

Bringing Care Home

The South West CCAC Staff Bulletin

Volume 1, Issue 7

July 2007

IN THIS ISSUE: NEW IMI GROUP + OUR COLLECTIVE POWER + BBQ SCRAPBOOK + SOUTH WEST CCAC TIDBITS

Pursuing Excellence

New IMI Group Ensures Standardized Best Practices



Should a Case Manager's RN designation appear as part of the PMI signature stamp? When tracking services for an oncology client in ALT, does the information migrate to Web PMI? These are just two of many, many questions of detail discussed each week by the South West CCAC's new *Information Management and Integrity* (IMI) group. The group also considers broader issues and has been instrumental in organizing staff training sessions to improve a wide range of practices.

In short, IMI is working toward better, more consistent client care across the region. Usually meeting via video teleconference, the group represents all areas of our organization. Says Hilary Anderson-Halliday, Regional Manager, Decision Support, "We are establishing a level of integrity that's necessary for informed decision-making."

After tabling staff questions and discussing solutions during the Q&A segment of IMI meetings, the group reviews all workflow processes before they are distributed to staff. The group also:

- looks for ways to improve existing procedures
- assists Decision Support by interpreting data and prioritizing reports
- helps ensure we are meeting the MIS and PMF commitments by developing processes to track information
- communicates effectively with staff and relevant stakeholders across the region by clearly explaining latest workflow processes and posting them to the South West CCAC intranet

All decisions of the group need to include the presence of at least one Regional Manager from each Department, a People Development Manager, two Client Services Managers, two Case Managers, two Team Assistants and one representative from Information and Billing Management.

"Prior to amalgamation, there were many different site procedures," explains Craig Hennessy, Regional Manager, Information Technology Business Solutions. "By standardizing our workflow processes we can consistently achieve best practices."

Front row, left to right: Craig Hennessy, Leanne McKenzie, Carol Merton, Ginny Hardy, Sandra Lawler. **Second row, left to right** Ron Hoogkamp, Barb Edmunston, Steve White, Anita Cole, Diana Sandin, Marilee Garner, Darlene Bogie, Jacquie Hudson, John McClelland. **Third row, left to right:** Rob Schonberger, Danielle Thuss, Kim Irwin, Jan MacKinnon, Laurie Harrington, Janet Nanni, Vicki Harkness, Judy Loblaw, Hilary Halliday. **Back row, left to right:** Kim LeMare-Matthews, Kim White, Gord Milak.

All South West CCAC staff members have been asked to commit to reviewing IMI communications. They are also expected to work with their team members and managers to implement the most current IMI practice guidelines in a timely manner.

Over the coming months, IMI will review plans to standardize workflow processes across the South West CCAC. In the meantime, the group welcomes e-mail suggestions, concerns or questions to imi@sw.ccac-ont.ca.



Our Collective Power

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

At the South West CCAC we continue to work together on many levels to achieve the goals of our mission: effective Client-Driven Care, high performing partnerships, employer of choice and the optimum use of resources.

In our last issue's report on the South West CCAC's Knowledge to Action (KTA) teams, we learned how high performing partnerships are leading us to better Client-Driven Care. Made up of both Case Managers and service provider representatives, the KTA teams are working examples of effective collaboration. This issue of *Bringing Care Home* also reminds us of our

collective power. The new Information Management and Integrity (IMI) group (see page 1) invites input from all areas of our organization to establish consistency in our many workflow processes. Collaborative effort also extends to our new **Staff Quality Council** (see below).

Over the last few months, our Strategic Planning and Integration team has worked diligently to craft an effective community engagement plan. Community engagement, too, involves collaboration and a commitment by us to involve our clients and partner providers as stakeholders in community

care. Soon to roll out across the South West region, we'll bring you further updates on this initiative once public and partner engagement sessions get underway in September.

Turning to engagement of another kind, I hope you'll take a moment to enjoy the memories of our Staff Barbeque (see page 3). That day was yet another way of recognizing that we have indeed become a team with both accomplishments to celebrate and challenges to meet!



