

Bringing Care Home

The South West CCAC Staff Bulletin

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Taking Care of Business

The Standardized Workflow Project will ensure that case managers have more time to spend with their clients



South West CCAC Workflow Improvement Team: Front, l-r: Dorothy Geddes, Betty Moser, Barb Modesto, Barb Brosseau, Tammy Tolman, Lorraine Buchanan, Rae Nylander-Martin. Back, l-r: Rob Schonberger, Barb Scheele, John McClelland, Robin Smith, Connie Johnson, Walter Rogers, Nancy Johnson, Kim Irwin, Megan Nichols. Absent: Karen Chatfield, Godleif Devaere, Diane Laur, Anita Cole, Hilary Halliday, Sherry Fletcher

It's a mouthful – Standardized Workflow Project – and let's face it, it sounds pretty dry. But in fact, the Project is all about making life simpler for South West CCAC staff and better for clients.

“Ultimately this will help us get a clearer picture of client needs and free up case managers and team assistants to be more available to clients,” says Sherry Fletcher, Regional Client Services Manager, South. “Service will be faster with a reduced margin for error, and we'll be making the most efficient use of our wonderful staff.”

The project has been underway at the St. Thomas office since September, led by a Workflow Improvement Team (WIT) composed of managers and frontline staff. Once processes and practices have been developed there, the new work-

flows will be introduced across the South West. Consistency will be a benefit for clients, says Sherry. “If a client is in a London hospital and is going home to Hensall, there will be a uniform approach between sites as to how equipment and services are ordered.” A Workflow Improvement Team is now under way in Owen Sound, and Woodstock's WIT will launch in February.

Among the work flow changes:

- Health Information and Records (HIRM) staff will now be responsible for data entry, equipment and supplies ordering and referrals to care providers. Case managers and team assistants will be able to focus on direct client service.
- We will gradually eliminate paper files, and everything will be shared and filed electronically.

- We will begin using the Common Intake Assessment Tool (CIAT), developed provincially to provide a comprehensive, reliable and consistent assessment of short-stay clients. Case managers can complete the assessment “E-form” on a laptop in a hospital room, a private home or wherever they find themselves.
- Fax machines will be replaced by a secure web portal to share referral information with providers and long-term care homes. Says Sherry, “This will save paper, be quicker and avoid misplacing documents.”

Client Services Manager Rae Nylander-Martin, a member of the St. Thomas WIT and project co-lead with HIRM Supervisor Kim Irwin, is excited about being involved. “It's been a long process,” she says, “but we're building momentum and can see our hard work coming to fruition.” Barbara Modesto, a fellow WIT member, has also enjoyed the team's work. “It has given us a sense of direction in terms of the changes that are occurring now and in the future. It's been a very positive experience.”

HONOURING Exceptional Client-Driven Care

The Staff Quality Council is seeking nominations for the Client-Driven Care *Award of Distinction*, to be presented to a Staff Member or Team at the April 10, 2008 All-Staff Meeting in Stratford. Go to South West Intranet Current News for further details.

Nominations deadline: March 27, 2008.



Information is Liberating

A message from
Sandra Coleman, Executive Director

"Knowledge is power. Information is liberating." These are the words of Kofi Annan, winner of the 2001 Nobel Peace Prize and former Secretary General of the United Nations.

Although Annan was talking about information on a global scale, his words are equally true in the microcosm. For the people of the South West, information is indeed liberating. With the right information, they are free to care for their own health and get the right services at the right time.

When people think of the South West CCAC, they generally focus on our more visible roles – organizing commu-

nity care and managing long-term care placement. But information and referral are central to our mission, and have the potential to improve and even save lives.

We provide information and referral through our wonderful case managers as they talk to clients and physicians, and through the telephone service, staffed by skilled professionals who know how to listen with compassion. *thehealthline.ca* is another powerful I&R resource. Did you know that the site received more than 1.5 million visits in 2007?

Earlier this month we welcomed three new staff members to *thehealthline.ca*. Lise Baronet Kosmack, Celina Thomas

Hicks, and Teresa Zohorsky will work in the south, central and north parts of our region respectively. They will connect with community organizations, work closely with case managers and other South West CCAC staff, and identify new opportunities for us to partner with our communities.

This is an important step in strengthening our focus on information. So were the recent presentations we made to family physicians across the region, introducing them to our information and referral role and encouraging them to see *thehealthline.ca* as a valuable resource in patient care.

