

Bringing Care Home

The South West CCAC Staff Bulletin

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IN THIS ISSUE: CLIENT-DRIVEN CARE + LOOKING AHEAD + GERIATRIC CARE + NEW FACILITIES TEAM + SOUTH WEST CCAC TIDBITS



Elgin's KTA Team: John McClelland, Mary Lise Clergy, Tanya Bowman, Lelsie Hope, Stephanie Skelding, Trudy Winkworth, Sherrie Rastel, Maxine Fournier, Karen Mann, Agatha Wiebe, Tabitha Carey, Lois Beamish Taylor, Joanne Stautener, Peggy Milmine, Dorothy Geitzmeister, Beth Laking, Brian Balkowski, Pat Delaney and Sarah Warner. Absent : Kelly Graham, Sue Gregory, Gwen Hammons, Robin Taylor, and Nancy Johnson.

Moving Forward with Client-Driven Care

*Client-Driven Care (CDC) forms the heart of the South West CCAC. However, there continues to be much to learn about this empowering model. **Making it real** on a day-to-day basis is the mission of 11 **Knowledge To Action (KTA)** teams working across the South West region. The teams begin Phase 2 of a research project exploring improved ways to implement consistent and seamless CDC.*

"We're going to walk the talk," says Anita Cole with determination. Cole, Regional Manager South, Client Services, is getting Phase 2 Knowledge To Action (KTA) teams up and running in London, Strathroy, Woodstock and St. Thomas. Says Cole, "This is going to be a front-line-driven initiative with management support at all South West CCAC levels. Our partners are fully behind this too."

"The KTA committee so values the knowledge brought to the table by the KTA teams," adds Client Services Regional Manager North, Mary Lynn Priestap, who is organizing teams in Seaforth, Stratford, Walkerton and Owen Sound. She continues on a practical note, "By having KTA meetings in the communities where staff are actually working, they are much more available to participate."

Over the years, the South West CCAC has developed evidence-based CDC practices by participating in research studies under the direction of UWO's

Dr. Carol McWilliam. In 2006, we took part in Phase 1 of McWilliam's *Participatory Action Research Project*, reporting results at a region-wide meeting of staff and service providers in February, 2007. Now, the research continues with Phase 2 which is aimed at developing greater uniformity of CDC practices in all facets of client service delivery.

KTA teams of case managers, personal support workers, nurses, social workers and therapists are now holding inaugural meetings to choose action research priorities from a selection of topics. The topics were established at the February meeting and fall within four major priorities: front-line practice, communication and co-ordination, policy and procedure and education (for details, see *Coming Together Around Client-Driven Care* on our web site at <http://www.sw.ccac-ont.ca>).

The plan is that KTA teams will start implementing their strategies by November, 2007.

Throughout the project, UWO researchers will monitor progress and establish baseline and year-end results. The teams will report their results and experiences at a meeting to mark the end of Phase 2, likely early in 2008.

Meanwhile, the coming months offer KTA team members a wonderful chance to continue developing the culture of CDC, drafting flexible practices that work well in this region and showcasing the South West CCAC's work across the province and beyond. There's another plus. Says Elgin's team leader John McClelland, a Client Services Manager in St. Thomas, "KTA groups also promote strong working relationships with our service provider partners. These teams are a real-life example of the collaborative approach the South West CCAC strives to utilize in our day-to-day work."



Taking Stock... and Looking Ahead

A message from Sandra Coleman,
Executive Director, South West CCAC

Summer is here, the days are longer and the breezes warmer, but we're still hard at work at the South West CCAC, implementing integration and building our team.

When we started this process the weather was bitterly cold and travelling to meetings was often an adventure. It's worth remembering that the South West CCAC is only six months old. It's been a busy time and the challenges have been many. This is a good moment to step back and pat ourselves on the collective back. We've done so much in such a short time. My sincere thanks to each one of you for your patience, flexibility, creative problem-solving and sheer hard work.

There's evidence of our many achievements in this issue of the newsletter. You'll read about the progress we're making in turning the concepts of Client-Driven Care into everyday practice through our Knowledge To Action teams. At the South West CCAC, Client-

Driven Care is not simply a "warm and fuzzy" – it's a way of being and doing at every level of the organization.

You'll also meet our new Geriatrics Resource Team, one of a number of specialty teams beginning to meet and plan together. Children's, End-of-Life, and other services teams have also begun to chart their way. Now that they are hard at work, I know we will see great things from these dedicated groups.

