

Bringing Care Home

The South West CCAC Staff Bulletin

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South West Flex-Clinics: Same great care, save on time!

Carl Ehl lost his leg and now uses a prosthesis. Due to complications, he needs to see a nurse daily for minor treatment. At first, Carl was receiving care at home. Now he drops by the South West CCAC's Tillsonburg Flex-Clinic first thing in the morning before starting his day as a telephone installer.

"It works out great," he says. "My care is good and I don't have to wait around for the nurse to arrive. I'm just so thankful that someone is providing this service. If I had to go to the emergency department every time, I'd have to live there!"

The Flex-Clinic concept was developed as a way to deal with a growing demand for nursing services and a shortage of nurses. Having ambulatory clients come to a central clinic saves the nurses traveling time. "It's a way to use our scarce nursing resources as efficiently as possible," says Darlene Bogie, South West CCAC Regional Manager, Quality.

The idea was developed by the South West CCAC and then suggested to nursing provider agencies. CarePartners was awarded the contract for the pilot project. Beth Byrnes, Regional Manager of Nurs-



Patient Carl Ehl, with CarePartners nurse Suzanne Christo, raves about the quality and convenience of regular treatment at Tillsonburg's Flex-Clinic.

ing for CarePartners, says her organization already had nursing clinics in several locations, and was intrigued by the Flex-Clinic concept. "In this new model," she says, "the provider determines whether a clinic is feasible based on volumes, and provides the physical space. When the volume is not sufficient to support a clinic, we make home visits."

During the pilot phase, clinics were established in Tillsonburg, Owen Sound, Hanover, Woodstock, St. Thomas and Mitchell. Initially the clinics were devoted to wound care, but soon expanded to provide care to any patients who met specific guidelines. The two busiest clinics were in Tillsonburg and Owen Sound. "We had some significant capacity challenges in Tillsonburg during the summer months before the

project started," Darlene says. "Now we're keeping up with the demand."

Darlene says the clinics offer clients a greater sense of independence and empowerment, and as Carl points out, more convenience in scheduling their appointments. One enthusiastic quilter was frustrated that she was missing meetings of her quilt guild while waiting for the nurse to arrive at her house. She found the Flex-Clinic a good alternative.

Darlene is currently collating data from the pilot project and will be sharing the results with other South West CCAC nursing agencies. "We'll be discussing this delivery model with our other providers and exploring the possibility of applying it in other locations."



Happy (and busy) New Year!

A message from
Sandra Coleman, Executive Director

2008. What an amazing number! It seems just yesterday that we were preparing for our first day as the South West CCAC last January. Certainly for many of us at the South West CCAC, 2007 seemed to go by in a blur.

A year ago, there was excitement, uncertainty and even trepidation as we entered our first year as an organization. As we start our second year, I sense that the mood is a little different. We know each other better. We have a good grasp of the challenges and opportunities that face us. There is certainly still much work to do, but you have already achieved a great

deal, and as a result, I have a sense of confidence going forward. In 2008 we will build on our successes and move forward as one, united by a strong sense of team.

There is so much to look forward to in the year ahead. In particular, I'm excited about our April 10 face-to-face meeting in Stratford. It's an opportunity for hundreds of South West CCAC employees to gather in one place, get to know one another a little better, and share ideas, learning and inspiration. I look forward to an energy-filled day.

I'm also looking forward to seeing

Client-Driven Care reach a new level in our organization. In this issue, you'll read about the work of our very successful Knowledge-to-Action groups. One story in particular has stayed with me from that meeting. The group in Woodstock told us about a Personal Support Worker who was interviewed during the research. She was so pleased to be part of the process that she decided to quit her second job and work only with South West CCAC clients because she felt so valued and appreciated by the CCAC team members. What a fabulous reminder that Client-Driven Care benefits both clients and care providers!

My wish for you in 2008: a joyful new year filled with meaningful and rewarding work, family and leisure activities. As I gaze in my crystal ball for the South West CCAC, I see another exciting and busy twelve months.



