

Bringing Care Home

The South West CCAC Staff Bulletin

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Paying homage to our Heroes

South West CCAC recognizes special caregivers

Everywhere, every day, there are people who give selflessly of themselves to care for those who need help at home. What they do could not be more important, yet their stories often go unheard. They are, however, stories that should be told as they are examples of the great good that comes from people who put care into action.

It's what Heroes in the Home is all about. These inaugural South West CCAC events are being staged across the region this fall to recognize special caregivers, including nurses, PSWs, therapists, CMs and many family members and friends of people who need support.

"Heroism that comes from caring is not recognized and rewarded enough," ED Sandra Coleman told gatherings in Owen

Sound October 2 and Stratford October 21. "It is very special for the South West CCAC to be able to show our community caregivers how much your commitment to helping others means to us. We are truly inspired by what you do."

In Owen Sound, a crowd of more than a hundred people turned out to honour 57 caregivers. They heard moving citations read by Walkerton Team Clerk Cindy Weber. The stories included a 14-year-old girl who spends her afterschool time providing companionship for her elderly grandmother, a 77-year-old retired nurse who spends hours finding sources of support for others, and a family who wel-



Participants at the Owen Sound and Stratford Heroes in the Home events.

comed elderly parents into their home.

In Stratford, there were 70 Heroes honoured before a standing room only crowd. Stratford HIRM staff member Sheila Rolph and Huron Perth Regional Community Partnership Coordinator Celina Thomas Hicks read the citations. They told the stories of a man who had cared valiantly for his wife with Alzheimers, and a woman and her mother who were determined to care for their son and grandson through his final days at home, among many others.

These are stories that bring life to the caring spirit and spread it to others. Sandra likened it to lighting a candle which goes on to light another, then another. "Let's share the light and celebrate the light that you create today," she said.

Heroes in the Home celebrations continue in Woodstock October 30 and in London November 13.

Heroes in the Home events are also special for South West CCAC staff. Many senior leaders, regional managers and staff members joined the celebrations in Owen Sound and Stratford along with South West CCAC board members. Festive décor, wonderful music and refreshments created days to remember.

The Grey Bruce organizing committee: EA Liz MacDonald; Team Clerks Cindy Weber and Carol Anne Wright; and Regional Community Partnership Coordinator Teresa Zohorsky. They were assisted by CSM Lynda Hoffmeyer; Scheduling and Attendance Co-ordinator Deb Wilson; Admin Assistant Jennifer Lobban; CSMs Sheila Dowler and Carla Crowther; Recruiting

Manager Carol Merton; and CMs Kathy Weir, Leigh Anne Boese, Shari Douglas, Sherry Funston and Jill Derksen Whittle.

Huron Perth's team: HIRM staff members Sheila Rolph and Leah King; Regional Community Partnership Coordinator Celina Thomas Hicks; Team Secretaries Cheryl Rennecker, Pat Roesner, Delphine Staley and Cheryl Bart; HIRM Supervisor Judy Kompf; Regional Manager Integration Shirley Koch; CMs Theresa Dubblestyn and Rebecca Doyle; Admin Assistants Darlene Alexander, Mary Sickinger and Michele Dalton; and Team Clerks Janice Gibbs, Shelley Bryson and Deanna Thomson.

South West
Community Care Access Centre



Centre d'accès aux soins communautaires
du Sud-Ouest



A message from
Sandra Coleman,
Executive Director

"...greater
consistency and
an organization
that functions
as one ..."



Enhancing commitment

Over the last few weeks I've enjoyed attending Heroes in the Home events and community engagement sessions in Owen Sound and Stratford. There's a frosty nip in the air now, but these gatherings have been warm and wonderful. At both, I've been inspired by personal stories and struck by the extraordinary commitment of our clients, their caregivers and the CCAC team to ensuring there is adequate support for people to live comfortably at home in their communities.

To me, commitment is key – from our clients, their caregivers and the South West CCAC. Staying committed to a goal takes work. It means putting words into action, much the way our Heroes put care into action. For this reason, we are moving forward with several new initiatives to enhance client service, all of which came forward as strong requests from engagement with clients, South West CCAC staff, partners and our Board.