Staff Quality Council

Council looks to staff for input and ideas

When it comes to making sure we're doing our best, who better to let us know than the people we work with every day. That's the idea behind the Staff Quality Council. The Council will be made up of reps from each branch office and members of our senior management team. The Council will meet in October and every other month to discuss quality in the care we're providing to clients and quality in our work-lives at the South West CCAC.

The Council will provide feedback on issues like client satisfaction, performance indicators, accreditation and pro-

curement, as well as staff education opportunities and rewards and recognition. It will:

- engage staff by involving them in both advisory and action-oriented roles
- ensure staff contributions to continuous quality improvement
- ensure that effective communication is taking place within our people as well as with our community partners
- ensure that our services are always client-driven and delivered with compassionate care

"Taking measures to safeguard quality in all we do is extremely important," says Gord Milak, Council Chairperson

and Senior Director, Performance Management and Accountability. "Ultimately it will help us achieve innovation and excellence for the South West CCAC."

The draft terms of reference and expression of interest form were emailed to all staff on July 23rd from Lori Gonsalves, Executive Assistant to Gord Milak. If you have an interest, or know someone who could contribute to the Council please contact Lori Gonsalves. You can also find the form posted on the Intranet under South West News. The submission deadline is August 31, 2007.

Staff Quality Council Purpose:

To engage staff regarding Quality of Care and Quality of Work-life to support the South West CCAC in delivering its MISSION through a process of continuous quality improvement.



Donna Ladouceur (right) dressed festively for lunch in Owen Sound, which she enjoyed with Kathy Sleeth (left, at table)

Annual Barbeque



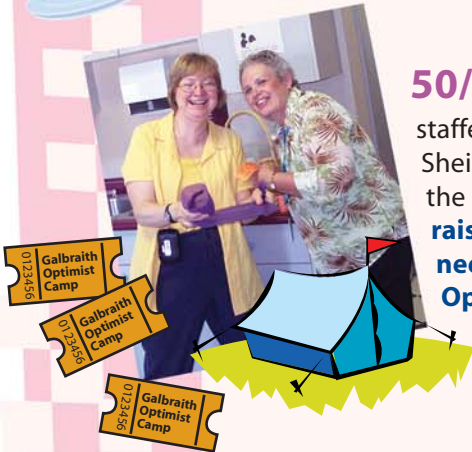
At Seaforth's barbeque, Darlene Bogie (left), Craig Hennessy (centre) and Terry Simpkin (right) took the heat.



There's no better way to come together than over a good meal. So, instead of heading right back to work following our All Staff Meeting July 10, we took a well-earned collective lunch break at sites across the region. Burgers and hot dogs sizzled on the grill under the watchful eyes of CCAC master chefs while salads and side dishes were laid out on festive buffet tables. **Our staff seemed to *reLish* their lunch.**

Myrna Powell found a way to stay **COOL** in Woodstock.

50/50 anyone? Stratford staffers Marilee Garner (left?) and Sheila Rolph took time out from the barbeque to sell tickets, **raising money to help send needy kids to the Galbraith Optimist Camp.**



Digging in at Walkerton's bbq are (left to right): Cheryl Jones, Micah McArthur, Darlene Thomson, Julie Clarmo, Jo-Anne Prime, Laura Albright and Diana Pedley.



Nancy Dool-Kontio (right) waiting for her lunch in Walkerton, while Colin Keevil mans the grill.

GORD ROCKS

Hula'v a good time

In London, it was a for Judy Loblaw (left) and Jason Spalding (centre). Ingrid Hicks (right) thought so, too

Don't worry, Gord Milak DID NOT start a fashion trend in Stratford.

Tastes of summer.

Hey Gord, don't forget us.



Best and Brightest

Thanks for letting us know about your special grads. Congratulations to all!

Renee Louise Couvillon, University of Ottawa, BA, magna cum laude, Honours Translation. Renee is the daughter of Debbie Dixon, Administrative Assistant, Managers, Client Services, London.

