

# Bringing Care Home

The South West CCAC Staff Bulletin

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IN THIS ISSUE: NEW PROJECTS + PARTNERSHIPS FOR HEALTH + QUALITY COUNCIL UPDATE + STAFF NEWS

## South West CCAC Takes Lead in Aging at Home Projects

**There was good news for the South West CCAC on June 20: the Aging at Home strategy is underway, with more than 20 projects approved in this region.**

The Aging at Home strategy is a three-year \$700 million project designed to provide more equitable access to health care for seniors in the community.

Ultimately, it will mean that more seniors can remain in their own homes and communities throughout their final years. The South West CCAC is playing a central role in several major projects funded by the strategy: Home at Last, Grey-Bruce Falls Prevention, and Safe at Home.

Home at Last (HAL) is designed to help seniors move more safely and quickly between hospital and home. Five HAL proposals have been approved in the South West, and the lead agency in each is part of a Regional HAL network. Under the project, elderly patients leaving hospital will be supported throughout the discharge process, provided with a ride home, helped to settle in at home, and followed up to ensure they are safe and comfortable. South West CCAC case managers will complete discharge planning assessments, help coordinate care and link clients with community services.

Falls are the leading cause of injury for older adults and the sixth leading cause of death.

The Grey-Bruce Falls Prevention project will address this critical issue in an innovative way. Case managers will use a new risk screening tool to identify clients who may be at risk of falling, and then work with community service providers to put prevention strategies in place. Clients will be encouraged to make modifications to their homes and participate in a wellness program to maintain strength, endurance and functional ability. Some 150 South West CCAC clients and others will be involved in the pilot, which will use the Home Support Exercise Program familiar to many case managers.

The Safe at Home program is rooted in evidence that with the right level of service in the community, up to 25% of clients can be diverted from hospital or long-term care. South West CCAC case managers will identify frail elderly clients based on a set of specific risk factors, and ensure that they are linked to community supports. They will be monitored by a nurse practitioner or nurse on a regular basis and may also receive additional personal support to help them manage at home.

If successful, these projects will reduce unnecessary hospital stays and ER visits, get clients home from the hospital sooner, and make the care process easier and more comfortable for clients and their families.

“It’s exciting to be part of meaningful innovation,” says Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration. “Working in collaboration with our partners, we have an opportunity to test new ideas and ultimately, to make care better for seniors across our region and far beyond.”

Check the South West CCAC intranet for a full list of Aging at Home projects approved for the South West LHIN.



Dear Sandra,

I read with interest your *Partner Bulletin* last week and want to pass along my congratulations for the excellent accomplishments.

First the client survey results are as you indicate “fabulous.” It must be quite rewarding for your staff to see the fruits of their hard work produce such great results.

The year in review highlights are also very impressive accomplishments for your first full year of operation.

Both LHSC and St. Joseph’s appreciate the important work the South West CCAC staff do each and every day with our teams, helping patients return home or connect with another community provider. While access and flow issues remain an ongoing challenge, the work of the South West CCAC makes a huge difference and I thank you and your entire team for working closely and effectively with us.

*All the best, Cliff Nordal, President and CEO  
LHSC and St. Joseph’s Health Care, London*

South West  
Community Care Access Centre

CCAC

CASC

Centre d'accès aux soins communautaires  
du Sud-Ouest



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

... the Ministry of Health  
and Long-Term Care  
understands the positive  
role community care  
can play in our  
health care system ...

## Good News

**T**here always seems to be plenty of bad news in health care – long wait times, overcrowded emergency departments, high drug costs, and so on. The good news often gets lost.

Yet there *is* good news. In Ontario and across Canada, dedicated people are working in innovative ways to improve care. As you'll read in this issue, the South West CCAC is helping to re-think how care is delivered. We are testing new approaches in the care of seniors and people with diabetes, and the projects look very promising.

Another piece of good news arrived recently: the Ministry of Health and Long-Term Care has increased service maximums for home care. There is also more flexibility in the delivery of nursing services, and to help us respond to the needs of people waiting to get into long-term care or in the last stages of life. It's a positive sign – one of many – that the Ministry understands the positive role community care can play in our health care system.

Closer to home, the final compilation of our year end results on the Performance Measurement Framework (PMF) goals and indicators was good news indeed. As you know, we had very high scores in client and caregiver satisfaction and outcomes. We also performed well in other goals and indicators.

Of course, there is always room for improvement, and the PMF will help us identify those areas. We will be working to make things better, so that we will have even more good news to report this time next year.

