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South West
CCAC **CASC**
Community
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aux soins
communautaires
du Sud-Ouest

STAFF BULLETIN

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Making a World of Difference, Together

Evelyn Harris-Williams, Chair of the South West CCAC, called it the Board retreat that “grew, and grew and grew some more.”

On February 24, the South West CCAC hosted an exciting day of speakers from across Canada and around the world, all focused on the future of community care. The event began as a plan for the annual Board retreat, but ultimately attracted some 400 participants including Board members, South West CCAC staff members, representatives from other CCACs, service providers, representatives from hospitals, community support agencies, and long-term care homes, primary care providers, students, researchers, LHIN staff members and others.

Sven-Olof Karlsson, former CEO of the Jönköping County Council in Sweden, was the keynote speaker. County Councils in Sweden are responsible for local health care. Over a two-decade period, Karlsson led a series of innovative quality improvement projects that have been recognized and celebrated around the world. The Ontario Ministry of Health and Long-Term Care considers Jönköping to be one of the top five health care systems in the world.

Karlsson told the assembled group that the experience in Jönköping proves that low cost can be combined with high quality in health care. He talked about the critical role of leadership, which he defined as “a group of people going in the same direction by the will and the conviction of their own,” and he shared many of the strategies used in Jönköping to make positive change. Among the most important was the famous Esther project, which helped move the Jönköping health system from a traditional model to one focused on “prioritized patient values.” He concluded, “My strategy has



Panel discussion members (l to r): Elaine Todres, Moderator; Sandra Coleman, ED, South West CCAC; Ruthe Anne Conyngham, Chair, Canadian Healthcare Association; Tom Closson, President and CEO, Ontario Hospital Association; Kelly Gillis, Senior Director, Planning, Integration and Community Engagement, South West LHIN; Jackie Wells, Director of Community Support Services, VON Middlesex-Elgin and Margaret Mottershead, CEO, Ontario Association of CCACs

always been to involve lots of people in change. If everyone works on a small project and we can see a small result in each of these projects, together we get a big change.”

Other speakers included Sholom Glouberman, Philosopher in Residence at the Baycrest Centre for Geriatric Care, health policy analyst Marcus Hollander, researcher Margaret MacAdam, and Valerie White, CEO of the Department of Seniors in Nova Scotia. The day concluded with a lively panel discussion, featuring leaders in community care from across Ontario.

Hollander presented an array of powerful research results to prove his contention that “there is a real value and benefit to

**You have two jobs:
to do your job today and to improve it!**
— **Sven-Olof Karlsson**

home care and home support services.” For example, a study conducted for Veterans Affairs Canada found that clients living in long-term care homes, in the community, and in supportive housing had similar levels of health-related quality of life, but that home care was considerably less costly. Hollander also noted that coordinated and integrated care delivery systems, if done well, can both reduce costs and provide better care for clients.

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A Message from Sandra Coleman, Executive Director, South West CCAC

24

The dramatic television show 24 tells the story of Jack Bauer, a counter-terrorism agent who lives through a day that would probably challenge even a hard-working South West CCAC case manager! But for me, the number 24 has taken on new significance recently. In February it was the date of the *Making a World of Difference* conference and this month it was the date of our face-to-face all-staff meeting in Stratford.

Both events were absolutely wonderful. On each of our 24's, there was a sense of energy, enthusiasm and commitment to positive change. On February 24, I looked around a room filled with our partners and colleagues from across the region and the province, and felt enormous pride. Thanks to the vision of our Board, we had assembled a star-studded line-up of speakers – men and women with knowledge, expertise, insight and vision to share.

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MacAdam explored research about new models of care for seniors, noting that successful models generally include targeted admission criteria, a case-managed team approach, the active involvement of physicians, excellent leadership, and shared vision. "When people of similar goals and vision get together," she said, "they can make change happen. And it doesn't always require going to the government for more money."

White told the group about the *Strategy for Positive Aging* developed in Nova Scotia. The Strategy includes nine goals: celebrating seniors, financial security, health and well-being, maximizing independence, housing options, transportation, respecting diversity, employment and life transi-

tions, and supportive communities. She also introduced the concept of "age-friendly communities," and shared the Nova Scotia experience.

"It was a fabulous day that reinforced everything we're doing at the South West CCAC," says ED Sandra Coleman. "All our speakers reminded us that we can no longer conduct business as usual. We all must be prepared to question everything and try new approaches. Innovation and partnership is the only way forward."

PowerPoint and video presentations from February 24, 2009 are available on thehealthline.ca under "Health Library."

thehealthline.ca

It was an inspiring day, and my only regret is that you couldn't all be there.

On March 24 the mood was more informal but equally uplifting. In this our second on-site all-staff meeting, I experienced a growing sense of community. I was delighted to see so many familiar faces, and just as delighted to meet many more for the first time. One-half of the theme for the day was my favourite expression, "Anything is possible to a willing heart." As I looked around the room, I realized that I was in a sea of willing hearts – people who consistently give their best to serve our clients and support one another. The second half of the theme –

"Yes, we can" – echoed President Obama's stirring campaign slogan and signals a new era of hope and possibility.

