

Bringing Care Home

The South West CCAC Staff Bulletin

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IN THIS ISSUE: FACILITIES TEAM UPDATE + BUILDING CORE VALUES + CDC RESEARCH GRANT + COMMUNITY ENGAGEMENT + SOUTH WEST CCAC TIDBITS

A Firm Foundation

Health Information and Records Management (HIRM) team plays key role, supporting client services and partner relationships

Reliable, well-managed information is essential in a large, complex organization like the South West CCAC. That's why Hilary Anderson-Halliday, Regional Manager (Decision Support) Corporate Services and her leadership team, Judy Kompf, HIRM Supervisor North and Kim Irwin, HIRM Supervisor South, have been working diligently to make sure we've got a system that staff can count on.

Working as a south west-wide team, HIRM will ensure that the right information is available to support every aspect of the South West CCAC. For example, the Ministry of Health and the SW LHIN depend on statistics and financial information submitted by the South West CCAC to make funding decisions. In fact the Ministry of Health and the SW LHIN can access the information at their discretion. And, once data is sent to the Home Care Data Base (HCDB), it cannot be verified or changed.

Well-organized data and information supports achieving best practice outcomes by allowing us to:

- Better meet client demand for service
- Keep track of case management work and determine the human resources needed to achieve desired outcomes
- Better understand the amount of service utilized per client and, anticipate purchased services needs

"The HIRM team will also be a central point of contact for providers and vendors," explains Hilary, adding that the role of Client Services Team Assistants is to support Case Managers so that they can spend as much time with clients as possible. "Team Assistants are experts in their area and can respond to problems quickly and efficiently."

Change will be gradual while HIRM is being implemented. There are no plans to move

jobs to London and there is no job loss resulting from changes within the ranks of HIRM/CS Team Assistants.

- Reception staff duties are being reviewed and will be standardized in alignment with Client Services
- Equipment and Supplies/Provider Billing staff will soon be incorporated into the HIRM team
- In-Home/Placement/School positions will be filled over time in conjunction with Client Services

"Our goal is to create a system that works," says Anderson-Halliday. "We know how important information is to this organization, and we are committed to ensuring it is available when and where it is needed."



Health Information and Records Management (HIRM) leadership team (left to right): Kim Irwin, HIRM Supervisor South; Hilary Anderson-Halliday, Regional Manager (Decision Support), Corporate Services and Judy Kompf, HIRM Supervisor North.



Building core values

Why it's time to think about what's important to us

While it's never easy saying good-bye to a Canadian summer, this fall we have lots to look forward to. Over the next several months, we will be channeling our energy into exciting new initiatives while moving forward with existing projects.

Community Engagement public meetings will kick off September 11, 2007 running through the fall along with meetings for partners and providers, (see page 4). Our management structure

continues to develop, as does our pursuit of excellence in Client-Driven Care (see page 3). Our hard-working Board will be "on the road again," facilitating Community Engagement sessions and getting better acquainted with CCAC staff (see below).

While it hasn't exactly been an "R&R" kind of summer, it's been satisfying to witness the growth of commitment within our ranks. With eight months

under our belts, the time is right to align our many initiatives by identifying our core values and our commitment to how we want to partner with clients. Earlier this summer, the Board provided their thoughts on this important issue. In September, 2007, a survey will gather ideas from our staff, and there will be discussions at team meetings this fall. We'll then identify common themes and develop a South West CCAC Statement of Values and Ethics.

This is not a simple process, but I believe it will indeed be worth the effort. As Disney executive Roy Disney once said, "It's not hard to make decisions when you know what your values are."

Getting to know you...

Board and staff come together at meetings across the South West

Inviting someone in is always a great way to get to know them better. That's exactly what's been happening over the summer as our Board of Governors visits South West staff at home, so to speak, at local sites across the region.

"The benefit to the Board is they get to meet staff and key partners from various locations and learn more about best practices in each location," says Sandra Coleman, Executive Director, South West CCAC. "The operations become more real to them, as do the challenges and opportunities."

