

Bringing Care Home

The South West CCAC Staff Bulletin

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► IN THIS ISSUE: SHARING KTA RESULTS + CELEBRATING WE ARE ONE + DEVELOPING WOUND CARE POLICY + STAFF NEWS ◀

KTA Teams Share Innovations

Staff and providers gather for the “Celebrating our Partnerships for Client-Driven Care” Workshop

It wasn't *The Oprah Winfrey Show*, but the Client-Driven Care workshop held on March 27 was every bit as inspirational and informative as the popular talk show.

The comparison is apt because a portion of the workshop was presented in a talk show format. The event, sponsored by the Canadian Institutes of Health Research, brought together 145 South West CCAC staff, providers, and representatives from the South West LHIN and South West CCAC Board. It opened with a lively presentation from Executive Director Sandra Coleman, and a review of research by Dr. Carol McWilliam, one of the creators of Client-Driven Care.

Next, representatives from each of nine Knowledge To Action teams joined former A-Channel TV host Julie Simpson on an *Oprah*-style “set” to discuss their teams’ work and results. Simpson said that the successive interviews were like “a beautiful layer cake,” one building on another to create a powerful picture of the work the teams had completed. Among the many innovations developed during the one-year project:

- An orientation program about Client-Driven Care for new care providers
- A chart to identify the various members of the Home Care Team for clients
- Measures to help recruit and retain community health professionals
- Guidelines to improve communication between PSWs and case managers
- A new and improved Chart in the Home
- Standardized criteria for when and how to hold case conferences

The afternoon session began with the video “Johnny the Bagger,” telling the story of a young man with Down Syndrome who found a special way to delight his clients as a grocery store bagger. “The video is an inspirational reminder that good service comes from the heart,” says Anita Cole, South West CCAC Regional Client Services Manager, and one of the organizers of the day. “It reminds us that no matter what our job is, we can all make a difference.”

“Johnny the Bagger” provided a springboard for breakout sessions during which participants shared

Above, former A-Channel TV host Julie Simpson (left, seated in chair) invited members of each KTA group to the stage to discuss their work: (left to right on couch), Rose Wilson, Integrated Assistant Manager, Red Cross (Woodstock-Oxford); Martha Ritchie, PSW, Red (Woodstock-Oxford); and Nancy Shaw, Case Manager, Woodstock, enlightened the audience with their findings.

stories about Client-Driven Care and visions of what the South West CCAC could do next. One PSW told her group that she reads her documentation back to each client and documents the client’s input. Says Anita, “To me this is a real Client-Driven Care approach that makes a difference.”

The Phase 2 KTA research is complete, but teams will now work to put their new ideas into practice, and then capture them in formal policies. Anita is delighted with what the project has achieved. “Even though the groups were widely dispersed geographically, their work was interconnected, and the client was always at the centre.”

Julie Simpson (left) listened intently as Denise Gilchrist (right, seated in chair) and others from her group, (left to right on couch), Rick Bunt, Social Worker, ParaMed Home Health Care; Gail Trewitt, Nursing Supervisor/Clinical Resource Nurse, Saint Elizabeth Health Care (Huron); and Barb Dalglish, PSW, Saint Elizabeth Health Care (Huron), explained the results of their work to the audience.



South West
Community Care Access Centre

CASC

CCAC

Centre d'accès aux soins communautaires
du Sud-Ouest



We are One – What a Day!

A message from
Sandra Coleman, Executive Director

On April 10, it was amazing to watch the buses arrive in Stratford from every corner of our vast region and see people streaming off them, full of energy and enthusiasm. It was even more moving to see those same folks leave at the end of the day, waving good-bye to colleagues they had only known by name or voice. Those buses were a perfect metaphor. In Stratford, we were indeed one for one day. And we continue to be one, even though we are geographically dispersed. As I reflected that night at home, it felt like Christmas, when my brother, sister and their families come home. For that day and meal, only once per year, we are all together to connect as one. April 10 was our South West CCAC homecoming.

