

# Bringing Care Home

The South West CCAC Staff Bulletin

Volume 2, Issue 5

May 2008

IN THIS ISSUE: CLIENT SURVEY RESULTS + AGING AT HOME + QUALITY COUNCIL UPDATE + STAFF NEWS



## Warm Welcome

Woodstock hosts  
Ontario Nurses' Association  
(ONA) officials during  
**>> National Nurses Week  
2008.**

Celebrating National Nurses Week, ONA President Linda Haslam-Stroud (2nd from right) and ONA Vice-President Jeanne Soden (2nd from left) paid a special visit to the South West CCAC Woodstock site May 12. Joining them are Woodstock ONA Representative Mary Joan Kivell (far left), ONA Bargaining Unit President Caroline McWhinney (centre) and Woodstock ONA Negotiation Representative Marlene Franklin (far right).

## South West CCAC gets high marks

The South West CCAC's first major client survey  
**produces fabulous results**



After more than a year of talking about Client-Driven Care and sharing ideas for improving service across the region, the South West CCAC has clear evidence that it's working.

In the recent client survey conducted by NRC Picker, 98.7% of clients rated satisfaction with their outcomes as good or excellent, and 97% rated satisfaction with service good or excellent. The results far exceeded the organization's goals of 80% satisfaction on each measure. "We thought we'd get positive results," says Darlene Bogie, Regional Manager, Quality (Grey, Bruce, Huron and Perth), "but we didn't expect they would be this good. We're overwhelmed, in a good way!"

The survey involved nearly 3,000 randomly selected current and discharged clients, receiving the full range of South West CCAC services. Once clients agreed to be part of the survey, they were interviewed by telephone for about 15 minutes. In addition to standard questions about service and outcomes, they were asked specific questions about case management. Each client was also asked to comment on one of the areas in which they had received or were receiving service, such as personal support, nursing or social work. Clients awaiting placement for long-term care answered additional questions.

Darlene says she and her colleagues will be poring over the results to find areas for improvement and develop action plans. Meanwhile, she says it's time to celebrate success. "We couldn't have achieved these results without the commitment and hard work of all South West CCAC employees and care providers," she says. **"Thank you to everyone for putting clients at the centre of what you do."**

**NRC Picker also provided benchmark data in its survey report.** The results for the South West CCAC were compared to results in the past year from 10 other CCACs. The South West was rated the highest performer in several categories, including:

- **Overall client satisfaction**
- **Client relationship with the South West CCAC**
- **Discharge process**
- **Communication between case manager and client**
- **Responsiveness of case manager**

South West  
Community Care Access Centre



Centre d'accès aux soins communautaires  
du Sud-Ouest



A message from **Sandra Coleman**,  
Executive Director

Kudos to our wonderful  
South West CCAC staff  
and care providers –  
you are clearly making  
Client-Driven Care a  
day-to-day reality.

## Better and Better

You can't improve what you don't measure.

That's the thinking behind the Performance Management Framework we developed last year. Now we've collected some data and here's the good news – we're achieving fabulous results on many measures.

As you'll read on page one of this newsletter, our clients told us they were very happy with the care and support we provide. Kudos to our wonderful South West CCAC staff and care providers – you are clearly making Client-Driven Care a day-to-day reality.

There are other clear indicators that we have done an exceptional job. For example, we balanced our budget and exceeded Ministry of Health and Long-Term Care financial targets. More than 98% of our clients received an RAI within 14 days. Our case managers are completing an average of 23 face-to-face meetings each month.

We are awaiting the final results of the staff survey completed in April. Although you faced constant change over the past year, you have continued to move forward with energy and dedication.

Our goal was for 80% of our partners to rate their relationship with us as good or excellent. We exceeded that target with our service providers, 86% of whom rated their satisfaction as good or excellent. We fell short, however, with long-term care homes and hospitals, with 70% and 73% respectively.

Any good performance measurement system points the way to further improvements. We still have lots of room to grow. Given what we have achieved so far, I'm confident we will continue to get better and better. Meanwhile, let's take a moment to bask in our success!

