

# Bringing Care Home

The South West CCAC Staff Bulletin

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IN THIS ISSUE: BIG DATES + VALUES AND ETHICS + FLO + NEW STAFF + SOUTH WEST NEWS

## "A New Chapter in Community Care"

### Service providers gather for annual summit

"You have to invest in any relationship, and the relationship between the South West CCAC and our providers is critical. Today we are celebrating the work that has been done and connecting with one another to strengthen the partnership."

That's Gord Milak, South West CCAC Senior Director, Performance Management and Accountability, explaining why the Inter-Agency Leadership Partnership

**"It's all about sharing ideas and programs with each other, ultimately to benefit the clients."**

*Karen Smith, Regional Manager of Nursing for CarePartners*

(IALP) organized the second annual Service Provider Summit. Some 80 people attended the day-long event, held in Stratford on February 20.

Hilary Short, recently retired President and CEO of the Ontario Hospital Association, headlined the event. "At the heart of our huge and complicated system," she said, "is each single interaction between a patient and a person giving care." She went on to discuss the challenge of patient



safety, noting that a culture of safety must "start in the boardroom and cascade to every level of the organization." She also urged patients to be more involved in looking out for their own safety.

Lynn Dionne, Quality Improvement Consultant with the Ontario Health Performance Initiative, spoke about the importance of changing organizational culture and structure to improve performance in the health system. "If we want different results," she said, "we must change the system." Dionne pointed to the Flo Collaborative as an example of successful change, and paid tribute to the outstanding results achieved at St. Thomas Elgin General Hospital, and Grey Bruce Health Services Owen Sound site. (See page two for more about Flo.)

Lois Beamish Taylor, Regional Director, Closing the Gap Healthcare Group, said the day was a wonderful opportunity to "put faces to names." "An event like this helps us do our job better, because the South West CCAC has identified its strategic directions," she added.

Mary Atkinson, Executive Director, Town and Country Support Services, was equally appreciative. "This is a wonderful



Joining Senior Leaders Gord Milak and Sandra Coleman at the IALP annual summit were keynote speakers UWO's Dr. Carol McWilliam, left; quality improvement consultant Lynn Dionne, second from left; and former Ontario Hospital Association President and CEO Hilary Short, far right. The event also featured management consultant Maria Sanchez-Keane who facilitated the afternoon's interactive session.

chance to dialogue with one another. And I think the South West CCAC benefits from hearing partner input." For Karen Smith, Regional Manager of Nursing for CarePartners, "It's all about sharing ideas and programs with each other, ultimately to benefit the clients."

Milak was delighted by the strong attendance and positive response to the event. "Despite the pressures and challenges in community care, the thing that consistently comes through is the deep commitment of our partners to the experience of the client." He adds: "Events like this mark a new chapter in community care. The South West CCAC and our providers are truly learning and caring together."

South West  
Community Care Access Centre

CCAC

CASC

Centre d'accès aux soins communautaires  
du Sud-Ouest



## Words and Actions

A message from Sandra Coleman, Executive Director

Vision. Mission. Goals. Values. Strategies. These words have been swirling around for the past year. Recently you received our new Statement of Values and Ethics. You may be wondering how we got to this point and what it means to you.

Early last year, Ontario's 14 South West CCACs developed a common vision and mission. These are high-level perspectives on why we exist and where we're headed. The next step was to develop strategic directions – the “what,” and values – the “how,” that are relevant to our region.

We didn't take any shortcuts in this process. In all we talked to nearly 200 clients and providers during 15 meetings held across the region. South West CCAC staff members participated through surveys and a total of 14 special meetings.

The ideas and perspectives were combined to produce our four strategic directions and six values. The strategic directions are:

- Provide effective, high quality Client-Driven Care
- Work well with partners
- Be a great place to work
- Use resources wisely

Are they relevant to your everyday work? Absolutely. These shared understandings will drive every aspect of our organization as we move forward. We have practical, down-to-earth action plans for making them real. Perhaps more important, we have plans to measure our results. Each one of us will be accountable for achieving them. Take a moment to review the Statement of Values and Ethics and post it where you can check it regularly.

