur, Anita Cole and Mary-Lynn Priestap

They come from different professional backgrounds and different communities, but the four people selected as South West Client Services Regional Managers have one thing in common: a passion for community care.

"I've always been interested in home care, going back to a project I worked on in school," says Megan Nichols, the Client Services regional manager for intake, information and referral, children's health, CIAT and AHCT. "I think it's great that we provide care to people where they need it." Gwen Vanderheyden, Client Services regional manager for acute care, agrees. "I don't really think about it – I just know that I love coming to work in the morning!"

Mary-Lynn Priestap, Client Services regional manager for the northern portion of the South West region, says she has always had "a passion for the community" and likes the autonomy of the work. "I truly believe in community care," says Anita Cole, Priestap's counterpart in the southern part of the region. "It's all about the people."

All four know there are challenges ahead as the South West CCAC takes shape.

Creating a unified team, dealing with rapid change, and bridging geographical distance will all demand creative strategies. While they share common goals, each regional manager also has personal objectives. Priestap, for example, wants to see the region's Family Health Teams up and running, with case management as an integral part of their operations. Vanderheyden is focused on building and sustaining an effective acute care team, and looking for ways to standardize processes across the region. Nichols wants to see better access to children's services and a more streamlined process for parents. For Cole, it's all about "becoming one and developing a South West culture."

Donna Ladouceur, Senior Director of Client Services, is delighted with her new team. "They each bring a unique set of skills that complement one another. And they share a strong commitment to the transformation agenda, and to making a difference."

The team members are confident that they can come together, build on the legacy of the seven

predecessor CCACs, and reach new heights. "All CCAC staff members have good reason to be proud of what we have accomplished in the past," says Vanderheyden. "The sky's the limit for where we go from here. We will continue to lead the province in innovation and Client-Driven Care."

Welcome to the third edition of *Bringing Care Home*, dedicated to keeping the 500+ employees of the South West CCAC informed and involved. In this issue, introductions to the new South West CCAC Client Services Regional Managers, a message from Sandra Coleman about our new vision and mission, updates on our partnerships with the LHIN and our care providers, and much more. Remember, this newsletter is for and about **you**. Send us your news — births, deaths, achievements, celebrations, anything you'd like to share with the South West CCAC family.



Seeing more Clearly

A message from
Sandra Coleman, Executive Director
South West CCAC

“The only thing worse than being blind,” wrote Helen Keller, “is having sight but no vision.”

She’s right, of course. Vision is what inspires and moves us, lifting our eyes to the horizon rather than the ground in front of our feet. Without vision, we don’t know where to go or how to get there. We lose sight of the needs and interests of our clients stakeholders. We have no basis for making tough decisions about how to use scarce resources. Our work is less satisfying, because we don’t understand what it’s all adding up to.

Recently the Executive Directors and Board Chairs of Ontario’s 14 Community Care Access Centres met in Toronto to develop a common mission and vision for our organizations. It was a fascinating experience. Dr. Chris Bart, a professor at McMaster University, led the session, helping us understand what mission and vision statements are and why they matter. He pointed out, for example, that organizations that are well aligned with their missions consistently have more satisfied customers and employees.

The resulting mission and vision (see sidebar) are bold statements that capture an exciting vision of the future for community care in this province – and a compelling reason to get up each morning and come to work!

Our new organization is moving forward on other fronts, too. Three new board members have been named, bringing the total to 11. Almost all the South West and front line manager appointments have been filled too. I am thrilled by the quality of people we have attracted to these key positions. You’ll learn more about our new managers at the all-staff meeting on April 10 and as they get out and spend time in each of the offices.

As you’ll read, our staff members are playing an active role as the LHIN moves forward to implement its strategic plan. We are also working with Dr. Carol McWilliam to advance her research on Client-Driven Care. And finally, the staff from Haldimand-Norfolk who joined the South West CCAC in January have now made the move to the South West CCAC office in Wood-

stock, marking the completion of the physical transitions. We are one!