Earlier this summer, Seaforth, Owen Sound and Walkerton hosted gatherings. In Owen Sound, Board members heard from Gwen Vanderheyden, Regional Client Services Manager (Hospitals), Carol Merton, Client Services Manager (Hospitals) and Case Manager Ruth Ann Allen. The three elaborated on a project combining the roles of hospital discharge planning and case management to further integration between community and hospital care.

"I thought it was very respectful of the Board to bring their meeting to us and acknowledge staff contributions in this way," recalls Merton. Says Board Chair Evelyn Harris-Williams, "These traveling meetings are a wonderful way to see not only our staff's expertise, but also the caring and passion they bring to their work."

Continuing into the fall, Board meetings will take place in: St. Thomas, September 26, 2007; Stratford, October 24, 2007; Woodstock, November 28, 2007 and London, December 19, 2007.

JOINING FORCES

End-of-Life, Oncology Care and Supportive Care Case Managers from each South West CCAC site came together August 16, 2007 in Seaforth to discuss how best to integrate their work as the new **Supportive Care Resource Team**. Key areas being reviewed include:

- aligning end-of-life care planning and expected death in the home programs
- standardizing symptom control kits
- bereavement visits
- standardizing our knowledge base

Guests addressing the group included Dr. Ingrid Harle, Director of the Palliative Medicine Program, South West LHIN; Paul Cavanagh, South West End-of-Life Care Network Director; Karen Palmer, Regional Improvement Coordinator for the Provincial Palliative Care Integration Project; and Gale Turnbull, Supportive Care Unit Manager, LRCP.

Later this fall, the team will meet with LRCP staff. Says Regional Client Services Manager Anita Cole, "We'll be working toward a common understanding throughout the South West of the educational resources available to us through the LRCP."

New CDC project evaluates benefits of guided client conversations

We all know that Client-Driven Care (CDC) is the cornerstone of community practice at the South West CCAC. And making it real day-to-day just got a big boost in the form of a \$200,000 grant from the Canadian Institute of Health Research.

Over a three-year period, we'll be involved in a project called *Testing a Model for Engaging Clients as Partners in Care Management*.

The plan is for Case Managers and Care Providers to follow guided conversations with 131 randomly chosen clients about partnering, empowerment and strengths. They will be helping

clients to open up about their care needs, their ability to engage in self-care and their ability and right to be involved in decision-making about care management. Researchers will then measure the impact of guided conversations, including costs and benefits.

Anita Cole is Project Manager, collaborating with Sandra Coleman, Donna Ladouceur, Gord Milak, the Client-Driven Care (CDC) Steering Committee and UWO's Dr. Carol McWilliam. Says Cole, "This will keep up momentum for CDC and provide an equal opportunity for staff at all sites to be involved in co-creating our preferred culture and key strategic direction."



MOVIE TIME

New video brings Client-Driven Care to life

What better way to learn how to improve the practice of Client-Driven Care than to see it in action? That's the idea behind Client-Driven Care: *Working Together for Better Health*, a video we'll sneak preview at September's all-staff meeting. Volunteers collaborating on the project include Angela DeSantis (COTA), Deb Fraser (Comcare), Derrick Harrison (VON), Sherri Zavitz, Joanna Makinson, Michelle McKellar (South West CCAC) and Dr. Carol McWilliam (University of Western Ontario)

Watch for the "release" to staff and partners in October.

Facilities Team Makes for High Performance

When you're busy working, there's nothing like an IT problem to stop you dead in your tracks. That's why it's been a priority over the last few months to develop a Facilities team up to the task of ensuring consistent support across the entire South West CCAC. Their help makes it easier for front-line staff to deliver excellent client service. Facilities and Procurement Supervisor Rob Trepanier calls it "one stop shopping" for facilities and IT solutions.

Reporting to Trepanier are:

- Angelo D'Alessandro (London)
- Colin Keevil (Walkerton)
- Linda Suplat (Seaforth)
- Kathryn Henderson (Stratford)
- Mike Williamson (Woodstock)
- Mary Griffith (St. Thomas)
- Helen Ward (Owen Sound)

Five Facilities positions remain open and will be filled in the coming months.