## Partnerships for Health starts work

**The right care for people with diabetes** can significantly reduce serious complications that often accompany this disease. That's why the South West Local Health Integration Network (LHIN), the South West CCAC and other partners have created Partnerships for Health. It's a demonstration project funded by Ontario's Finance and Health ministries that puts the Ontario Chronic Disease Prevention Management (CDPM) framework into practice through work with adults with diabetes.

CDPM's goal is to treat patients closer to home and earlier in the course of their disease. Family doctors, home care, community health providers, hospitals and specialists will provide an integrated approach to prevent and manage diabetes.

On May 29, staff from three Family Health Teams and their partners met to kick start the project. "The process should strengthen the link between hospital and community care, as we are working together to ensure client-centred care," says Case Manager Tracy Hartley, who will be working with the Clinton Family Health Team.

"I'm very excited about the new role this project creates for team assistants," says Strathroy Team Assistant Carolyn Coqu. "It's a very exciting time for CCACs as they work with partners to provide earlier intervention and optimal client care."

Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration, notes the project is the first of its kind in

the region. "We will continue to build on this model and hope to expand our involvement in other primary care practices over time. This will help the South West CCAC realize the goal of a meaningful role in chronic disease prevention to improve client care."

### **The following staff members attended the *Partnerships for Health* learning day:**

Mary Lynn Priestap, RSCM, North; Shirley Koch, RM, Integration; Anne Smith, CSM, London/Strathroy; Bonnie Salomons, CM, Strathroy; Diane Dodge, CM, Strathroy; Cathy Kelly, CSM, Seaforth; Jacquie McGregor, CM, Clinton; Tracy Hartley, CM, Clinton; Cheryl Hickey, CSM, Walkerton; Marian Septer, CM, Walkerton; Lisa Mackie, CM, Walkerton; Linda Martin, RSCM, Walkerton; Carolyn Coqu, TA, Strathroy; Janice Gibbs, Support Staff, Seaforth; Diane Pedley, Team Clerk, Walkerton.



## Staff gather for **GOOD EATS, GOOD FUN**

It wasn't all work June 18. After the morning's all-staff meeting, South West CCAC sites tucked into a **BBQ LUNCH.**

**Come and get 'em**  
**Come and get 'em**

Clockwise from top left: Betty Radincovich, Woodstock TA, goes Hawaiian; balloon juggling by Darlene Alexander, Stratford Admin Assistant; Rachel LaBonté, London Quality Regional Manager, donned her fishing gear; In Elgin (l-r), Team Clerk Tammy Tolman, CMs Peggie Gillespie, Sherrie Rastel, Lenore Pumphrey, and Team Clerk Susan Evans; Patriotic staff in Walkerton (l-r) TAs Nancy McKague and Cindy Weber, CM Lisa Mackie, TA Bonnie McGinnis, and (seated) Receptionist Grace Schnurr; Stratford sisters Amy (l), Graphics Developer, and Lisa Masse, Team Secretary; In Seaforth, Regional Manager Quality Megan Nichols; queen of the grill in Owen Sound, CSM Lynda Hoffmeyer; In London, EA Lori Gonsalves.

## Quality Effort

### Staff Quality Council moves ahead

The Council's Quality of Work Life Task Group is developing recommendations for a **work life model with a focus on education, wellness, and rewards and recognition.** They're also working on a staff performance partnership plan and education framework.

Meanwhile, all CCACs met June 25 to learn how to interpret recent employee engagement survey results. This knowledge will lead to action plans based on a better understanding of strengths and weaknesses. Watch for more to come.

### In other Council news:

- Site reps will review recent client **survey results** at team meetings. Results included the South West exceeding previous high performer CCACs in many home health service and case management dimensions.
- Council meeting **dates confirmed: Aug. 14, 2008** (Live Meeting/Teleconference); **Oct. 9, 2008** (Face-to-Face); **Dec. 11, 2008** (Live Meeting/Teleconference); **Feb. 12, 2009** (Face-to-Face); **Apr. 9, 2009** (Live Meeting/Teleconference); **June 11, 2009** (Face-to-Face)
- Succession plan adopted to rotate Council membership and ensure knowledge transfer.
- Planning continues for **Heroes in the Home** events honouring professional and non-professional caregivers across the South West in four events this October and November. More information to follow soon.



### Getting to know you

Before joining the South West CCAC Seaforth office in March 2008, Casual Case Manager **Carolyn Deloyer** worked as a schools-based public health nurse for the Perth District Health Unit. "It's important for me to balance work and home life," says the mother of three teens. "Flexibility and casual hours at the South West CCAC work well for me."