While much is changing, the core strength of our organization remains our people. With growing demand for our services, we are fortunate to have so many outstanding professionals working with us. We need your skills, experience, and commitment. Together, we can be a powerful force for good.

Our Mission: Our passion is health; our strength is our people and our partners; and our promise is compassionate care. On a day to day basis, we are:

- an easy to use gateway to information and high quality health services;
- an innovator seeking to optimize people’s health, well being and autonomy;
- an integrator partnering with others to reduce the barriers to access, respect diversity and improve the care experience of people across the health care continuum;
- an employer of choice that believes in the remarkable capacity of our people to continuously learn and make a difference;
- an open communicator who promotes positive relationships; and
- a steward of public resources that is openly accountable and contributes to a sustainable health system.

Our Vision: To be recognized across the country as Centres of Excellence for integrative community services and health information by 2017.

Getting it down PAT

Late last year, the South West LHIN finalized a high-level strategic plan, the Integrated Health Services Plan, to guide the development of our health care system over the next three years. Now it has created 10 Priority Action Teams (PATs), plus committees focused on health human resources and e-Health, to work on detailed planning and implementation. South West CCAC staff members are playing pivotal roles on all these teams.



South West CCAC participants at the February 21, 2007 PAT launch event.

“The CCAC is committed to working closely with the South West LHIN,” says Nancy Dool-Kontio, Senior Director Strategic Planning and Integration. “Our extensive involvement in this process reflects the key role we will play in a transformed health care system – a system in which more care is provided in the community.”



South West CCAC staff and provider representatives at the February 15, 2007 summit event.

Leadership Summit Builds Partnership with Providers

Eighty representatives of the South West CCAC's contracted service providers recently came together to hear about the CCAC's vision for the future and their role in it. The meeting marked the first time service providers from the entire region have met under one roof. It was an opportunity to build stronger relationships based on mutual understanding.

The day opened with a rousing presentation from Executive Director Sandra Coleman, who introduced the South West CCAC and shared her commitment to building a high performance team throughout the region. She noted that the CCAC will be focusing on two overriding themes: client driven care/partnerships, and performance management. Donna Ladouceur, Senior Director Client Services, followed with a short presentation on Client-Driven Care, emphasizing how this approach can make care better for clients and providers alike.

During the afternoon, Gord Milak, Senior Director of Performance Management and Accountability, urged service providers to join with the CCAC in achieving performance excellence. "We are working toward a common goal," Milak said. "We are all engaged in that point of contact between someone needing care and

someone delivering care. Our organization's success depends entirely on the quality of that point of contact."

Milak went on to explain that the CCAC is committed to building strong partnerships with both clients and service providers based on three principles:

- Building relationships
- Creating shared understanding
- Co-creating strategies to achieve outcomes

The South West CCAC will create an Interagency Leadership Partnership to bring providers together on a monthly basis to solve problems, develop strategies, and share innovative ways to provide care. He also promised improved information-sharing methods and a feedback process for measuring provider performance. "We have some marvelous people in our system, with a tremendous wealth of experience and knowledge," he said. "We need to embrace the possibility of change."

Ginny Schedewitz, Operations Leader for ParaMed Home Health Care in London, is one of many participants ready to take up the challenge. "Holding such a gathering to meet so many people and to share information is important so that we can all embrace change and work together to meet future challenges."

Storm-Stayed

On March 5, Huron and Perth Counties got walloped with a spectacular late winter storm that reduced visibility to nothing and roads to a single snowy track. Many South West CCAC staff members in Seaforth and Stratford along with some of the senior leaders were stranded at work.

"I happened to be seeing a client on the Tuesday to do a RAI. This lady was so excited to tell me that she had her PSW stay overnight due to road closures. She was so delighted to share a meal with her worker and to have someone stay in the guest room. We all need a purpose — the storm made my elderly client feel needed that day!"