Elka Graham, University of Phoenix, MSc, Nursing-Specialization in Health Care Education. Elka is the cousin of Sharon Ramsey, Senior Finance/Payroll Clerk, London. She is now working as a nurse in Toronto.

Cara Hewitt, Intake Case Manager; **Shelly Myer**, Intake Case Manager; **Gwen Vanderheyden**, Client Services Regional Manager, Masters of Social Work, King's University College, University of Western Ontario.

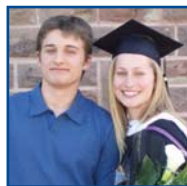
Allison Holmes, A.B. Lucas Secondary School, London. Allison is the daughter of Wendy Holmes, East Team Community Case Manager. She will be attending the University of Western Ontario this fall to study Bio Medical Sciences.

Jeanette McNalty, Brock University, BSc., in Health Sciences. Jeanette is the daughter of Jane McNalty, Community Case Manager, Walkerton. She will be attending the School of Rehabilitative Medicine at Queen's University in September to pursue a Masters of Occupational Therapy degree.

dent Leadership, Athletic Award, Geography Award and was Class Valedictorian. Morgan will attend South Secondary School in September.

Christina Renecker, Early Childhood Education degree Conestoga College – Doon Campus. Christina is the daughter of Cheryl Renecker, Access Team Secretary, Stratford. She will be attending the University of Waterloo in September.

Dana Nanni, University of Windsor Teachers' College. Dana is the daughter of Janet Nanni, In-House Case Manager, East Team, London.



Kristy Smith, Brescia College, University of Western Ontario, BA, Honours Specialization in Interdisciplinary Family Studies and minor in Sociology. Kristy hopes to go on to Teacher's College. **Michael Smith**, Beal Secondary School. Michael will study

Electrical Technology at Fanshawe College in September, 2007. Kristy and Michael are the children of Wendy Smith, Financial Assistant, London.

YOUR BLOOD IS NEEDED

Carol Anne Wright, Team Clerk, Owen Sound, urges all South West CCAC staff to watch for upcoming blood donor clinics. Donations are so very needed at this time, especially by her great niece who is currently receiving blood transfusions and platelets. Carol Anne's family extends heartfelt appreciation to anyone who has donated blood already.

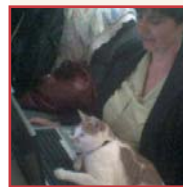


Morgan Nichols, Wortley Public School, London. Morgan is the daughter of Kim Nichols, Case Manager, London. She was awarded the Ontario Principals' Council Award for Stu-

COMMUNITY TIDBITS

Retirement

Best wishes to South West CCAC retirees Rolande Joseph (left), Case Manager, Children's Services and Jean Hohnstein (right), Case Manager, START Team. We're happy to report that both will soon be returning as Casual Case Managers.



Came off a Rogers wireless phone.

Case Manager Wendy Holmes has a **ghost writer named Lilo**. Lilo was fascinated by her laptop keyboard during one recent home visit and watched every word she typed. Looks like Wendy's got her clients, and their pets, paying attention.

Births

Rolande Joseph became a Grandma to **Mykah Kathleen Gerstmar**, April 24, 2007 in Saskatoon. Mykah was 8 lbs. 5 oz. Now that she is retired, Rolande plans to visit Mykah and her parents in Saskatoon.



Sarah Sadikian, Case Manager, Owen Sound and Walkerton, proudly announces the birth of her son, Norayr, 5 lbs. 10 oz., July 21, 2007.

QUESTION of the Month

Last month we asked you to tell us about the favourite part of your job. Rose Illman, PS Team Clerk, Owen Sound, sent us this report.
...*"The favourite part of my job is getting the client placed in the Long-Term Care Home of their choice and the expression of appreciation shown by the family."*...

AUGUST'S QUESTION ASKS: Who inspires your work and why? Respond to newsletter@sw.ccac-ont.ca. We're looking forward to hearing from you.