We'll improve I&R with live-answer phone service seven days a week for 12 hours per day. We'll improve case manager support by enabling support staff to have more involvement with clients. We also plan to smooth the transition process for clients leaving the hospital through programs such as those described in the article below.

To implement these plans, we'll be forming local Quality Improvement Leadership Teams (QILTs) across the South West to make sure these changes come to life and are effectively led by staff. The expressions for interest will be out to staff the week of October 27.

Rolling out these new initiatives may challenge us in many ways. But the process will also help us stay committed to the goals of our Performance Measurement Framework: enhancing Client-Driven Care, working well with partners, creating a great workplace and using resources wisely. As with other measures under way to ensure high quality consistently across the region, there will be some reorganization of internal processes and structures. But in the end, we'll have greater consistency and an organization that functions as one.

Yes, things are changing, here at the South West CCAC and everywhere else. The recent Economic Statement is certainly concerning, but we don't yet know the impact on the CCACs. I urge you to stay focused on the client and embrace change using it to make care better and help us stay committed to our goals.

Extra tools for the kit

South West CCAC hospital case managers now have more ways to help clients leave the hospital sooner and with confidence.

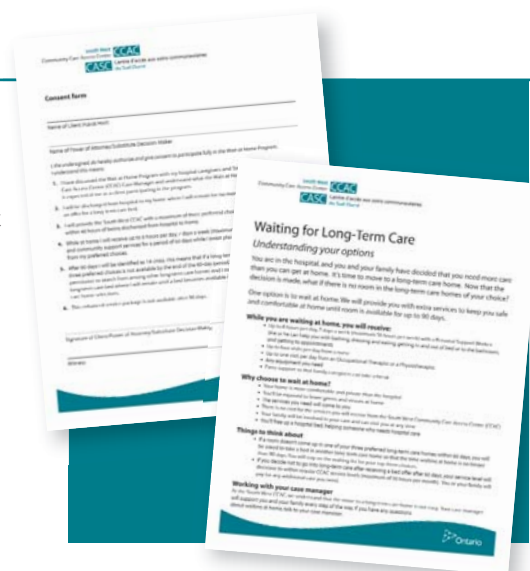
LHSC (Victoria Campus) CM Charito Lumpun-Rabi recently helped a 92-year-old cardiology patient leave hospital as a result of the enhanced South West CCAC services of Wait at Home. It's a program that offers extra in-home services to people who otherwise would wait in hospital for long-term care placement.

At Tillsonburg District Memorial Hospital, CMs Karen Robinson and Vicky Coward have been introducing Home at Last (HAL), a one-day program for pa-

tients who are ready for discharge but don't have help at home that day. It includes a drive home, medication pick-up, meal prep and more. HAL is working in Goderich, too, where CM Hellen Beasley recently helped an elderly gentleman at The Alexandra Marine and General Hospital return home by arranging a drive through Town and Country Support Services.

Karen says the first step is finding eligible patients. She and Vicky start each day talking to staff about who would be ready to leave if they had HAL's services.

"It's really exciting to chart our progress with these new initiatives," says Regional



CSM Sherry Fletcher, adding that recent increases to personal support service maximums are yet another option for CMs to offer clients. "They improve client care and also help our hospital partners accommodate larger numbers of acute-care patients."



Medical Supply Work Group – Seated (l-r) Irene Cooper, SEHC; Isabel Arts, Canada Care Medical; Linda Corriveau, Yurek's Pharmacy; David Goddard SW CCAC CM; Ruthanne Lobb, SW CCAC CM. Middle Row (l-r): Elaine Diebold, VON; Christie Birch, Paramed; Lore White, VON; Pam Seyler, Paramed; Marilee Garner, SW CCAC CSM; June Seymour, SW CCAC; Cindy Payne, Comcare; Beth Byrnes, CarePartners. Back Row (l-r): Janet White, Health Care Centre Pharmacy; Annette Smith, Health Care Centre Pharmacy; Shannon Brett, SW CCAC TA; Cathy Apthorp, SW CCAC CM; Connie Vandersleen, SW CCAC CM; Betty MacDonald, SW CCAC TA; Kim LeMare-Matthews, SW CCAC Regional Manager Procurement; Alice Carter, SEHC; Heather Tebbutt, London Ostomy Centre; Wendy Guiler, ET Nursing Services and Joan Cavanaugh, SW CCAC CM. Attending meeting but absent from picture: Tina Szasz, SW CCAC PMA Assistant.