Although it will take many years to create a unified culture across the South West, we have made remarkable progress. We share a single focus: our

clients. We share the same Compass, one set of values and directions, and a commitment to work with providers and clients as equal partners. We also share a deep commitment to Client-Driven Care. And now, thanks to Brett Richards and Connective Intelligence, we have one language for making decisions together.

On April 10, I came to realize how powerful that shared understanding will be as we move forward. Of course we all have different ways of seeing and doing things. As Brett showed us, it takes many colours to make a rainbow. Diversity is our strength, but on a day to day basis, we work toward the same outcomes – dignity, wellness, and satisfaction for our clients, our partners and ourselves.

I hope you found April 10 as satisfying as I did. The evaluations were overwhelmingly positive. Inspired by Susan

Minns, who reminded us how close laughter is to tears, one staff member suggested we all wear red shoes to the next all-staff meeting. I agree!

It was wonderful to see you all meeting one another face to face and making new connections that will enrich our working lives in the future. Next steps? We are planning a session with Brett on May 7, 2-4 p.m., for those who were unable to join us in person April 10 (locations for each office, see Intranet for details). We

A very special **thank-you** to **Mary Fonger** and her team for their spectacular event planning. They created a day we'll all remember with joy for many years to come!

will soon share with you the work plans from the afternoon break-out sessions. The new-look Compass is also being distributed to all South West CCAC offices, as well as the decision tracks. We leave it with you and the management team to work these tools into your every day practice.

Healing Better

Half of all South West CCAC clients receive wound care

That was just one piece of information uncovered by the new South West CCAC Wound Care Review Committee, which started meeting in February. The group of 26, which includes staff members with ex-

pertise in case management, supply ordering, decision support, IT, education, procurement and quality, has been meeting every two weeks. It has also discovered that wound care practices vary from site to site across the South West, and that specialized wound care services are often not accessible in rural areas.

Chaired by South West CCAC Regional Manager, Quality, Darlene Bogie, the Committee has conducted a prevalence study to determine the right focus for its work. It will then develop a framework for wound care that fits the needs of South West CCAC clients and includes:

- A toolkit
- Opportunity for physician integration
- Mentoring
- Effective outcome measurement
- Ongoing education
- Wound care protocols
- Plans for a clinical resources team
- Supportive information technology

The next step is to present the framework to the South West CCAC Senior Leaders and develop an implementation plan.

“We want a framework that will support the delivery of the highest quality of wound care for our clients,” says Darlene, “and also support the most effective and efficient use of resources. The evaluation process has been very robust, and the passion of the members of our group has been evident at each of our meetings.”



South West CCAC Wound Care Committee. Back row, l-r: Sheila Dowler, Jim McNair, Michelle Fortney, Lynne Hammond, Megan Nichols, Anne Woods, Cathy Kelly, Linda Martin. Front row, l-r: Kim White, Karen Robinson, Roelie Veldhuizen, Carolyn Sheculski, Jane McNalty, Darlene Bogie, Barb Modesto, Susan Gummow.

An Incredible Celebration!

"WOW, it really worked!!!! It was truly amazing to see everyone altogether, smiling and having fun...it made all the time and effort the volunteers put into this event worthwhile — AWESOME!"

Mary Fonger

Aboard the Stratford-bound buses April 10, songs and games, costume-clad staff members, even a bridal shower, set a festive flavour. That mood had no trouble spilling over into the Stratford Rotary Complex, where the South West CCAC came together for the first time as one group in one place.

HIGHLIGHTS:

- The first South West CCAC Client-Driven Care Award of Distinction
- Celebrating Years of Service
- A *Reptrospective*, by Jacque McLeod (see page 4)
- Brett Richards - New tool for high-performing teamwork
- Susan Minns – It's not so much what happens in life but how you react. Wear the red shoes!