Jane Smith, Case Manager

"I spent the night at my mother's who luckily lives in Stratford. As it happened, my mother also had my daughter and her son, and my brother and his wife. I ended up sleeping in a lounge; the kind you would use to sunbathe. We all survived and it was a great family gathering."

Judy Kompf, Records Manager

"With 90K/hr winds and blowing snow, what better place to spend the night than Stratford! I secured a hotel room for the night, purchased essential overnight things at a nearby store, and enjoyed an evening meal with 2 other 'strandedes.'"

Shirley Smith, Executive Assistant

Innovative End-of-Life Resources Available

The South West End-of-Life Network in partnership with the South West CCAC has produced a video that takes an intimate look at one family's experience of caring for a dying family member at home. The Network has also created a special user's guide with tips for planning and implementing public events and a listing of additional resources www.thehealthline.ca/palliative_care/video.asp



Communication Update

If you're looking for simple ways to explain to clients and partners who we are and what we do, help is on the way! New South West CCAC

brochures will soon be ready for distribution.

We're also creating nifty pop-up displays that will be ideal when you're making a group presentation or participating in a health fair. It's all part of creating awareness for the South West CCAC and the great work we do.

Client-Driven CARE

South West CCAC staff members and care providers met on February 27 to talk about Client-Driven Care and commit to the next stage of action research and implementation. The meeting was energizing and uplifting, an exciting beginning to a process that will continue over the next few months. "Client-Driven Care is very empowering," said Joanne Steegstra, a case manager from Seaforth. "The clients always feel better when the decisions are theirs. They are a lot happier."

Welcome to the Team!

The South West CCAC welcomes the following new South West Managers and wishes them success in their new positions.

Regional Client Services Managers:

Gwen Vanderheyden, *Client Services for Hospitals, Acute Care, Wait Times, MIS Liaison and Discharge*

Megan Nichols, *Client Services for Intake, I&R, Children's, CIAT and AHCT*

Mary-Lynn Priestap, *Client Services (Owen Sound, Seaforth, Stratford, Walkerton)*

Anita Cole, *Client Services (London, Strathroy, Woodstock, St. Thomas)*

Client Services Managers:

London

Lynne Hammond
Ann Rickwood
Anne Smith

Owen Sound

Sheila Dowler
Carol Merton
Trish Shouldice

St. Thomas

Nancy Johnson
John McClelland

Stratford

Jane Clement-Spur

Walkerton

Linda Martin

Woodstock

Marilee Garner
Donnabeth Sweetland

Strategic Planning and Integration:

Phillipe Veneseon, *Regional Manager*

Performance Management and Accountability:

Darlene Bogie, *Regional Quality Manager (for Grey, Bruce, Huron, Perth)*

Rachel Labonte, *Regional Quality Manager (for London and Middlesex)*

Kim White, *Regional Quality Manager (for Elgin, Norfolk, Woodstock)*

Kimberly LeMare-Matthews, *Regional Procurement Manager (for Supplies, Equipment, Therapy)*

Shirley Koch, *Regional Procurement Manager (for Nursing and Personal Support)*

Corporate Services Regional Managers:

Hilary Anderson-Halliday, *Decision Support*

Craig Hennessy, *Information Technology Business Solutions*

Ron Hoogkamp, *Finance and Payroll Services*

Rob Schonberger, *Information Technology and Facilities*

Human Resources and Organizational Development:

Judy Loblaw, *Regional Manager*

Jason Spalding, *Regional Manager Labour Relations, Health and Safety*

Michelle McKeller, *People Development Manager*

Joanna Makinson, *Interim People Development Manager*

COMMUNITY TIDBITS



Nancy Smibert and Mike Leach are proud to announce the safe arrival of their new son Jeremy Michael Leach. Born unexpectedly Thursday, March 8, 2007, 6:10 pm, 6 lbs. 1 oz. Mom and baby are doing great!



Meet Suzanne Goehring's grand daughter Evelyn Suzanne Marie born Friday, February 16, 2007 at 7:34 am and weighing 8 lbs. 8 oz. Isn't she lovely!

