

Bringing Care Home

The South West CCAC Staff Bulletin

Volume 2, Issue 12

December 2008

► IN THIS ISSUE: STITCHING CARE TOGETHER + CELEBRATING LIFE + MEET BOARD MEMBER JEAN PEACOCK + ALL IN THE FAMILY ◀

All Together Now

The South West CCAC is working closely with hospitals to improve client care and reduce system pressures



The South West CCAC has a rich history of working collaboratively with our hospital partners to develop innovative models of care for our clients and patients.”

That’s Donna Ladouceur, Senior Director, Client Services, speaking at the recent opening of a 20-bed transitional unit at Parkwood Hospital. The Unit provides a place for patients who have been in hospital to recuperate so they can return home or move to another living arrangement. The Unit is operated by Parkwood Hospital, but admissions are managed by the South West CCAC.

“This is an exciting learning opportunity,” says Kroh. “I can walk with clients through the whole journey from assessment to discharge, working in partnership with my hospital colleagues.”

A dedicated case manager, Lorna Kroh, is part of the integrated Unit team. “This is an exciting learning opportunity,” says Kroh. “I can walk with clients through the whole journey from assessment to discharge, working in partnership with my hospital colleagues.”

London Transition Unit Opening (l-r): Michael Barrett, Elaine Gibson, Khalil Ramal, Janice Cosgrove, Donna Ladouceur, Deb Mathews, Ted Cuthbert, Diane Cuthbert, Michelle Campbell, and Cliff Nordan

The Unit is just one example of many partnerships between the South West CCAC and hospitals across the region to improve care and reduce pressures in the health system. Hospitals are struggling with the issue of Alternative Level of Care (ALC) patients. These are patients who no longer need hospital care and could be looked after in another setting, but have nowhere to go. Reducing the number of ALC patients in hospital can reduce wait times for patients who need surgery and relieve the backlog in Emergency Departments.

Across the region, South West CCAC case managers work as an integral part of hospital teams to speed and smooth transitions to other levels of care. Kerry Cragg works in the Owen Sound hospital. “We’re aware of patients

from day one and we collaborate with the multidisciplinary teams to look at what patients need,” she says. “We’re very holistic – we look at the whole person and the family.” Like other case managers, Cragg also works with patients in the Emergency Department, arranging nursing and other services so that they can go home after treatment, and not need to return.

Rachel Thomson, who also works at the Owen Sound Hospital, says many families don’t know what’s available in the community – everything from in-home nursing, therapy or support services to Meals on Wheels and adult day programs. “Recently I worked with a family that came in convinced long-term care was the only alternative,” she says. “We sat down and talked about what the client wanted, what the family could provide, and what the South West CCAC could provide directly and by working

... continued on page 2

South West
Community Care Access Centre

CCAC

CASC

Centre d'accès aux soins communautaires
du Sud-Ouest



A Holiday Message from
Sandra Coleman,
Executive Director

Celebrating Life

At this time of year, we don't all celebrate Christmas, but there are many things we can and do celebrate together.

As the days grow short and cold, we celebrate life itself – the warmth of friendship, the love of family, the beauty of the natural world, and the joy of meaningful work. That's why we put up lights to scatter the darkness, gather close with friends and family, and take a break from our work to reflect on its value. It's an opportunity to count our blessings over the past year and remember fondly those who are no longer with us.

At the South West CCAC, we have many blessings to count. We have the blessing of work that matters. As you will read in this issue, we are collaborating closely with our hospital partners to enhance care and improve the effectiveness of the health system. We are also building partnerships within our organization, through initiatives like the QILT teams that kicked off earlier this month

(see page 3). Our new CCAC brand captures the spirit of our work as “care connectors.” As I look back on 2008, I am struck by the many ways that each one of you has made a difference by making care connections in our communities.

We also have the blessing of friendship with our co-workers – something we celebrate throughout the month with special treats, parties and acts of generosity. And perhaps most important, we have the blessing of friendship with our clients and families. Through the practice of Client-Driven Care, we stitch together a warm and colourful quilt of care that enfolds us all.

Please take time at this holiday season to celebrate life. Share good times with co-workers, other friends, and family. Pause to enjoy the loveliness of fresh-fallen snow and the cheerful sparkle of seasonal decorations. Above all, remember that the work you do touches lives every day. Thank you for all you do!

Words to Live By

“Nothing is impossible
to a willing heart.”

John Heywood
c. 1497 to c. 1580

... continued from page 1
with other community partners. The client was able to go home, and she's doing amazingly well.”

