

Bringing Care Home

The South West CCAC Staff Bulletin

Volume 1, Issue 9

September 2007

IN THIS ISSUE: ONE MAIL + KTA UPDATE + MENTORING + COMMUNITY ENGAGEMENT + SOUTH WEST CCAC STAFF TIDBITS

Trusting relationships

Client Services Team Assistants make good things happen

Team Assistant Niki Lauzon knows she can help clients best by supporting her Case Management Team. This means clearing her Case Managers' voice-mail regularly, speaking directly with clients and service providers and handling whatever issues she can on her own. Her Case Managers then have more time to spend with clients in their homes. Lauzon knows her Case Managers trust her to do her job competently. She says, "I find this very gratifying."

Building trust with clients, service providers and Case Managers is a big part of the job for a Client Services Team Assistant. It's also about multi-tasking and trouble-shooting. Recently,

"I like to support my Case Managers as much as possible to give them more time to spend with their clients."

Niki Lauzon, Client Services Team Assistant

a South West care provider placed an urgent call to the London office. Team Assistant Judy Peckham answered the phone to hear that a client had just suffered a fall. Quickly noting the details, Peckham sprang into action. She called the hospital to arrange

care, contacted family members and notified the client's Case Manager.

"It's triaging, really," says Peckham who, like other Team Assistants, is usually the first point of contact between a client and the South West CCAC. They handle many details, like booking client appointments with Case Managers and assisting in the organizing of short stay client placements.

In many sites across the region, Team Assistants are also responsible for data entry and paper work. That will be changing, however, as those duties shift gradually to the new Health Information and Records Management (HIRM) team. Client Services Team Assistants will then have more time to support clients and Case Managers.

"These new positions in HIRM and Client Services account for individual strengths and



Anne Smith, centre, Community Client Services Manager is flanked by Team Assistants Niki Lauzon, right and Judy Peckham, left.

interests," says Mary Lynn Priestap, Regional Client Services Manager North. Some Team Assistants prefer the administrative duties of HIRM while others would rather work directly with clients, service providers and Case Managers.

Client Services will soon begin seeking expressions of interest from staff throughout the South West about the new Client Services Team Assistant positions. London separated duties between Client Services and HIRM some time ago. St. Thomas is about to follow suit. Implementation will be gradual, however, and the roll-out plan is still being developed. As it falls into place throughout the region, it's sure to make a positive impact on the South West CCAC's quest for client service excellence.



Be proud!

A message from Sandra Coleman, Executive Director

No matter how hard or how smart you work, you can't please everybody.

This truth was brought home to me last week, when an article and letter to the editor in the local London newspaper put the South West CCAC in a less than positive light. The article concerned a new business that charges a fee for linking seniors with community health and support services. The letter asserted that this business was "a glaring indicator that the taxpayer-funded CCAC had failed to fulfill its mandate."

To be honest, my first reaction was to answer back. I wanted to point out that our young organization is providing care to more than 50,000 people each year, and most of them are delighted with the serv-

ice they receive. I wanted people to know that as an organization we are committed to providing Client-Driven Care, and that we are taking concrete steps toward that goal. I wanted to talk about our community engagement process, reaching out to consumers and professionals throughout our region. Above all, I wanted to say that our staff and providers are amazing people – skilled, compassionate and deeply committed to the well-being of their clients.

I soon saw that answering back wasn't the right approach. After all, there will always be some nay-sayers. But that moment helped me understand how I feel about this organization and the people who are part of it. After less than a year, I am enormously proud of what we have

achieved. I know we have great potential.

Some of that potential is reflected in these pages. You'll read more about our Knowledge To Action team members, who are turning Client-Driven Care into real, actionable strategies. You'll also read about a new approach to the role of Team Assistants that will strengthen the community care team. And you'll learn about ONE Mail, an IT strategy supporting better communication between the South West CCAC and care providers.