CELEBRATING HEROES

The Staff Quality Council considers a program to recognize exceptional caregivers and care providers

"Oxford has had great success with this idea," says Tina Szasz, Staff Quality Council Co-Chair. "It's a really good opportunity for clients to say 'thank-you.'"

Tina is talking about Heroes in the Home, a recognition program run by the Oxford CCAC for several years before the creation of the South West CCAC. Several other CCACs in the South West had similar programs, recognizing exceptional contributions of both informal caregivers and community care professionals. Now the South West CCAC Staff Quality Council is considering introducing a recognition program across the region.

With the Oxford Heroes program, clients were encouraged to nominate individuals for either caregiver or community professional awards. All nominated caregivers were honored at a special awards ceremony as were a number of selected profes-

sional nominees who received "Awards of Excellence." The Council reviewed the idea of a region-wide Heroes program, and has recommended having several regional "Heroes" events throughout the South West. They are tentatively scheduled for the fall of 2008. The Council will be looking for Ad Hoc members to participate in this process, so watch for communication in the near future!

Heroes in the Home was just one idea discussed at the Council's second meeting, held on December 7. The meeting started with a discussion of what "quality" is. **The group reviewed the Eight Dimensions of Quality developed by the Canadian Council for Health Services Accreditation:**

- Population Focus
- Safety
- Client-centred services
- Efficiency
- Accessibility
- Worklife
- Continuity of services
- Effectiveness

The Council members also explored the six "Cornerstones of Quality" — leadership, customers, planning, processes, people and partners — and reviewed the philosophy of Continuous Quality Improvement. In future meetings the Dimensions and Cornerstones will be further explored.

The next scheduled meeting of the Staff Quality Council is February 7, 2008.

Client-Driven Care *in Action*

Eight KTA groups present their projects, making significant improvements to the care process

Recently Shirley Hughes, a case manager in Stratford, was doing a home assessment. The client seemed confused about the many different care providers coming into her home. Shirley brought out the newly-designed South West CCAC *My Home Care Team* chart, and explained what services would be provided and by whom. “When I did a follow-up phone call, the client told me that she now knows who to call and how the service structure works. And she is planning to tell her friends and family about South West CCAC services!”

My Home Care Team is just one of several innovative projects developed by the Knowledge-to-Action (KTA) teams formed after last February’s Client-Driven Care launch meeting. Eight teams were formed of CCAC and service provider staff. They spent several months working on their recommendations and then reported to the steering committee on November 29. All recommendations are moving forward now with pilot testing or implementation.

My Home Care Team was developed by the Stratford group, chaired by Regional Client Services Manager Mary Lynn Priestap. The group came up with a one-page chart, with the client at the centre

and various care providers arrayed around the outside. There’s a place for clients to fill in the name and contact information of each member of the team, and the sheet is designed to be posted on the fridge door. “It’s really a very simple tool to assist the team as well as the client in knowing who is in the home and why,” says Mary Lynn. “It’s a good example of what can happen when we partner as a group.”

Three other groups — London East, Walkerton and Seaforth — chose to work together to design the South West CCAC’s Record in the Home. Among the changes they recommended:

- Re-naming the tabs
- Including a business card holder
- Including plastic sleeves to hold information from therapists and other service providers
- Providing information on Client-Driven Care
- Changing the Client Responsibility Information Sheet
- Including a pre-paid postage envelope to make it easy to return documents within the RITH

The Owen Sound group focused on case conferencing, developing written guidelines to identify when a case conference should be held. The group has liaised with

the St. Thomas group, which is working on a related project. In Woodstock the team focused on PSW communication protocols. The Strathroy group recommended innovative ways to reduce travel time in rural areas and other improvements that will be considered as the South West CCAC designs its next RFP.

Anita Cole, Regional Client Services Manager, was impressed by the quantity and quality of work completed by the teams. “The actual time that has passed since our inaugural meeting is short,” she says, “but the amount of work that has

“It’s really a very simple tool to assist the team as well as the client in knowing who is in the home and why.”

been done is astounding. Client-driven Care is becoming a common term across the South West — and a reality!”

The next step in the CDC journey will be the launch of Dr. Carol McWilliam’s research project using “intentional conversations” to foster partnership with clients. The research is designed to demonstrate how such conversations impact on client care and promote healthy outcomes. Watch for more information on this project in our next issue.

