

Bringing Care Home

The South West CCAC Staff Bulletin

Volume 1, Issue 10

October 2007

IN THIS ISSUE: QUALITY COUNCIL + I&R + INNOVATIVE PARTNERSHIP + UNITED WAY + SAFE DRIVING + LEST WE FORGET

Making care and work better

Staff Quality Council gives voice to all

"If this kind of effort is being made to support us, we're bound to enjoy greater job satisfaction."

That's Karen Gibb, a Stratford Case Manager, talking about the new Staff Quality Council. Karen is excited to be joining with 30 other South West CCAC employees in the new group. The Council will explore ways to improve both quality of care and quality of work life.

Gord Milak, Senior Director, Performance Management and Accountability, says the two goals — delivering great care and creating a great place to work — go hand-in hand. "If people are enjoying their work," says Gord, "they're much more likely to connect in a meaningful way with clients."

Earlier this month, members of the Council gathered in Stratford for the group's inaugural meeting. "This is important work," Executive Director Sandra Coleman advised the group. "It provides yet another opportunity to co-create solutions that promote quality in our culture."

The Council created two major task

groups focusing on quality of client care and quality of work life. Each involves a cross-section of CCAC staff, from administrative assistants and managers to frontline personnel. "It's a group think," says Judy Loblaw, Regional Manager Human Resources and Organizational Development, "and that can be very powerful." Loblaw is chairing the Council's Quality of Work task group. This task group will develop the recommended adverse weather protocol, rewards and recognition program, performance partnership plan process, and education plan.

Darlene Bogie, Regional Manager, Quality, and Chair of the Policy Review task group says it makes sense to involve all staff in the work of the Council. "When we're developing ways to improve quality in client care services and work life, who better to know what to do than our own staff?"

The Council will meet bi-monthly, task groups more frequently. Communication with all staff is an important guiding principle, so watch for regular updates, including at the All Staff meeting on October 30.

South West CCAC Staff Quality Council Membership:

South West: Sandra Coleman, Executive Director; Terry Simpkin, Sr. Leader; Rick Hulley, Sr. Leader; Nancy Dool-Kontio, Sr. Leader; Gord Milak, Sr. Leader and Council Chair; Donna Ladouceur, Sr. Leader; Judy Loblaw, Regional Manager; Craig Hennessy, Regional Manager

London: Sheila Rolfe, Team Secretary; Rebecca Margeson, Finance Assistant; Jacquie Hudson, Quality Assurance Analyst Business Solutions Trainer; Wendy Holmes, Case Manager; Sherry Fletcher, Regional Manager; Rachel LaBonté, Regional Manager

Owen Sound: Kathy Weir, Case Manager; Carol Anne Wright, Administration; Carla Crowther, Client Services Manager

Seaforth: Darlene Bogie, Regional Manager; Dianne Collyer, Case Manager; Bev Lecomte, Administration

St. Thomas: Peggy Gillespie, Case Manager

Stratford: Karen Gibb, Case Manager; Delphine Staley, Administration

Strathroy: Dianne Vermunt, Administration

Tillsonburg: Susan Pettit, Case Manager

Walkerton: Toni Gilchrist, Case Manager; Cindy Weber, Administration

Woodstock: Tina Szasz, Administration and Council Co-chair; Pat Todt, Case Manager



South West
Community Care Access Centre

CASC

CCAC

Centre d'accès aux soins communautaires
du Sud-Ouest



Leading the way

A message from
Sandra Coleman, Executive Director

“Case management is emerging as a vital and dynamic strategy in the delivery of an effective and efficient health care system nationally and internationally. Not only does case management support patients and their families in navigating the health care system, it decreases fragmentation of services, encourages health team communication, and contributes significantly to patient safety, quality of life and cost-efficient management of limited resources.”

This statement was issued as part of National Case Management Week in early October. It captures much of what we at the South West CCAC already know about case management and its role in the health system. Our commitment to Client-Driven Care fits within this context and enriches the potential of case management to make care better.

This is just one area where the South West CCAC is leading the way. As you'll read in this issue, we are also leading with a strong Information & Referral service and a Staff Quality Council committed to improving the experience of clients and staff alike. We have shown leadership in the development of new hospital discharge planning models in

various parts of the South West, and you'll see the recent developments in Grey-Bruce, where South West CCAC Case Managers will soon be responsible for discharge planning at several sites.

Above all, we have been leaders in listening. That's a very important and powerful leadership tool. Through our community engagement process we are meeting with clients, family members, providers, partners and others across the South West. Community engagement is providing many new insights and ideas. It is also a moving experience, reminding us not only that our work makes a big difference in the lives of our clients, but also that we have opportunities to do even better.

And after all, that's why we do what we do – so that our clients and families benefit from the best care we can provide. Thank you for your part in putting the South West CCAC in the lead.