## From the South West CCAC Statement of Values and Ethics

*At the South West CCAC,  
we're committed to being:*

**C**lient-Driven  
**A**ccountable and transparent  
**R**espectful of one another  
**I**nnovative  
**N**urturing of teams and partners  
**G**reat at what we do

Reflect on how your work relates to our Vision, Mission and Strategic Goals. After all, as Yogi Berra famously said, “If you don't know where you are going, you will wind up somewhere else.”

## Going with the Flo

The Flo collaborative is an Ontario-wide quality improvement initiative designed to improve the transition between hospital and home or long-term care. In the South West, two Flo collaborative teams have achieved great results.

A comprehensive nursing history form is one innovative idea being developed by the South West CCAC/St. Thomas Elgin General Hospital Flo collaborative team to improve communication between the South West CCAC and the hospital. Says Gwen Vanderheyden, Client Services Regional Manager: “The standardized nursing history form demonstrates the power of working together for the benefit of our clients.”

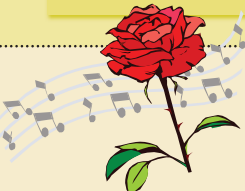
**“Thank you for your willingness to try something new and different!”**

*Executive Director Sandra Coleman*

The South West CCAC/Grey-Bruce Health Services team's implementation of “Bul-let Rounds” – review of patients' progress

toward discharge on a daily, rather than weekly, basis – has significantly reduced the average length of stay. In December 2007, the average length of stay for patients admitted between Wednesday and Saturday went from 9.5 days to 5.9 days. “Client care is enhanced by this daily review,” says Jennifer Fazakerley, Project Manager, Integration and Client Services, “and discharge planning can start sooner.”

Executive Director Sandra Coleman congratulates the members of both Flo teams. “Your early successes are a tribute to your hard work and diligence,” she says. “Thank you for your willingness to try something new and different!”



## Getting To Know You...

We're always looking for interesting ways to share news and information between our sites. This month, newsletter committee rep Nancy Tolman interviewed **Ashley Pressey** and **Kendra Moyse**, two young dynamos who recently joined Elgin's HIRM team. Here's what she learned:



Ashley is studying toxicology and pharmacology at UWO while working part-time for the South West CCAC. She says, "This job suits me perfectly as I am interested in pursuing a health sector career once I complete my education."



Before joining the South West CCAC, Kendra was a PSW who enjoyed working with clients. Then, to broaden her opportunities, she took a medical office assistance training program. "With HIRM, I'm gaining valuable experience on the administrative side," she says.

Both women say they love their job flexibility and the people they work with. Welcome, Ashley and Kendra.

**If you know someone with a story to share, contact your staff newsletter rep.**

**London** Cate Patchett, Leanne MacKenzie, Michelle McKellar, Janice Sewell, Tabitha Carey

**Stratford** Delphine Staley, Mary Sickinger

**Seaforth** Janice Gibbs, Joanna Makinson

**Owen Sound/Walkerton** Jennifer Lobban

**Woodstock** Marilyn Pearson

**St. Thomas** Nancy Tolman

## Big Dates

**TWO MAJOR EVENTS** are planned for the South West CCAC in the coming weeks.

On **March 27**, members of the Client-Driven Care Knowledge To Action project groups will present their results at an all-day workshop in London. "It's a wonderful opportunity for all teams that worked hard on their action projects over the past year to showcase the great work they've done and discuss future directions," says Anita Cole, Regional Client Services Manager and an organizer of the meeting.

On **April 10**, all South West CCAC staff

members will gather in Stratford for a special day of education and inspiration. Keynote speaker Susan Minns ([sueminns.com](http://sueminns.com)) will share her wise and humorous approach to meeting life's trials head on. Also on tap:

- How we can use Emotional Intelligence to promote a culture of Client-Driven Care
- *Celebrating Years of Service* awards for people marking their five, 10, 15, 20, 25 and 30-year anniversaries with the South West CCAC and its predecessor organizations
- *Client-Driven Care Award of Distinction* presented to a staff member or team for outstanding commitment to the development of health-promoting relationships