Don't hesitate to contact Lisa, Celina or Teresa if you have comments or suggestions about organizations, information and community partnerships in your area.

thehealthline.ca

Placement Team Aims to Improve Communication



Placement Services Work Group Meeting, Jan. 24, 2008. Seated, l-r: Mary Lynn Priestap, Gail McMillan, Donnabeth Sweetland, Marilee Garner. Standing, l-r: Pat Turnbull, Sherri McRobert, Mary Morley, Mary Sickinger. Attending by teleconference: Linda Martin, Donaldal Fisher, Ann Rickwood and Lois Gilchrist. Absent: Jane Clement-Spurr. Prior Co-Chair: John McClelland.

One of the most challenging yet satisfying South West CCAC jobs is working with clients to make the transition into long-term care.

Under the leadership of Mary Lynn Priestap, Regional Client Services Manager, a group of case managers and placement coordinators has been meeting to discuss how it can best provide this important service.

"It's never easy for people to make the decision," said Mary Lynn at a recent meeting. "Our goal is to smooth the

process out for them so that they can focus on the journey. We need to communicate that a long-term care home provides positive opportunities for people – opportunities for socialization and activities that are much better than the hospital or even home. At the same time, we need to present the transition realistically."

To communicate these complex messages, the group is developing some new print materials and a video that will introduce long-term care to clients and families. The group will be meeting

regularly to support the development of these pieces.

"We get to show the compassionate side of the South West CCAC," says Donaldal Fisher, Owen Sound Placement Services Case Manager. "When we're talking to clients and families, we want to be positive about what long-term care offers." Adds Mary Morley, Seaforth Case Manager, "You can see the toll placement takes on families. Yet once their loved one is in the home, they often see an improvement. **That's very rewarding for us.**"

SHORT PROFILES



Megan Allen-Lamb

Who's Who

*Senior Director
Human Resources
and Organizational
Development*

Megan Allen-Lamb joins the South West CCAC from the Champlain CCAC, where she served as Senior Director Performance Management and Accountability. But her roots are here in the South West, and she is delighted to be back. "It's exciting to come

to an organization where so many successes have already been achieved, and where more are on the horizon," she says.

Originally from Forest, Ontario, Megan holds a BA in psychology from the University of Windsor and a Masters degree in Public Health from the University of Alberta. After four years as Executive Director of the Haldimand-Norfolk CCAC, she moved to Ottawa in December 2006. There, Megan championed the development of a procurement strategy, directed high-level internal integration activities, led the advancement of a per-

formance measurement system, and was instrumental in establishing Champlain's first Strategic Plan.

Megan is committed to creating a "learning organization" as defined by management guru Peter Senge. "I want to help shape the culture through leadership development and networks of high-functioning teams," she says.

When she's not at work, Megan enjoys outdoor activities and spending time with her husband Graham and two young children, Matthew and Mackenzie.



Celebrating Years of Service.

South West CCAC

On April 10, all South West CCAC staff will be gathering in Stratford for a day of education, inspiration and celebration. At the heart of this event is the presentation of Service Awards to those who have contributed to our organization and our clients for many years. Each honouree chose a Service Award gift from an online catalogue, so you can be sure they will be receiving exactly what they wanted!

Congratulations to all Service Award winners – you are an inspiration to us all.

5 YEARS

Elgin

Barb Brosseau,
Doreen Greenfield,
Sharon Hyland,
Denise Squires,
Denise Wasko

Grey Bruce

Janette Diebel, Diane
Eastwood, Lisa Mackie,
Karen McArthur, Nancy
McCartney, Sally McGill,
Jo-Anne Prime,
Helen Warren

London

Heather Bedford, Anita
Cole, Sandra Coleman,
Sujata Coyle, Barb
Edmiston, Patrick Ferguson,
Ellen Hanna, Joanne
Hatt, Lorna Kroh, Michelle
McKellar, Carol Merton,
Rae Nylander-Martin

Oxford

Tina Calic, Arlene
Clemence, Lisa Watson

Perth

Nancy Brubacher

10 YEARS

Elgin

Dorothy Geddes

Grey Bruce

Karen Nunn,
Debbie Wilson

London

Jean Fitzmaurice,
Mary Fonger,
Paula Henderson,
Susan McLean,
Gail Molloy,
Janine Smith

15 YEARS

Elgin

Donna Laur-Schieck,
Sandra McDonald

Grey Bruce

Ginny Barfoot, Patti
Boron, June Dudgeon,
Cheryl Lennox, Denise
Simpson, Jean Wilson

Huron

Merrilyn McBurney

London

Pat Ball, Brenda Butchart,
Mary Haynes, Jane
Howitt, Norine Keevil,
Pat Lynch, Catherine
Ovens, Judy Peckham,
Rob Trepanier

Oxford

Karen Peat

20 YEARS

Grey Bruce

Orma Cunningham,
Shari Douglas,
Bonnie McGinnis

Huron

Donna Harris,
Debbie Gable

London

Carol Barr,
Dale Breault,
Pat Cartwright,
Joan Cavanaugh,
Nancy Johnson,
Judy Kompf,
Rosalie Markham,
Lorraine McVeigh,
Tammy Reid

Perth

Susan Gummow

25 YEARS

Grey Bruce

Carol Anne Wright

Huron

Betty MacDonald

London

Carole Nelson

Perth

Connie Vandersleen



We want to recognize everyone celebrating a milestone. If your name isn't on the list and you think you are celebrating a milestone, please email Susan Johnson.