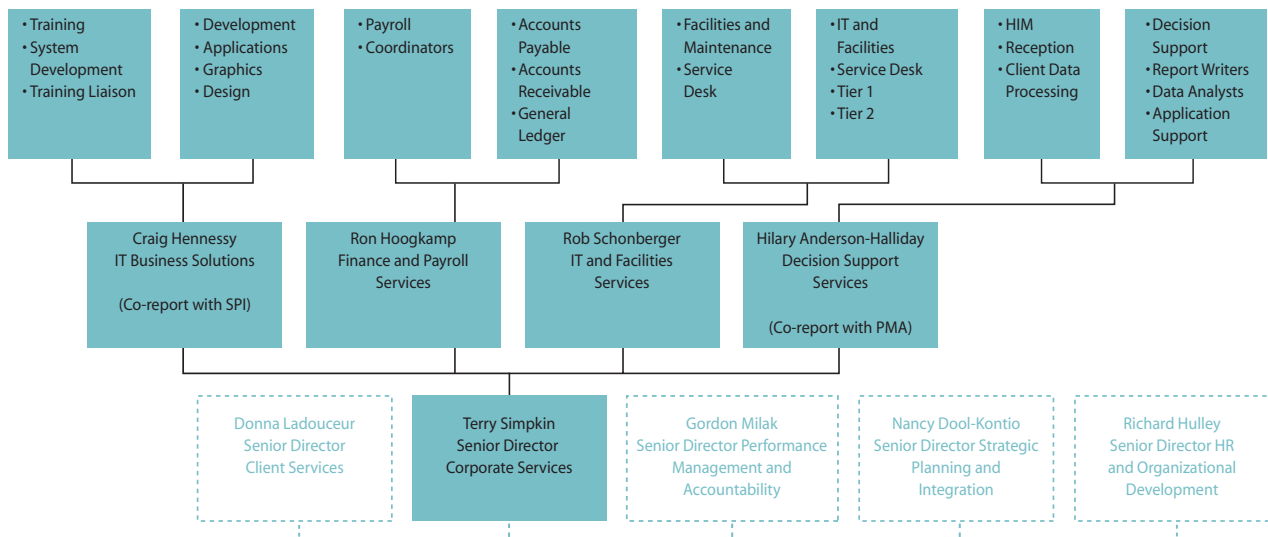
Elsewhere in this issue is information about our facilities site team members, part of the newly announced Corporate Services structure. Corporate Services plays an essential behind-the-scenes role in our organization, ensuring that other staff members have the support they need to deliver exceptional care. With computers such an integral part of our work, you will be glad to know that we have developed an online IT help desk with dedicated on-site IT and facilities support staff at each site. You'll also see improvements in Decision Support,

Health Information Management and Business Solutions.

The secret of our success over the first six months of the South West CCAC? It all comes down to people – committed and skilled people who believe in a shared vision for the future of health care. And we still need more great people. We are continuing to recruit full-time and casual staff. Our improved posting process lets you know about job vacancies as they become available. If you believe in what we are doing together, why not share your enthusiasm with other professionals you know and encourage them to consider a career in community care?

Over the next two months, many of you will be covering for each other during vacation periods. But I know the spirit of teamwork and collaboration will keep us focused on providing great care to our clients. I wish you all a safe, happy and productive summer.

Corporate Services Team



New Mandate for Geriatric Care

Managers gathered in Seaforth for a lively brainstorming and planning session

With a new name and fresh new ideas, geriatric services delivery is now on its way to becoming a dynamic and integrated model for care within the South West CCAC. At its first meeting in June, the new **Geriatric Resource Team** developed ideas for meshing the unique styles and strengths of various service groups operating throughout the region. The groups include Geriatric Services of London, Regional Mental Health, Alzheimer Strategy Initiatives, the Ministry of Health and Long-Term Care and Southwestern Ontario Geriatric Assessment Network (SWOGAN).

SWOGAN kicked off the session with a historical perspective on the evolution of its program, mandate and philosophy. From here, South West CCAC representatives articulated the geriatric services this organization has been providing, identified services that don't need to be

continued and explored strategies for becoming one program within the entire organization.

"As members of the South West CCAC, it was necessary for all of us to evaluate our similarities and differences and co-create our own shared identity," says Anita Cole, Regional Client Services Manager South.

Now, case managers providing care within this program will be called **Geriatric Resource Case Managers**. They will build on work being done at the six South West CCAC sites presently housing geriatric programs. They'll also share ideas and mentor case managers at sites where programs are not yet in place. To better integrate services, the Geriatric Resource Team will also promote ex-



Geriatric Assessment Team: Standing, back row (left to right): Debby Weppeler-Wardrop, Nancy Schaff, Anne Smith, Hazel Sands, Nancy Tolman, Anita Cole and John McClelland. Standing, Middle row (left to right): Leah Barnes, Suzanne Gascho, Deb Gilbert, Elaine Palmer and Cathy Pressey. Kneeling (left to right): Dianne Fox, Valerie Presseault and Hélène Walton

panding the capacity for care among long-term care staff, PSWs, case managers and physicians.

Of course, Seaforth marked just the first of many meetings to come. The Geriatric Resource Team will continue to develop its vision and explore ways to promote best practices. Make sure to watch for future news about this initiative and other South West CCAC specialty teams, all working toward a seamless and integrated care model for the entire region.