Read, enjoy and be proud!

ALL-STAFF meetings this fall

Tuesday, October 30, 2007

9:00 am - 10:30 am

Live meeting focusing on the PMA Team's Quality initiatives and RFP strategy.

Tuesday, December 4, 2007

9:00 am - 10:30 am

Live meeting followed by Holiday Coffee Break.

Further details to come.

ONE Mail® transfers patient information quickly and securely

When you're part of a health team, you've got lots of patient information to move back and forth. It's easy to get bogged down in paperwork. Soon, however, the new ONE Mail system will help you get highly confidential Patient Health Information (PHI) transferred quickly and securely using e-mail.

ONE Mail is a product of the Ontario Government Smart Systems for Health Agency (SSHA). The South West CCAC and other health care providers in the South West LHIN have agreed to adopt this technology. There are three components:

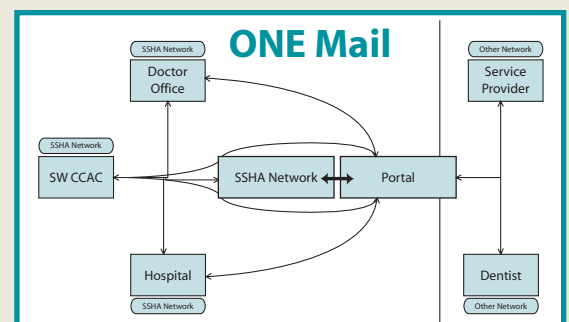
- Central routing, that ensures e-mails move securely between servers over the SSHA private network
- ONE Page, a central directory of

contacts for all ONE Mail users

- Acceptable Use Policy, proving that a participating organization has policies and procedures for handling PHI that comply with the Personal Health Information Protection Act

ONE Mail reduces the need for faxing and scanning, cutting down on paper use. It also limits problems caused by equipment failure and busy phone lines.

"In a nutshell," says Craig Hennessy, Regional Manager, Information Technology and Business Solutions, "ONE Mail will mean safe and secure real time communication for busy Case Managers and care providers."



One to one secure e-mail through ONE Mail will complement the document management features of the portal, soon to be improved by a new web service. The portal lets staff and service providers transfer documents, such as ORTS, between groups of people and reduces the need to FAX information. Watch for more on the portal and web service in our next issue.

A professional friend

How mentoring spells employee success and satisfaction

Karin McEachern recently joined the South West CCAC as a casual Case Manager in Stratford. The former occupational therapist was used to assessing client needs for in-home equipment and services. "But," she recalls, "I needed direction handling wound care and organizing IVs and supplies."

Thanks to the South West CCAC mentoring program, McEachern quickly learned what she needed to know about nursing from 18-year veteran Case Manager Pat Turnbull.

"My goal is to use coaching and role-modeling to help a new employee achieve a successful, productive and meaningful work life," says Turnbull.

Here's how the program works. The mentor and mentee develop a learning agreement, itemizing how they'll work together to help the new employee learn the ropes of his or her position and understand more about the South West CCAC.

New employees often shadow their mentors, taking notes and asking questions. New London Team Assistant Shirley Grant relied on START Team Assistant Alison Stoner to help her learn client intake procedures. "It's reassuring to have a single point of contact like Alison," she says.



Alison Stoner (left), START Team Assistant, has helped new employee Shirley Grant learn the ropes of her new job.

There are benefits for mentors too. "I've certainly learned more about this organization's new structure and goals since reviewing them with Shirley," says Stoner.

Michelle McKellar, People Development Manager South, is delighted with the program. "It is a wonderful collaborative experience that often continues well past the formal period."

Actions Speak Louder



KTA teams continue paving the way to better Client-Driven Care

"It's collective energy that's driving change and acceptance around Client-Driven Care," observes Anita Cole, Regional Client Services Manager South. Cole is one of more than 200 Case Managers, Team Assistants and service providers (both management and front-line) taking part in the eight-team Knowledge To Action (KTA) initiative.