IV Equipment Supplies Work Group – Seated (l-r): Beth Byrnes, CarePartners; Tina Szasz, SW CCAC PMA Assistant; Kim LeMare-Matthews, SW CCAC Regional Manager Procurement; France Riviere Quintanilla, SW CCAC CM. Middle (l-r): Kimberlee Haines, Rexall Specialty Pharmacy; Isabel Arts, Canada Care Medical; Christine Baker, Paramed; Kelly Graham, Clark's Pharmasave; Back (l-r): Karen Smith, CarePartners; Linda Corriveau, Yurek's Pharmacy; Christie Birch, Paramed; Cindy Payne, Comcare; Amy VanVliet, SW CCAC CM; Janet White, Health Care Centre Pharmacy; Janetta Weaver, SW CCAC CM; Sherri McRobert, SW CCAC CSM; Linda Kells, SEHC. Absent: Annette Smith, Health Care Centre Pharmacy; Gail Trehwitt, SEHC; Pat Mahovich, SW CCAC CM.

Standardizing equipment and supplies

“From site to site, we want consistent quality in the supplies and equipment we offer our clients.” That’s Kim LeMare-Matthews, South West Regional Manager, Procurement. She’s been working with two groups of CMs, CSMs, CM support staff, supply vendors and nursing providers on a plan to standardize medical supplies such as wound care and ostomy products, and IV supplies such as needles, syringes and tubing related to intravenous therapy and enteral and parenteral feeding (TPN).

Accommodating local differences within a region-wide standard is a high priority. The groups also recommend standardizing the ordering process and authorizing special products when in the client’s best interest.

After a medical equipment work group meets at the end of October, Kim will report to Senior Leaders. She adds the groups’ efforts have been important preparation for the upcoming RFP process and will support the application of a South West wound care framework.

Kim is proud of what they’ve accomplished so quickly. “It reflects a strong commitment to high-quality care.”

Generous pinch of teamwork

Key ingredient in successful client transfer

Last summer, more than 120 Elgin clients required transfers between four provider agencies. Multi-Service Centre (MSC) had chosen not to extend its contract with the South West CCAC. Care had to be organized for the MSC clients and case loads balanced between Elgin’s other providers, Red Cross, Care Plus Elgin and VON.

“The South West CCAC team led us through a very collaborative process and we remained firmly client-focused,” says Homecare and Business Development Manager for VON Canada, John Prisciak.

Here’s how the group stayed on track. Elgin’s CCAC lead, CSM Barb Modesto, and Regional Manager Quality Megan Nichols organized planning meetings, bi-weekly phone conferences and a detailed task chart. TAs Susan Evans and Lorraine Buchanan created new client referral packages and CMs Doreen Greenfield, Walter Rogers, Godlief Devaere, Stephanie Skelding and Denise Wasko explained the transition to each client individually.

“Everyone stepped up to the plate,” says Megan. “Barb Modesto deserves huge thanks for her leadership.”

Multi-Service Centre ED Marlene Pink adds, “The meaningful lessons learned and the open, kind approach toward all participating made this format a good model for the future.”

No, it's not a Halloween costume

N95 respirator masks are designed to protect staff members in the event of an infectious pandemic like SARS or influenza, or if working with a client with active TB. Levitt-Safety reps recently visited all sites to fit staff properly. Fittings are required every two years, says Regional Manager Quality Darlene Bogie. There will be future opportunities for staff who have not yet had the chance to try one on for size.



Easing pain in Huron Perth

New symptom response kits mean that Huron Perth End-of-Life Care team members can provide

extra help for their clients. The kits contain small amounts of medication to curb rapidly escalating pain symptoms as well as breathing difficulties, seizures and anxiety. Now, symptom response kits are in place at all South West sites.