New Facilities Team

Presence at all South West CCAC sites means enhanced support

The South West CCAC may now be one big organization – but our new IT and Facilities support structure has been carefully planned around the individual needs of staff members working from individual sites.

It's a good thing, as they say, because each site will have at least one staff member dedicated to troubleshooting issues like computer glitches, light fixture repairs, meeting room set-up,

building temperature, security system, moving equipment, outside maintenance and office supplies.

All activities at individual sites will be co-ordinated by the Facilities and Procurement Supervisor, Rob Trepanier, in London. Service requests will be relayed to a London-based Service Desk in the form of an online ticket. This model provides that each site will have support even if its dedicated team mem-

ber is unavailable.

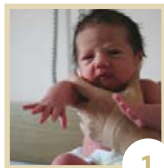
"And, should there be a system-wide IT or facilities issue, having a centralized Service Desk means the problem can be dealt with quickly," says Rob Schonberger, IT and Facilities Regional Manager.

Interviewing is complete and staff announcements will be posted as soon as positions are confirmed.



COMMUNITY TIDBITS

BABY 1. June Kyle, Case Manager, London, is proud to present her “ridiculously cute” grandson, Luke Paul Brown, 6 lbs, 14 oz, born June 15, 2007 to Kerry and Ken.



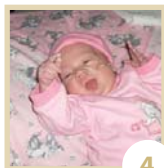
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BABY 2. Joan Cavanaugh, START Team Case Manager, London, is excited about the birth of her grandson, Oliver Heydon Cavanaugh, a “wee treasure” at 4 lbs, 8 oz. Born June 6, 2007 Ollie is a son for Sean and Rachel.



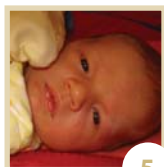
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BABY 3. Pat Thornton, Clerical Relief, South West CCAC Elgin, is a new grandma again. This time she welcomes Lucy Isabel St. Amant, 8 lbs, 13.5 oz, born May 10, 2007 in Midland to Pat’s daughter Becky and her husband Bryan.



4

BABY 4. Amilia Celina is growing by leaps and bounds. Born April 27, 2007 at 3 lbs. 2 oz. to Lyne Sutherland, Amelia is still in the hospital but now weighs 6 lbs, 8 oz when we last checked. Lyne thanks all staff for their gifts and well wishes.



5

BABY 5. Brandon Joseph Dalton was born May 10, 2007 in Stratford to Seaforth Administrative Assistant Michele Dalton. Brandon’s birth weight was 8 lbs, 8 oz.

Be in the Know

Watch for our staff newsletter, *Bringing Care Home*, each month. Our partner newsletter, *Caring Together For Our Communities*, will be published four times a year while *Community Care News*, for our clients, will be available twice a year in summer and winter.

Spread the Word

We know there’s great news out there. It’s just a matter of finding it. Help us out by posting a bulletin board or placing a suggestion box in your office to gather staff story ideas that are important to share throughout the South West. If you’re interested in helping out, contact Cate Patchett in London.

P.S. Thanks to Jennifer Lobban in Owen Sound for bringing this great idea to our attention!

Question of the Month

We want to hear more about your work with the South West CCAC. That’s why in each upcoming issue, we’ll run your responses to our Question of the Month. This month we ask, “What is your favourite part of your job?” Let us know at newsletter@sw.ccac-ont.ca. We’re looking forward to hearing back from you!

An Enlightening Experience

Many people find work energizing but none more so than Susan McLean and Sherri Zavitz.

They both had the misfortune of being struck by lightning while in the London South West CCAC office during a thunderstorm.

Susan says

“What was pretty scary at the time seems funny now. I’ve heard every bad pun you can imagine.”



Money-er, Hair?-Raising Idea



Case manager Shirley Hughes’ daughter, Jennifer, contributed a whopping \$2,200 to Stratford’s Relay for Life on June 1 by sheering off her locks and donating them to make wigs for kids. An enthusiastic turnout of staff from the Stratford site added to Jennifer’s gift for a total of \$3,600 to the Canadian Cancer Society. On June 8, it was St. Thomas’ turn. Despite wet and cool weather, they raised \$2,300! The team lit a luminary candle in memory of Lee Okovita, past Director of Client Services, Elgin.



Left to right (back row): Jennifer Hughes, Shirley Hughes, Pat Turnbull, Mary Lynn Priestap, Evelyn Williams and Nancy Brubacher. (Middle row): Judy Kompf, Shelia Rolph, Jane Feltz, Mary Flewitt. (Front row): Darlene Alexander and Josh Alexander.



Left to right (standing): Callin Hofland, Susan Evans and Jim McLaws. (Sitting): Pat Thornton, Tammy Tolman, Margareth Richards, Connie Johnson, Barb Scheele, Godlief Devaere and Linda Corveau.

ABOVE RIGHT: Shirley Hughes’ daughter, Jennifer, donated her locks to make wigs for kids.