Integration at work

Unique partnership for better client care

Taking another step toward improved client care, the South West CCAC and two hospital corporations have launched a ground breaking partnership. Grey Bruce Health Services (GBHS) and the South Bruce Grey Health Centre (SBGHC) are collaborating with the South West CCAC to combine the roles of hospital case manager and hospital discharge planner at several locations. Based on the success of a six-month trial model at Markdale Hospital, duties from each position will stream into one, financed jointly by the hospitals and the South West CCAC.

Recently, a day-long event at the South West CCAC office in Owen Sound celebrated the new initiative. Pat Campbell, GBHS President and CEO, and Sandra

Coleman, South West CCAC Executive Director, welcomed the project, adding the initiative and other similar models in the South West are examples of integration at its finest. “It's exciting to be on the leading edge of this innovative trend,” said Sandra.

Gwen Vanderheyden, Regional Client Services Manager (Hospitals) praised the event as a first for both the

South West CCAC and the hospitals. “It was extremely gratifying to hear such enthusiasm from all speakers. This is going to be a wonderful partnership and a great example of the good that comes from integrating health services.”

Periodically throughout the year, the South West CCAC, GBHS and SBGHC will evaluate the project. Participating hospitals include: SGBHC's Kincardine site and GBHS's Wiarton, Southampton, Markdale and Meaford sites.

Left to right, Back row: Anne Wehrstein, Debbie Fischer, Donna Eagles, Betty Ann Drew, Gwen Vanderheyden, Patti Boron, Jeanette Rankin, Val Marcella, Elaine Burns, Susie Furlong, and Grace Wilson. Left to right, front row (seated): June Dudgeon, Carol Merton, Dianne Waram, and Sherrie Douglas. Not pictured: Sandra Coleman, Pat Campbell, Mary Jane Dandeno, Sue McCutcheon, Linda Porter, and Paulette McCulloch



Warm and Welcoming

South West CCAC Information & Referral (I&R) engages clients in system navigation

"Sometimes people know they need help, but they don't know exactly what they need," says Dale Breault, a South West CCAC I&R resource rep. Helping callers and walk-in visitors understand their needs, then referring them to appropriate information and services, is what I&R is all about.

"It's part of our mandate to provide excellent system navigation," says Sherry Fletcher, Regional Client Services Manager (RCSM). "We help clients find their way through a complex system to the services they need." Some sites have dedicated I&R staff. At others, Case Managers and Team Assistants do the job.

Effective I&R opens the door to many support services and programs that a caller may not know about. For instance, by discussing help with meals with an I&R rep, the caller might also learn about occupational therapy services that could make the kitchen safer. "This kind of conversation makes I&R deep and meaningful," says Megan Nichols, Regional CSM.

I&R takes skill, compassion and wide-ranging knowledge. "I'm familiar with many resources in my community be-

cause I've lived here all my life," says Woodstock Team Assistant Joanne Halashewski. She keeps a big binder of local information and also consults *thehealthline.ca*, an on-line directory of services, programs, events and news throughout the region. Sandra Coleman



Left to right: Sherry Fletcher, *Regional Client Service Manager*; Lee MacDonald, *Intake Case Manager*; Carolyn Dougherty-Hughes, *Intake Case Manager*; Joanne Halashewski, *Intake Team Assistant*; Gail McMillan, *Placement Coordinator* and Heather Smith, *Intake Team Assistant*

also supports the continued need for I&R to be community based – delivered by the community, for the community, in the community. "We need to increase our resources in each area. This is not about centralizing to London."

By taking the time to understand people's needs, then matching them with appropriate resources, reps like Dale and Joanne are getting to the heart of community care – helping people help themselves.

Improved document management

The Secure Web Portal is a new IT system that will make complex documents easier to manage for busy health team members. It will allow a service provider, for instance, to work on documents electronically, returning them to the South West CCAC document management system via the Portal.

The Portal will also:

- expedite huge amounts of documentation generated by the South West

CCAC and its providers

- reduce paper usage
- ensure fewer documents get misplaced
- feature a new web service recognizing users entitled to specific information

"The Portal is one-stop shopping," says Craig Hennessy, Regional Manager, Information Technology and Business Solutions, adding that it, and other IT enhancements planned for the South West CCAC, will support service integration across the region.

United Way helps us care together

Fun for a great cause

United Way supported agencies help South West CCAC clients each and every day. Let's help them do even more by supporting this year's United Way fundraising campaign.

We're putting ideas together for fun and fabulous ways to raise money and awareness. Watch for details soon about our **campaign kick-off** at the October 30, 2007 All Staff meeting.



A big thank you to all volunteers:

Liz MacDonald, Owen Sound, Chair
Leanne MacKenzie, London
Cathy Mitchell, Owen Sound
Dorothy Geddes, St. Thomas
Laurie Henderson, Seaforth
Delphine Staley, Stratford
Brenda Kaake, Walkerton
Christie Birch and Marilyn Pearson, Woodstock

SAFE DRIVING sessions

The South West covers a huge territory with staff members driving many miles each day to reach clients safely and on time. Be prepared by attending a training session at a site near you. Watch for details on the intranet – or contact your manager.