## Win-Win Strategy

*Aging at Home* supports  
health of seniors – and  
health of system

**“We** cannot underestimate the historic nature of this initiative, both in its scope and in its impact.”

That's George Smitherman, Minister of Health and Long-Term Care, talking about Ontario's three-year \$700 million *Aging at Home* Strategy at the recent *Aging at Home* Innovations Showcase in Toronto. The strategy will fund additional programs to help seniors manage their health at home.

Smitherman highlighted the Ontario government's two key priorities for the next four years:

- Reducing hospital wait times with a special focus on emergency departments
- Improving access to family health care

The *Aging at Home* strategy is a key component in the plans to reduce hospital wait times. Other tactics include improving the management of chronic diseases, and enhancing services for those with mental illness and addictions. Fifty new Family Health Teams and 25 Nurse Practitioner-led clinics will help address the shortage of primary care in Ontario.

The South West and other CCACs will

play a key role in helping the government reach its goals. “Resolve today to hold firm in the face of doubts and uncertainties,” he encouraged the attendees. “Together we can make it to health care's promised land, where our public system is sustained for the benefit of future generations of Ontarians.”

Client Services Senior Director Donna Ladouceur represented the South West CCAC at the Showcase. “It was exciting to see what's going on across the province and to hear from the Minister,” she says. “There's no doubt our work is valued.”

Smitherman is expected to make more announcements about investments in home care shortly.

# Staff Quality Council **UPDATE**

How to make “We Are One” more than words alone? One way is to promote a single quality culture across the South West. Since last fall, the Staff Quality Council has been doing just that by developing programs and discussing policies with management and support staff from all sites.

“It’s a valued opportunity to consider a range of ideas and co-create solutions,” says Tina Szasz, who co-chairs the Council with Gord Milak.

## Highlights to date:

- Inclement Weather Policy for the entire South West, including best practices to ensure staff safety, especially in winter.
- A *Quality of Work Life* model. Initiatives include the *Rewards and Recognition Program* celebrating milestone years of service. Watch for programs promoting health and wellness and staff appreciation.
- Plans to share staff and partner satisfaction survey results across South West sites.
- Plans for information sessions to present results from the *Occurrence Report Tracking System* (ORTS) and help staff understand the value of ORTS as a performance measurement and improvement tool.
- *Heroes in the Home* program being developed to recognize informal caregivers and professional care providers who are helping clients live comfortably at home. The council recommends that four teams, including a Senior Leader and a board member from each team’s geographic area, co-host events in October. If you’d like to help, contact Tina Szasz or a Council member from your office (see list).
- Developing a Performance Partnership Plan to align staff performance factors with the South West CCAC’s strategic directions as well as individual and team development.
- Working on an Education Plan to promote a learning organization through training opportunities.

The Council presently includes two task groups: *Policy Review*, chaired by **Darlene Bogie**, and *Quality of Work Life*, chaired by **Megan Allen-Lamb**. Watch for plans to create additional task groups.

## South West CCAC Staff Quality Council Membership:

**South West:** Hilary Halliday, Regional Manager Decision Support; Sherry Fletcher, Regional Manager Client Services; Craig Hennessy, Regional Manager IT; Rachel LaBonte, Regional Manager Quality; Darlene Bogie, Regional Manager Quality; Megan Nichols, Regional Manager Quality; Megan Allen-Lamb, Senior Leader, HR & Organizational Development; Gord Milak (Co-chair), Senior Leader Performance Management & Accountability; Donna Ladouceur, Senior Leader Client Services.

**London:** Rebecca Margeson, Corporate Finance; Jacquie Hudson, Corporate Business Solutions; Leanne MacKenzie, Corporate Decision Support; Robert Trepanier, Corporate IT/Facilities.

**London Middlesex:** Dianne Vermunt, Administration; Wendy Holmes, Case Manager, Sherri McRobert, Client Services Manager.

**Elgin:** Peggy Gillespie, Case Manager; VACANCY

**Oxford:** Susan Pettit, Case Manager; Pat Todt, Case Manager; Tina Szasz (Co-chair), Administration.

**Perth:** Sheila Rolph, Administration; Karen Gibb, Case Manager.

**Huron:** Dianne Collyer, Case Manager; Bev Lecomte, Administration.

**Grey Bruce:** Kathy Weir, Case Manager; Carol Anne Wright, Administration; Cindy Weber, Administration; Toni Gilchrist, Case Manager; Cheryl Hickey, Client Services Manager.