*To nominate someone for the CDC Award of Distinction, check out the intranet under "Current News." The deadline is March 27, 2008.*



## Celebrating Years of Service.

South West CCAC

Since our last issue, we've learned of other South West CCAC staff members marking career milestones. *Congratulations on your achievement.*

### 5 YEARS

Oxford

Leah Barnes  
Karen Faw  
Cynthia McKnight  
Jacquie McLeod  
Karen Robinson  
Nancy Thornton

### 15 YEARS

Oxford

Laurie Harrington

### 25 YEARS

Oxford

**Susan Pettit**

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 February 2008

**London:** Megan Allen-Lamb, Maria Edwards, Julie Goodchild, Rebecca Gregor, Susan LeBlanc, Mary McIntyre, Elaine Purcell, Dave Staley, Rita Walker

**Woodstock:** Sharon Rolfe **Owen Sound:** Lynda Hoffmeyer

**Seaforth:** Donna Chaffe **Stratford:** Colleen Lennon



## Thank You!

From the Springford Women's Institute

Feb. 26, 2008

Linda and Roelie,  
Thank you so much for coming to our meeting to share about the services offered by the South West CCAC. We were well informed by your presentation.

It was great to see you again, Linda, and it was so nice to meet you, Roelie.

Thank you again for a job well done. It is wonderful to have all of these services available when they are needed by our families.

Ruth Ann Haley, Convenor

## Surprise appearance

CM Linda Pearce and Administrative Assistant Roelie Veldhuizen recently addressed the Oxford County Springford Women's Institute about the South West CCAC and its services. To Linda's surprise, who should be in the audience – by special invitation – but her proud Mom-In-Law!

## Warming up winter

When it's cold outside, bring on a hearty lunch. That's what Stratford does every year to beat the February blahs. The social committee hosted the annual Soup and Subway Day, Feb. 28. Looks like all enjoyed a *souper* time!

Meanwhile in Woodstock, the Geriatric Resource, School, Short Stay and Norfolk teams threw a Valentine's potluck party. There was a trivia contest and a draw for Dinner For Two won by Leanne Baird. "The party sure did brighten our February," reports Marilyn Pearson. "There was good food and lots of staff attended!"

Stratford staffers: l-r around table: Sharon Wolfe, Amy Masse, Lisa Masse and Lynda Clarence.



## Laughter is the best medicine

That's according to CM Jacquie McLeod, aka clown characters Spike and Bijou and founding member of the Oxford Health and Humour Alley clowning troupe. At a two-day staff meeting at Ingersoll's Alexandra Hospital where she works in discharge planning, Jacquie set up a display that got people talking – and chuckling – about laughter's therapeutic benefits. It's now on display at the Woodstock site and she wants fellow staff members to add to it. Thanks for sharing, Jacquie. It's just what the doctor ordered!



## Sunny-D

Living the life in Florida, Feb. 2008, are l-r: Walkerton's Grace Schnurr with former South West staff members Bev Cameron and Astrid Bell.



Woodstock staffers decked out in Valentine hues. l-r: Deb Gilbert, Brenda Duncan, Candice Beselaere, Mary Joan Kivell and Sharon Broadhurst.

## Alzheimer walk

Staff, family and friends from South West CCAC's Woodstock site participated in the Alzheimer Society of Oxford Walk for Memories, Jan. 26, 2008.



## How satisfied are our clients?

We're about to find out. We've engaged the research firm NCR Picker to conduct a telephone survey of a randomized client sample.

If your clients have been selected, they will receive a letter. They may then receive a call between March 10 and March 31 if they decide to participate in the survey. See the South West CCAC Intranet for a copy of this letter and further details.

## Baby Boys, Boys, Boys

Gloria Berfelz welcomes her fifth grandchild, Ryan Carl Ellis, 8 lbs. 5 oz., Feb. 27, 2008.

## Leadership material

Nancy and John Tolman are happy to announce their son Chris was recently elected President of his fraternity, Pi Lambda Phi. Chris is a fourth year student at the University of Windsor.



## Family Day birthday

Cheryl Jermyn enjoyed her first Family Day by marking puppy Bailey's 15-week birthday.