Facilities staff also report to Network Support Supervisor Jon van den Boogaart on technical issues. He also heads up a team working on technical assignments such as the hospital wireless project. They are:

- Terry McKerral (London)
- Andrew Henry (Owen Sound)
- Chris Curzon (London)
- Ken Heaslip (London)

The Service Desk structure set up in London to handle electronic e-ticket requests from across the region is well underway, dispatching service wherever it's needed. Staff get quick help even when Facilities team members working at individual sites are not available. And, if there is a region-wide problem, the central Service Desk can expedite a solution.

If you have questions, please talk to your local Facilities team member.

NEW APPOINTMENT

The South West CCAC leadership team is pleased to welcome **Jennifer Fazakerley** as Project Manager, Integration and Client Services. Most recently, Jennifer worked as a clinical consultant with St. Joseph's Health Centre-Parkwood Hospital. She has contributed her expertise to numerous programs including the Acquired Brain Injury Outreach, the Neurobehavioural, the Regional Rehabilitation and the Complex Continuing Care programs. Jennifer lives with her family in Norwich but has worked throughout the South West, developing extensive knowledge of health care delivery in both urban and rural communities. A revised org chart with pictures is being posted on the Intranet.

Community engagement keeps everyone in the know

September marks the launch of the South West CCAC's Community Engagement initiative. We're inviting the general public to get to know us better. Our Board of Directors, Sandra and Nancy will be leading interactive information meetings at various sites around the region. Sandra will outline our programs along with our new mission and vision. Special meetings are planned for our partners and providers too. Once the meetings have been completed, we'll be summarizing feedback and reporting on the results. For those who can't attend a meeting, a presentation and questionnaire will be available in September on thehealthline.ca. (Dates and locations for both public and partner meetings can be found at www.sw.ccac-ont.ca.)

NEW

CLIENT NEWSLETTER

Don't forget to pick up a copy of *Community Care News*, our newest publication. Sent directly to our 16,000 clients, it's

also available to staff at all sites and provider offices. Plans are to bring out the newsletter twice a year, providing clients with updates on what's happening throughout the South West CCAC, useful articles about our various programs and tips for staying as healthy as possible at home. Keep a copy of *Community Care News* handy. It's a great way to introduce new clients to the South West CCAC.

COMMUNITY TIDBITS

Dance champ

Sarajayne Sweetland, daughter of Woodstock Client Services Manager, Donnabeth Sweetland, recently won the 18-and-under solo competition at the Sturgeon Falls Step Dance Competition.



Sarajayne Sweetland and her champion dance troupe, Powerhouse.

Graduation

Jessica Cotton, graduated an Ontario Scholar, from Glendale High School, Tillsonburg. Jessica is the step-daughter of Laurie Harrington, Team Assistant, Tillsonburg & District Memorial Hospital. She is heading off to Brock University to study Health Sciences.



Cheryl Haylow, Case Manager, Owen Sound, puts size in perspective while nuzzling up to Winston, her new office "temp!"

No staffing issues here!

Owen Sound gets a "temp"?

Earlier this summer, **Kirsten Haylow** won big, really big, playing ring toss at Canada's Wonderland. Her prize? Adorable, lovable Winston. It took five people to get Winston into the car where he took up so much room that Kirsten had to keep her head out the window to check the blind spot while Mom, Case Manager Cheryl Haylow, drove. After arriving safe and sound, Haylow figures Winston will make a perfect office temp in Owen Sound.

Retirement

Evelyne Williams, Community Case Management Team Assistant, is saying good-bye. With her husband, Bob, she will pursue her love of travel this fall with trips to British Columbia, Paris and Provence, France. Bon Voyage, Evelyne!

QUESTION of the Month

LAST ISSUE WE ASKED YOU: Who inspires you in your work and why?
 "My clients inspire me. Many have had long journeys full of obstacles. It continues to amaze me that they work so hard and make great gains despite these hurdles. I want to add that the multidisciplinary team who works tirelessly in the Rehab Unit is nothing short of miraculous!" Kerry Cragg, Case Manager, Owen Sound
 "I am inspired by the families of the special needs children we serve. They are examples of courage, determination, persistence, dedication and love." Brenda L. Duncan, Case Manager, Children's Health Team, Woodstock

THIS MONTH'S QUESTION: What do you like about the people you work with?
 Please send your response to newsletter@sw.ccac-ont.ca.