Seaforth's **Rose Ann Morris** also joined the South West CCAC in March. She is a Casual Case Manager based at the South Huron Hospital in Exeter. With 18 years experience in ICUs and ERs in northern Ontario as well as Toronto, Rose Ann says, "Working as a case manager is a whole new arena for me. But the bottom line is I like helping people."

### Welcome New Staff Members

**London** – Holly Fenn, Casual Case Manager; Kerubo Mwancha, Casual Case Manager; Jill Hardy, Casual Case Manager; Joanne De Brabandere, Casual Case Manager; Myrna Finley, Casual Case Manager

**Woodstock** – Lisa Mears, Part-Time Team Assistant; Bonnie Guthrie, Part-Time Team Assistant; Jennifer Palmer, Part-Time Case Manager; Stephanie Depaepe, Part-Time Case Manager

**Seaforth** – Karen Damsma Wynja, Casual Case Manager; Ashley Branderhorst, Casual Team Clerk



## Relay for Life

Stratford's team made a strong showing at their town's 2008 Canadian Cancer Society Relay for Life.

HIRM team member and cancer survivor Sheila Rolph with grandsons Ronan and Liam Gibson, 2 and 4.



CM Mary Flewitt's new "do"



Back Row (l-r): Patsy Crowley (relative of HIRM team member Sheila Rolph), CM Sandra Gardiner, Josh Alexander (Darlene's son), CMs Karen Gibb, Jen Dixon, and Rebecca Doyle; Regional CSM Mary Lynn Priestap, CM Carolyn Lapier and CSM Nancy Schaff. Front row (l-r): Marg VanBakel (survivor and relative of Sheila Rolph), Admin Assistant Darlene Alexander, Sheila Rolph, HIRM Supervisor Judy Kompf and CM Mary Flewitt (who later cut her hair to raise money). Absent: CM Jane Downey whose husband donated the digital printing plus team shirts and banner.

## Money for Angel Tree ...

Proceeds from a lunch-time BBQ June 6 added \$150 to Woodstock's Salvation Army Angel Tree Fund supporting needy Oxford kids at Christmas. Thanks to organizers TA Julie Harde, CM Gwen Vaughan and the Woodstock social committee.



Birthday girl Vicki Gingrich, Walkerton Oncology Case Manager, joined in the fun May 26 by donning the staff party hat!

## Retirement

London Decision Support team member Carole Nelson recently retired after 26 years of service.

Way to go girls!



Team Cleak Denise Squires (seated centre), with team mates CM Nancy Downard (seated l), Team Cleak Pat Thornton (seated r), CSM Barb Modesto and Team Clerk Donna Laur-Schieck (standing l-r).

## Welcome Back!

St. Thomas Placement Team Clerk Denise Squires is back on the job and looking great!



**Grad Party** The Woodstock office recently honoured TA Karen Vankerrebroeck, an education grad from Buffalo's D'Youville College.



## Golfers – and animal lovers

London-Middlesex staff enjoyed the Annual Animal Love Foundation Charity Golf Tournament, June 8, Cobblehills Golf and Ski Club. Proceeds go to care for abandoned animals.

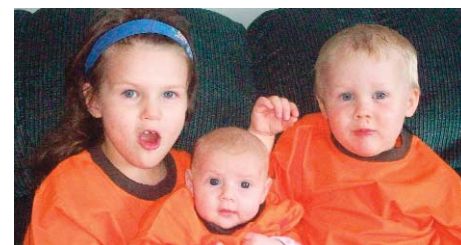
Below (l-r): Team 1: CMs Jane Howitt, Jean Hohnstein, Elizabeth Brown and Tammy Reid. Team 2: CM Janice Weeks, Regional CSM Sherry Fletcher, CM Joanne Hatt and retired CM Mary Lynne Patterson. Team 3: Nancy Snyder, RN, LHSC; Financial Assistant Sharon Ramsey; CMs Pat Ball and Rolande Joseph.



## Babies, babies everywhere



Walkerton Team Clerk Brenda Kaake recently welcomed two grandchildren and a niece. (l-r): grandson Parker Hamilton Kaake, April 4, 2008, 8 lbs. 8 oz.; niece Sarah Elizabeth Staples, Feb. 24, 2008, 6 lbs. 5 oz. and grandson Hayden Joseph Kaake, Feb. 17, 2008, 8 lbs. 4 oz.



Elgin Team Clerk Pat Thornton has another grandchild, Mariam VanDonkelaar, born May 2, 8 lbs. 6 oz. Amelia and Ben are proud siblings.



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