A reminder from Jason Spalding, Regional Manager, Labour Relations and Health and Safety: **Carry an Emergency Car Kit** including **blanket, shovel, candle stick, waterproof matches, emergency food pack, flashlight, road map, first aid kit, booster cables, compass, sand or salt and mobile phone charger.**

Lest We Forget

With Remembrance Day just around the corner, Bringing Care Home salutes the loved ones of South West CCAC families serving their country, some of whom are listed below.

Serving now

Connor Healy, served in Afghanistan, 2006, son of Jackie Healy

Jud Beasley, CAF, son of Hellen Beasley

Kyle Pearce, serving with the CAF in Afghanistan, son of Linda Pearce

Nathan McQuiggan, served in Afghanistan, 2007, awarded General Campaign Star, son of Gail McMillan and **Carrie McQuiggan**, Lieutenant, served aboard the USS Comfort as an RN, daughter-in-law of Gail McMillan

Jason Mattice, Master Corporal, served in Afghanistan, 2007, brother-in-law of Eileen Wolfe

Scott Rhoads, served in Afghanistan, nephew of Sandra Gardiner

Robert Foggo, AAF, served in Iraq and Afghanistan, son-in-law of Marie McGilvray

Melanie Rattray, Master Seaman, Halifax, sister of Peggy Gillespie and **Brandon Stojkovic**, cadet, CFB Borden, nephew of Peggy Gillespie

Aaron MacDonald, Aerospace Control Operator, North Bay, son of Julie Harde



Lieutenant Carrie McQuiggan worked with Project Hope and Operation Smile to help people throughout South and Central America.



Corporal Nathan McQuiggan served as a medic for six months in Afghanistan.



Those who served in the past

Robert John "Jack" Downard, Canadian pilot, WWII, father of Nancy Downard

John Nelson, served in WWII, father of Carole Nelson

Theodore Pringle Loblaw, fought in WWI, and served in England during WWII, grandfather of Judy Loblaw

Michael J. Hennessy, served with the British Royal Navy, WWII, father of Craig Hennessy

Evan Davis, treated soldiers overseas in WWI and administered medical services during WWII, grandfather of Sheila Dowler

Arthur Griffiths, died at Monte Casino, Italy, May 1944, WWII, step-father of Doreen Greenfield and **Arthur Griffiths Jr.**, British Military Police, Berlin 1956-58, step-brother of Doreen Greenfield

Doreen Greenfield, Queen Alexandra's Royal Army Nursing Corps, 1963-65, now Case Manager

Clayton Ferguson, Canadian Army, WWII, father of Ruth Ferguson

Colin Hagan, Corporal, served with the RAF in Egypt during the Suez Crisis, father of Eileen Wolfe

Lorne Paff, Lieutenant, CAF, died in Normandy Invasion, WW II, uncle of Jane Clement Spurr

Len Birchall, CAF, WW II, great uncle of Peggy Gillespie, **Thomas Birchall**, WW II, father of Peggy Gillespie and **Robin Rattray**, Master Corporal, CAF, Gulf War, brother of Peggy Gillespie

Roy Mahood, RCAF, WW II and **June Johnston Mahood**, RCAF Women's Division, WW II, father and mother of Royce Mahood

Mark Wilson, CAF, died in Afghanistan 2006, nephew of Katherine Gelinas

Forgotten Souls

Fighting for their freedom,
For their hopes and dreams,
They fought in the past,
To save the future.

Their names are unknown,
But their purpose has been shown,
A wall the names were engraved,
To remember all the lives they've saved.

Though some still live,
Many of them have past.
Storming the beaches,
It took so long, yet so fast.

They are the forgotten souls,
Their lives they gave for yours.
A day is what we give,
A day to remember what you did.
We thank you, ALWAYS.

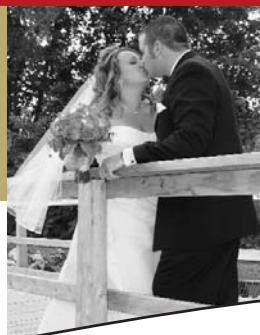
– Mitchell Irwin (Army Cadet), son of Kim Irwin

Special Mention

Cheryle Harris, Access Case Manager, Stratford, received a **VON Award of Excellence** for her collaborative teamwork on the VON Perth-Huron Professional Panel.

Community Engagement

Remind your clients to come out. Sessions are 6-8 pm. Oct. 23, Stratford; Oct. 30, Strathroy and Nov. 1, Port Rowan. Contact 519-641-5521 or susan.mclean@sw.ccac-ont.ca.



Wedding Bells

Lisa Scoyne, London office, married Robert Depencier, Sept. 15, 2007. They celebrated with a Caribbean vacation.