WELCOME to the following staff who have joined us since January 2008

London: Dave Goddard, Steve Beatty, Bonnie Thompson, France Riviere-Quintanilla and Michel Harkous

St. Thomas: Ashley Pressey and Kendra Moyse

Stratford: Nancy Bernhardt, Linda McGill, Heidi Wagler and Barbara Fink

Owen Sound and Walkerton: Huguette de Repentigny, Jennifer Coghlin and Susan Armstrong



Eulogy for Shirley Van Leeuwen,

Case Manager, Elgin office

by Connie Johnson

What a journey you have been on over the past 13 months. You faced it with so much courage and inner strength, that you gave those around you strength to walk beside you. Shirl you rarely did anything by the book, so why would this journey be any different. We all prayed that somewhere along the line you would catch a break, but that was not meant to be.

How we will miss the twinkle in your eye and your lopsided grin that meant there was mischief afoot. We will always remember your laughter, zest for living, sense of adventure and colourful sense of humour. Shirl, you were always a champion for the underdog or the unfortunate. You were so smart and had such a quick and easy grasp of new concepts and ideas. It could be disarming for those of us trying to catch up. We were all so proud of you when you completed your BA. We will always remember the fun and high jinx that were had at parties, card games, trips to the cottage, the ball park, to Las Vegas or just sitting on your deck. Your love of scrap booking and your natural talent gave you hours and hours of enjoyment, especially if you were doing pages of your family. Ella says the angels came to get you and you have a new job

teaching crafts and baking cookies in Heaven.

Shirley you had friends and email buddies from all over Ontario and beyond. You always had a story about your friends from the Walkerton/Hanover area and your scrapping buddies. You dearly loved your cousins that you grew up with as a child. You and Carol have some fond and colourful memories. Margaret, Sandra and Connie will cherish the memories of your travels. Thank you Shirl for the love and support you were able to share with Denise this past year.

You have been a wonderful colleague and co-worker. All of us at the South West CCAC will miss you dearly. Your patients and clients have been rewarded just having been in your care.

The greatest concern over the past year was for Rob, and how on earth would you break the news of the latest set back to the kids. How you worried about Robbie and Jamie and missed Michelle being so far away.

Your love and friendship means the world to us and we will carry it in our hearts until we meet again. It has been an honour and a blessing to be your friend.

Golden Pair

Jacquie McGregor's daughter, Laura, and her skating partner, Rique Newby-Estrella, recently took top honours in pairs at the Dennis Silverthorne Memorial Invitational Skating Competition, Sarnia.



Bouncing Baby Boy

Dianne, Randy and Stephanie Platt are pleased to announce the birth of Graeme Connor Platt, 8 lbs. 8 oz., Jan. 2, 2008.



Cupid takes aim across the South West We asked for special Valentine memories. Looks like we're **well-loved!**

Toni Gilchrist, Walkerton

"Several years ago, my three boys presented me with a lovely, three-heart garnet ring – and a story to go with it. After several trips to the Kincardine store, one of the boys was asked about my ring size. He replied, "She has perfect, lady-size fingers." The ring was indeed a "perfect" fit! I wear it every Valentine's Day to remember their thoughtfulness and love."

Joanne Turnbull, London

"I've got my own McDreamy! Last Valentine's Day, after opening chocolate, flowers, chocolate-covered strawberries, wine and my favourite movie *Tommy Boy*, Andre told me he had one more package. Amazed by what I'd been given already, I replied, "Top that!" Well, inside was a pendant and earrings in my green birthstone. McDreamy told me to close my eyes while he fastened the jewelry on me. When I opened them before the mirror, I wasn't wearing green at all – but sparkling diamonds. I had received two beautiful jewelry sets! I guess my own McDreamy really did "Top that!"

Cheryl Renecker, Stratford

Every year, my special Valentine has a lovely bouquet of red roses delivered to me at the office. Once, Brian came in to pick me up for lunch. I introduced him to my co-workers – including Ron Hoogkamp. He'd clearly been impressed by Brian's annual floral tribute and told him, "Oh, you're the one making the rest of us men look bad on Valentine's Day!"