◀ Dr. Carol McWilliam, left, with Client-Driven Care Award of Distinction nominees: runner-up, Kathryn Henderson, IT Service Desk and recipients, Case Managers Cheryl Moores and Sherri Zavitz.

Inspirational speaker, Susan Minns.

◀ South West CCAC Board Chair Evelyn Harris-Williams joined in the celebration with South West Senior Leaders Nancy Dool-Kontio and Terry Simpkin

Working together for higher performance.

We are the champions.



CELEBRATING 25 YEARS OF SERVICE



CELEBRATING 20 YEARS OF SERVICE



CELEBRATING 15 YEARS OF SERVICE



CELEBRATING 10 YEARS OF SERVICE



CELEBRATING 5 YEARS OF SERVICE



A Retrospective

By Jacquie McLeod, Case Manager,
Alexandra Hospital

January 2007 was our mark in history. As a blend of yours, mine and ours, we became a new CCAC.

Branded by South West's banner, from Long Point to Tobermory, in an effort to service our clients with compassion and equity.

No small task, this endeavour, given the expanse of our terrain, not to mention an urban-rural mix that could cause a logistical strain.

Consultations with all sectors would have input on our growth, still keeping at the grassroots level Client-Driven Care as uppermost. There have been hitches and glitches as well as great success.

For a year-old organization, we press on to do our best. The learning curves are still

on the upswing

but, let's celebrate with pride.

365 days and counting under our belts, and it's been one heck of a ride!



WELCOME TO NEW STAFF MEMBERS

London: Julie Goodchild, Temporary Financial Assistant, Payroll
Dustin Simpson, Service Desk Tier 1

Owen Sound: Lynda Hoffmeyer, Client Services Manager

Seaforth: Carolyn Deloyer, Casual Case Manager
Rose Ann Morris, Casual Case Manager

Hungry and generous

London staff turned out recently for a 30-dish potluck extravaganza. Delighted organizer Andrea Fagan presented **\$241 to Women's Community House**. "I felt honoured to facilitate this wonderful event."



Baby Girls

Congratulations to **Marilee Garner**, once again a proud grandmother! Baby **Evangeline Mae**, 7 lbs., 15 oz., was born to Marilee's daughter and son-in-law, Kathy and Adam Magill, in Ottawa, March 10.



Mary Ann Hathaway is a Grandma once again, too. **Jadyn Tiana** was born March 25, weighing 7 lbs., 7 oz.



Michelle and Todd McKellar welcomed new daughter **Zoey**, 7 lbs., 3 oz., March 19.



Sweet Idea

In Owen Sound, "Easter Bunnies" **Val McCrae** and **Jackie Healy** created an egg hunt for the office.

A BIG THANK YOU

Rebecca and Lloyd Margeson want to thank all South West CCAC staff for their support following the devastating fire at their St. Thomas home, which also claimed the life of their little dog Ben. Donations can be made through a special TD Bank account. "Your cards, gifts, words of encouragement and hugs have meant so much to us," says Rebecca.

High honour

Elgin's **Susan Evans** reports her "head is still spinning" after being invited to be a judge at the Canadian National Exhibition's Equine Hunter-Jumper Competition in August, 2008 in Toronto. Horse world colleagues recommended Susan, who has judged competitions throughout southwestern Ontario for the past seven years. Congratulations, Susan!

BUILDING PLANS

The South West CCAC office in Walkerton will be moving to the upper level of a new building now under construction at 15 Ontario St. Moving day is scheduled for July 1, 2008. Meanwhile in London, expansion plans are underway. A new building is in the works along with renovations to the existing one.

30-30-30!

To celebrate her 30th birthday, **Pat Thornton's** daughter, Kathy Reimer, ran the 30K Around The Bay Road Race in Hamilton on – you guessed it – March 30, 2008. Way to go, Kathy. Keep on running!