Ruth Ann Allen combines the roles of CCAC case manager and hospital discharge planner at the Markdale Hospital. “I meet with patients within their first 24 hours in the hospital,” she says. “I work very closely with the doctors and nurses too. What I find really rewarding about my work is that I'm with people through the whole process. The ball doesn't get dropped.”

The South West CCAC has a number of projects under way to reduce the pressure on hospitals. The Flo Collaborative is a province-wide project to improve patient flow from hospitals to other settings. There are two Flo groups in the

South West, in Owen Sound and in St. Thomas. In Owen Sound, implementation of “Bullet Rounds” significantly reduced the average length of hospital stay and reduced the number of patients going into LTC. At St. Thomas Elgin General Hospital, a new comprehensive assessment and risk form has reduced Length of Stay by two days.

The South West CCAC's Advanced Home Care Team provides acute care at home, so that clients can avoid hospitalization in the first place, or get out of hospital sooner. The “Safe at Home” program builds on this concept by identifying clients at risk and adding services so that a hospital stay doesn't become necessary. The “Wait at Home” program provides additional supports for clients on the waiting list for a space in a long-term care home. Another project

that will soon be operational involves South West CCAC nurse practitioners providing care in long-term care homes, again to avoid Emergency Department visits and hospitalizations.

Improving the transition from hospital is one of the South West CCAC's three key objectives for the coming year. The Quality Improvement Leadership Teams (QILT) (see page 3) will focus on developing innovative ways to achieve this goal.

“Community care has an important role to play in the health system,” says Ladouceur. “At the South West CCAC, we are doing everything we can to collaborate with and support our hospital partners. It's the right thing for our clients, and for other patients who need acute care.”

QILT

Quality Improvement Leadership Team

1. Grey/Bruce QILT Team

Front Row (l - r): Carla Crowther, Liz MacDonald, Darlene Bogie (Chair), Karin Burrows, Barb Clendenning Back Row (l - r): Linda Martin, Nancy Dool-Kontio, Kathy Weir, Cindy Stevenson-Fair, Mienieke Siertsema, Cheryl Hickey, Sandra Lawler

2. London-Middlesex/Elgin QILT Team

Front Row (l - r): Stephanie Skelding, Megan Maguire, Rachel LaBonté, Sherry Fletcher, Maeve Armstrong-Harris, Megan Nichols (Chair) Back Row (l - r): Cheryl Jermyn, Corey Wilson, France Riviere-Quintanilla, Jacqueline Mockler, Wendy Holmes, Nupee Hardeep Sadra, Sherri McRobert, Donna Ladouceur; Absent: Terry Simpkin

3. Huron/Perth QILT Team

Front Row (l - r): Sheila Rolph, Marilee Garner, Mary Morley, Mary Sickinger, Megan Allen-Lamb Back Row (l - r): Mary Lynn Priestap (Chair), Betty MacDonald, Nancy Schaff, Kim LeMare-Matthews, Connie Vandersleen, Charlene Keys; Absent: Karen Gibb

4. Oxford/Norfolk QILT Team

(l - r): Anita Cole, Pat Todt, Stephanie Brett, Krista Doan, Gord Milak, Laurie Harrington, Donnabeth Sweetland, Roelie Veldhuizen, Barb Clendenning, Susan Pettit (Chair); Absent: Bob Rogan

QILT Resource Team (not shown): Hilary Halliday, Regional Manager, Decision Support; Craig Hennessy, Regional Manager, Business Solutions; Rob Schonberger, Regional Manager, IT/IS/Tel; Cathy Kelly, CHRIS Project Lead; Kim Irwin, HIRM Supervisor, South; Judy Kompf, HIRM Supervisor, North; Jon VanDenBoogaart, Network Support Supervisor; Rob Trepanier, Facilities & Procurement Supervisor

QILT SPI Team: Nancy Dool-Kontio, Senior Director, Strategic Planning & Integration; Jennifer Fazakerley, Project Manager, SPI; Shirley Koch, Regional Manager, SPI; QILT Change Leadership Consultant, Kyla Woodcock



Stitching Care Together

The QILT Kick-off has it all sewn up

Sandra Coleman told a wonderful story at the **Quality Improvement Leadership Teams (QILTs)** kickoff on December 3. She recalled the meeting at which the project was first named. "We were thinking of 'Quality Improvement Teams,'" she said, "and we realized the acronym would be 'QIT.' Then someone suggested adding the concept of leadership. Wow, what a difference it makes when you add leadership to quality improvement!"

Coleman went on in her remarks to set the work of the QILTs in the context of provincial, regional and CCAC priori-

ties. Professor Gerard Seitz from the Ivey Business School gave the group a lively presentation on the nature of change, using the steps outlined by John Kotter in his groundbreaking work, *Leading Change*.