SRK Team (l-r): Rebecca Doyle, SW CCAC Supportive Care Resource Team CM; Gail Trehwitt, Manager, Saint Elizabeth Health Care; Paul Yip, Pharmacist, Rexall Pharmacy; Judy White, Palliative Pain and Symptom Management Consultant, Huron and Perth; Sandi Linseman, Pharmacist, Health Care Centre Pharmacy; and Nancy Schaff, SW CCAC CSM.



More help at home for sick clients

The Advanced Home Care (AHC) Team is growing. Joining the group as nurse practitioners are Cheryl Lennox, a seasoned South West CCAC geriatric resource case manager; Sarah McDevitt, a nurse practitioner who has worked in Huron County for five years; and Tracy Nancekivell, who has experience in geriatric emergency nursing with LHSC. AHC Team nurse practitioners treat clients quickly and safely at home, reducing the likelihood their health will worsen and require them to go to

Advanced Home Care Team: (l-r) Gwen Vanderheyden, *Regional Manager, Client Services*; Sarah McDevitt, NP (Huron Perth counties); Tracy Nancekivell, NP (Oxford Elgin counties); Cheryl Lennox, NP (Grey Bruce counties); Sara Renouf and Laura Sheridan, NPs (London-Middlesex)

Emergency. The Team is eager to answer questions and take new referrals. Contact Tracy in Woodstock at 519-539-1284 (#294); Sarah in Stratford/Seaforth at 519-273-2222 (#307); Cheryl in Owen Sound/Walkerton at 519-371-2112; Laura at 519-641-5424 and Sara at 519-641-5420 in London.

Foodie fundraising



Woodstock staff turned out for a pancake breakfast organized by their social committee for the Oxford County Breakfast for Kids program. Sisters-in-law Shanon Brett (l), HIRM staff, and Stephanie Brett, technical document writer, helped raise \$140. The staff also raised \$100 at an Alzheimer Coffee Break.



Birth

London HIRM staff member Christy Sewell and Peter Pol are proud to announce birth of

Rebecca Marie Pol, September 27, 2008, 6 lbs. 5 oz. A new granddaughter for London EA Jan Sewell.

2008 United Way

Watch for fundraising details to come.

Now that's commitment!

Owen Sound CM Shari Douglas and her husband Don celebrated their **40th WEDDING ANNIVERSARY** October 5, 2008. **Congratulations!**

Tragic news

The South West CCAC was saddened to learn that TA Judy Walter's husband died after a gas explosion in their home left him with severe burns. Judy, our thoughts and prayers are with you and your family in this time of sorrow.



Dancin' diva

Woodstock CSM Donna Sweetland's daughter Sarajayne has been step dancing her way around Ontario – and bringing

home the hardware to prove it. Over the summer, she won many competitions.

Stratford CM does us proud

Congratulations to Sandra Gardiner who stood as a candidate in the recent federal election. Although her bid came up short in the riding of Perth-Wellington, we're happy to say she's returned to work for the South West CCAC. People like Sandra certainly make their community a better place to live and work. Congratulations for your courage and leadership!

Welcome New Staff Members

Owen Sound/Walkerton: *Casual Case Managers* – Patricia Schnurr, Jill Derksen Whittle, and Alisa Wilson

Stratford: *Casual Case Manager* – Marlene Patton

St. Thomas
Casual Team Clerk – Wendy Badgerow

Day to remember

On November 11, Canadians will pay tribute to men and women who have served their country in past and present wars. Walkerton CM Susan Armstrong says she'll be thinking of her friend's son 22-year-old Justin Lyon, now part of Canada's Afghanistan mission. Woodstock Admin Assistant Marilyn Pearson will recall Remembrance Days past. Her mother Beatrice, now 88 and living in a Tavistock LTC home, created this artistic tribute when she was a student. History buff Marilyn, who often assists the Tavistock Historical Society and Museum with displays and memorabilia, is delighted to share her mother's childhood witness to those who serve.



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Holiday memories

Seaforth CM Ruthanne Lobb and her husband, Mike, enjoyed the sites of Venice during their summer 2008 European holiday.