**Client-Driven
CARE** 



Celebrating Years of Service.

South West CCAC

Recognizing staff loyalty and hard work across the region

There’s a new program in the works to honour years of service of many South West CCAC employees. The Staff Quality Council is currently developing ideas for a package that will recognize staff dedication and reflect the South West’s appreciation of their service. We’ll be celebrating this year’s honourees at the all-staff meeting in Stratford on April 10.

Watch for further details soon.



Joanne Turnbull (bottom right) presents gift basket to Food Bank Challenge winning team. Clockwise, from bottom left: Kristen Mazur, Dale Breault, Nupee Hardeep-Sadra, Brigitte Laforce, Donna Brush, Michele Edwards, Joan Cavanaugh, Kristie Jenner and Cara Hewitt. (Absent: Megan Maguire, Rachel Griffin, Alison Stoner, Maureen Cole, Mary Dryden, Peggy Curnoe, Lorna Kroh and Luanne Robotham.)

Food Fight

Competitive juices flowed as London office teams vied for top spot in the 2007 London Food Bank Challenge. START ended up the big winner, but the overall effort resulted in London's best showing yet, reports organizing committee member **Sue McLean**. Committee members also included **Ingrid Hicks, Cara Hewitt, Joanne Turnbull and Kristen Mazur**.

Smiling faces surround Tina Calic at the Mexican orphanage where she helped out.



Promises To Keep

South West CCAC helps one CM make good on special pledge

Last summer, Stratford's **Marilyn Zehr** promised to find a computer for two young brothers who are wheelchair-bound pediatric clients of the South West CCAC. Finding that computer, however, was proving to be easier said than done. That is, until she posted a request for help on the South West intranet's "Water Cooler." Dozens of ideas poured in and it wasn't long before Marilyn scored success. Just before Christmas, she presented not one, but two computers to the boys! Marilyn says she's now seen firsthand the many ways this organization can make good things happen. "As a team, we have made a big difference in the lives of two young boys, and I have kept a promise."

South West spirit travels abroad

Tina Calic went south last November. But it wasn't to bask on a beach. She joined *Canadians Caring for Kidz* on a mission to a Mexican orphanage. True to form, Tina's Woodstock colleagues had sent her packing with enough donated money to buy shoes, clothing and toys for the kids. Hoping to return to Mexico, Tina recalls, "What a fulfilling experience!"



Most Valuable Player

Woodstock CM helps family get boy on skates!

Just before Christmas, a Woodstock service club covered the cost of a skating program for a needy eight-year-old whose medically-challenged younger brother is a South West CCAC client. CM **Brenda Duncan** arranged the donation and applauds her town's community spirit. We applaud MVP Brenda for her caring and extra effort. Way to go!

Oops! In our December 2007 story, *It Takes A Village*, we goofed. While the warmth and caring of Exeter's people create a village-like atmosphere, it is really not a village at all, but a thriving town. Thanks for pointing that out!

Births

Debby Weppeler Wardrop proudly announces the arrival of her third grandchild, Hannah Marie Lee Edmonstone, 5 lbs. 6 oz., Dec. 18, 2007.

Chris Curzon proudly announces the arrival of Nathan Martin, 8 lbs. 9 oz., Dec. 29, 2007.

Shelley Myer and her husband Michael happily announce the birth of Lucy Pearl, 7 lbs. 11 oz., Dec. 18, 2007.



Heartfelt Appreciation

CM **Lynda Clarence** received a thank-you note she'd like to share.

"Thank you for all you do to make my life, and so many others, easier. With your support, we can enjoy living in our own homes."



★ ★ ★ ★ ★
GOOD JOB,
My Someone

South West young one
lands **BIG ROLE**

Seaforth CM **Keltie MacNeill-Keller** proudly announces her daughter **Aveleigh**, 9, will play **Amaryllis** in the Stratford Festival 2008 production of *The Music Man*. Aveleigh starts rehearsals in March and the show opens May 28. Congratulations, Aveleigh – and Keltie!