**Ex officio:** Sandra Coleman, Executive Director

**NOTE:** There are vacancies from the Elgin and Perth areas. If your home office is Elgin or Perth and you are interested in working with the council, please send your expression of interest to Lori Gonsalves.



## Getting to know you

After ten years as an ER nurse, **Jennifer Coghlin** is on the go once again in the busy world of long-term care placement. Now working as a South West CCAC case manager, Jennifer also liaises with southern Grey-Bruce LTC facilities and handles out-of-county LTC applications. “I’m delighted to be part of the South West team,” she says.



**Susan Armstrong** finds her new job as a South West CCAC float case manager to be “a fantastic challenge!” The former ER and community-care nurse loves working with clients. “Each day is unique,” says Susan who splits her time between Walkerton-area hospitals and the Walkerton Access Desk.

*Thanks to Jennifer Lobban, Owen Sound newsletter team rep, for the story.*

## Welcome New Staff Members

### Owen Sound/Walkerton

Susan Robertson, Casual Case Manager; Shelley Torrie, Casual Case Manager; Helen Gasidlo, Casual Case Manager

### St. Thomas

Lynda Neil, Permanent Full-Time Case Manager

## South West management team honours staff across region



**IT WAS A SPECIAL DAY FOR ALL.** Administrative support staff got some special attention while their managers got the chance to say, **"Thank you."** Members of the management team were thrilled to mark Administrative Professionals Day. "Our administrative professionals make many contributions each day. They are important team members and are helping us bring our mission and vision to life." Stratford administrative staff members Sheila Rolph and

Leah King were grateful. "It is certainly very nice to be acknowledged like this. In our day-to-day activities, I guess we don't always realize the people that we touch."

Administrative staff from across the South West enjoyed the festivities including: (l to r) Judy Walter, Team Clerk, Owen Sound; Betty MacDonald, Team Clerk, Seaforth; Cheryl Bart, Team Secretary, Stratford; Kathy Weir, Case Manager, hugging Liz MacDonald, Executive Assistant, Owen Sound; Leah King, Receptionist/Team Assistant, Stratford; Deb Wilson, Attendance and Scheduling Co-ordinator, Owen Sound.



△ Linda Pearce

### Retirements

Woodstock Case Manager **Linda Pearce** and London Children's Services Case Manager **Jackie Barrett** retired from the South West CCAC April 30, 2008. Congratulations to you both for your dedicated service. Your many friends and colleagues will miss you very much.

▽ Jackie Barrett



Celina Thomas-Hicks

**Diabetes Forum**  
Members of Stratford's staff showcased the South West CCAC at the recent Diabetes Forum for Health-care Professionals, May 1, 2008.

### Up to the challenge!

When Alexandra Marine and General Hospital challenged its departments to raise funds for Huron's new CT Scanner, Seaforth Case Managers **Hellen Beasley** and **Debbie Gable**

got to work selling Regal catalogue items for the discharge planning department. The pair raised more than \$800!



**AWESOME EFFORT for hospital!**

**Hellen Beasley** (left) and **Debbie Gable** prepare to deliver orders to all who supported the Huron CT scanner campaign.

### Junior Achiever!

Brooke Pressey, daughter of Geriatric Resource Case Manager **Cathy Pressey**, was named Production Person of the Year by Junior Achievement St. Thomas. Brooke, whose J.A. business created hemp bracelets and key chains, will attend the Canadian National Junior Achievement Conference this August.



**London Case Manager Mary Henderson** recently enjoyed a diving holiday in Fiji.



Austin Downard cradles his new sister Alexandra.

### Baby Girl

St. Thomas PCS Co-ordinator **Nancy Downard** is proud to announce the birth of her grandchild, Alexandra Margaret, 7 lbs. 8 oz., born to Nancy's son Ryan and his wife Deb Evans, Toronto, April 10, 2008.