In September, the steering committee got together in London to discuss KTA progress. "There's amazing work being showcased around the South West," reports Cole. Three sites, for

instance, are comparing notes on what they've learned and will build a Chart-In-The-Home prototype for use throughout the region.

Other teams have been exploring Case Conferencing to encourage positive client participation. They're writing a set of guidelines which should be available early in 2008.

KTA enthusiasm is catching. Says Woodstock Client Services Manager Donnabeth Sweetland, "Whenever people come together face to face and co-create solutions, it's a win-win."

Retirements

Carole Sweeney, a South West CCAC Case Manager in London, is retiring after 20 years of service. She plans to work part-time in her husband's office, fill in at the South West CCAC on a casual basis, spend time with her grandchildren and friends, and travel. "I'm sure I'll be busier than ever," says Carole, adding she'll miss her CCAC team. "They've always been so supportive."

Dorothy Knight has retired from her work as part-time South West CCAC Case Manager at Stratford General Hospital. Dorothy plans to spend more time writing, gardening and working on local environment issues. Travelling is also high on her list. She and hubby are planning a fall trip to Germany.



Doing Good Work

Stratford CM Kathy Nafziger and her husband went to Kenya in July to work with the African Christian Mission International. They helped with outreach ministries and construction, then capped off the trip with a safari!

Community Engagement Update

South West Community Engagement sessions are underway. So far, feedback from public meetings indicates that people want a better understanding of the CCAC's role in this region's health sector. One participant said the CCAC logo needs to become as recognizable and understood as the blue hospital H symbol.

Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration, urges CMs to continue to let their clients know about the sessions. This input is invaluable in shaping the direction of Community Care. Flyers are available through Susan McLean (519-641-5521 or susan.mclean@sw.ccac-ont.ca). Remaining sessions are:

- Oct. 3 Woodstock,
CAW Local 636 Hall
- Oct. 4 St. Thomas, St. Thomas-Elgin
Memorial Centre
- Oct. 16 London, Westmount Library
- Oct. 23 Stratford,
Kiwanis Community Centre
- Oct. 30 Strathroy, Gemini Sportsplex
- Nov. 1 Port Rowan,
Port Rowan Legion



Wedding Bells

Congratulations to Owen Sound Placement Services Team Clerk Ginny (Hardy) Barfoot who married Dave Barfoot, Sept. 5/07

Look who's forty...

St. Thomas CM Tabitha Carey turned 40 – and had the party to prove it with lots of South West CCAC pals.



(left to right): Margareth Richards, Laurie Browne, Jane Cox, Tabitha, Jean Scott, Kelly Lewis. Camera-shy Cara Hewitt was also there.

CMs Get Top Marks!

Congratulations to Owen Sound's Elaine Palmer and Debra Weppeler-Wardrop, Geriatric Resource CMs. They scored perfect on a Clinical Dementia Rating (CDR) program through the University of Washington School of Medicine. They're now Certified CDR Raters.

QUESTION of the Month

Who is this guy?

Yup, that's right, it's Canada's PM, Stephen Harper jamming with the South West CCAC's Senior Director of Corporate Services Terry Simpkin, centre, and his brother-in-law Bill, right. Terry was in Ottawa for Bill's 60th. The PM is one of Bill's good friends.



Physician of the Year

Congratulations to Dr. Irene Cohen, named South West Family Physician of the Year by the Ontario College of Family Physicians.

Cohen is a highly respected Medical Advisor to the South West CCAC, London. She recently helped launch the new Thames Valley Family Health Team. In 2005 she helped develop the Advanced Home Care Team to care for people with short-term acute or complex illness at home instead of in hospital.

"Dr. Cohen is a passionate advocate for community care," says South West CCAC ED Sandra Coleman. "She is an inspiration and role model to all health professionals."