Next, the participants formed into six groups. The groups were given craft materials and one of the CCAC's six values, and challenged to create a collage. The six collages were then mounted side by side on the wall, building a colorful patchwork quilt.

"It was a very special day," says Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration. "I think the new team members left feeling inspired and energized, and ready to get to work making things better!"



Helping Hands Honoured

In our last issue, we asked you to share your stories of supportive co-workers who helped you adjust when you first joined the CCAC. Here's one response:

"Cheryl Hickey did a large part of the training. She was clear, concise, gave great examples, came on break with us, swapped various stories about career and home in the staff room and be-



cause of all that, I was completely comfortable calling her with questions (more than once!)... Equally welcoming was the team at the Owen Sound Hospital site.

They used their own learning and stories to help me feel comfortable and mostly did it with humour... All these and many others welcomed me to the CCAC, helped me into my position, inspired me to mentor new staff and continue to shape the way I practice."

Welcome to the South West CCAC Family

London: Casual CMs: Suzanne Noel, Fran McKinnell, Barb Longhurst and Ariel Beaudoin; Casual CUPE Clerical: Leticia Neufeld; Report Writer: Rob Ikeda

Woodstock: Part Time CMs: Judith de Jong and Nicole Felker

Seaforth: Part Time CM: Helene Moore

This is the first in a series of introductions to the South West CCAC board members.

Meet Jean Peacock



L-R: Ted, Jean, Geoff and Hugh Peacock

Now retired, Jean spent her career as a research administrator in neurosciences, holding positions with the Mayo Clinic, Robarts Research Institute, and the University of Western Ontario. Jean has contributed to the community in many ways, including as a member of the May Court Club of London and as Chairperson of the Central Volunteer Bureau.

"I was inspired to become a board member with the CCAC because my husband had recently begun to receive support from the CCAC and we were very grateful for the help. This seemed a fitting way for us to give something back."

"Working with the other Board members is a joy. With their varied backgrounds and the talent and caring they bring, it is a stimulating and constantly exciting experience. I am thankful, too, for the privilege of interacting with the excellent senior staff at the South West CCAC."

"Our children are now adults and we are all still friends and enjoy spending time together. We seem to share the same quirky sense of humour so there are many happy times. My favourite song is "Through the Years" by Kenny Rogers, which sums up beautifully the 47 years that Hugh and I have had together."



Open House in Walkerton on October 16.

L-R: Linda Martin, Linda Hoffmeyer, visitor, Anita Cole and Darlene Bogie celebrate the beautiful new surroundings at the Walkerton office.

New Case Managers (l-r): Nicole Felker and Judy deJong toast to a "CARING" cup of cheer at the Christmas social following the all staff meeting!



Caring for our Communities

As always, CCAC staff members across the region are reaching out to help people in their communities.

United Way fundraising results

The South West CCAC United Way fundraising totals \$10,406.44. Thanks for your generosity.

London	\$4,819	St. Thomas	\$2,204
Woodstock	\$480	Seaforth	\$233
Stratford	\$1,371	Owen Sound	\$1,297

The lucky winner of the free vacation day off is Cheryl Bart from Stratford.



L-R: Cheryl Bart worked with Leanne Baird, the United Way committee member for the Stratford site.

Salvation Army Angel Tree

In Woodstock, staff members donated gifts that were assembled into gift baskets and raffled off. The proceeds were donated to the Salvation Army Angel Tree.

L-R: Gail McMillan, Placement Coordinator, Joanne Halaschewski, Access Team TA and Kayla Basacco, Co-op Student



This product is made from 100% recycled fiber.



L-R: Kelsey Vaughan and her mother Gwen, Brenda Duncan and her daughter Heather.

All in the Family

In November three students spent the day at the Woodstock site finding out more about what their mothers do as case managers. Kelsey Vaughan and Heather Duncan visited at the Woodstock office, while Josh McKnight accompanied his mother Cynthia McKnight on visits in Tillsonburg.



Celebrating many years of great care

In Seaforth, CCAC colleagues recently celebrated Fran Hook's retirement.

L-R: In Stratford Shirley Hughes, Delphine Staley and Janice Scott are feted at a party marking their retirement. Janice and Shirley are retiring in December and Delphine will be starting the next stage of her life in January.



Hats on!

Team clerks Diana Pedley and Bernadette Robertson wear the birthday hat with panache at the Walkerton office.



New Family Members



« Morgan Elena Ann Reimer, the fifth grandchild for team clerk Pat Thornton of the Elgin office.



« Emma Maeve Pow, whose birth makes an "even dozen" of grandchildren for Woodstock case manager Nancy Thornton