But as the TV show suggests, 24 usually refers to the span of a single day. That too has deep meaning for me, because I know that across our vast region, South West CCAC case managers and care providers work to support our clients 24 hours a day. Special occasions like February 24 and March 24 are exceptional, but the work you do in every 24-hour period is what really makes the difference. Guided by the principles of innovation and partnership, yes, we can and do make care better.



CHRIS Project Sails Past First Test

The first test migration of data to the new CHRIS system was held on March 3 for the Seaforth and Stratford sites, and Project Lead Cathy Kelly reports that it was a great success. "The OACCAC migration specialist indicated that she had never seen error numbers so low – our results were truly amazing!"

Errors from this test will be distributed for correction in time for the next test on March 25. Test migrations will continue between now and the go-live weekend of June 12 to 15, with each one expected to show fewer errors.

"I'm so impressed by everyone's dedication and enthusiasm as we journey toward CHRIS deployment," says Kelly. "Thanks to all the hard work, we're well on our way."

Welcome to the South West CCAC

London: Angela Howlett, Callyn Vandersleen, Pam Davakos, Angela Parker, Casual Team Assistants; Sanghoon Lee, Senior Developer, Business Solutions and Catherine Statton, Project Manager, Partnerships for Health, Strategic Planning & Integration

Seaforth: Jenna DeGroot and Christina Leader, Casual Team Clerks

Stratford: Teresa Saunders, Casual Team Clerk

St. Thomas: Dawn Wood, Relief/Casual Team Clerk

Woodstock: Julia Knijnenburg, Case Manager

South West CCAC's Find a Doc Program

"There are so many patients out there that do not have a family physician. And as a result, emergency departments and walk-in clinics are getting bogged down. In some areas where there are no walk-in clinics, you have people with diabetes going to the emergency department to get their prescriptions renewed."

That's Marg Vallee, one of the South West CCAC's two new Care Connectors. Her colleague is Anna Ackland. Under a new government program announced in February, they are charged with helping people who don't have a family doctor to find one.



"Orphan" patients register for placement by calling Telehealth Ontario or visiting a government website. Care Connectors in each region are provided with a

prioritized list of patients. Under the program, family doctors receive an incentive to accept complex patients.

Vallee and Ackland have spent their first month on the job doing research, providing education, and reaching out to doctors. *"thehealthline.ca"* has been a real benefit to us in identifying community resources," says Vallee, "and we have people within the CCAC who are helping us get the word out."

Vallee has already had success, attaching three patients to a doctor who phoned the South West CCAC office to say he was willing to take on complex patients. "This is an innovative approach to the problem," says Vallee. "Change isn't easy for some people, but I'm confident that as more doctors find out about the program, they'll take on more patients."

Client-Driven Care: Working Overtime!



The use of Client-Driven Care principles in the South West has increased by an astounding 700% during 2008-2009, Regional Client Services Manager Anita Cole recently announced.

The figures are based on the number of "guided communication" conversations that South West CCAC case managers and care providers reported during the year, compared to the previous year. A guided conversation is a communication tool developed to support the three-year Client-Driven Care research project that began in 2007. As part of the project, all South West CCAC staff members were given orientation in using the guided communication tool and then asked to implement it and track its use. "This is the best improvement data I've ever seen," says Cole delightedly. "The results reflect what I witness everywhere I go. There are so many great examples of care that is built on our compass, our values and our shared understanding of why Client-Driven Care is so important."



March 24 All Staff Event A Great Success

Guest Speakers (l to r) Sue Minns
"The Red Shoes Lady" and Mike Lipkin.

Visit the South West CCAC Intranet to view video clips of the March 24 All-Staff meeting in Stratford.



Client-Driven Care Awards



Individual Client Services Category
Nominees (l to r):
Jane Downey, Carolyn Coqu, Mary Flewitt, Arlene Clemence, Rosalie Markham, Heather McCallum (Lorna O'Neill, Jack Warner absent)
Recipient: Mary Flewitt

Individual Other Category
Nominees (l to r): Norine Keevil, Liz MacDonald, Jennifer Thompson, Heather Misener
Recipient: Jennifer Thompson



Team Category
Recipients:
Flo Collaborative – Grey Bruce & Elgin Team
Members include (l to r) Nancy Johnson, Sandra McDonald, Carol Watson, Lynda Hoffmeyer, Donalda Fisher (Jennifer Fazakerley, Sally McGill absent)

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

Meet Don Keillor



Don Keillor, formerly CEO of the Huron-Perth Centres for Children and Youth, now serves as a site reviewer and team leader for the CMHO accreditation of Children's Mental Health Centres across Ontario.

"When I retired from my work as CEO, I wanted to contribute to my own community and was recruited to the Huron-Perth CCAC Board. When the South West CCAC was created I wanted to be sure that Huron and Perth counties were well represented on the new board. I enjoy working with an excellent ED and really competent fellow board members who share a commitment to seeing that client care is the name of the game."

"My most memorable trip was the seven months I spent cycling through Europe when I was a student. One of the best parts was biking down the centre of France during the grape harvest and sampling the fresh wine of all the different regions! My favorite song is "Le Voyage" by French singer-songwriter George Moustaki, because it played a significant role in the early days of my relationship with my wife Florence."

Social Worker Student Values CCAC Experience

When you ask Angie Muir-Hughes why she chose the South West CCAC for her work placement, she says she wanted to learn more about the role of social work in health care. But she also admits that having a connection – her mother works at the Stratford site – played a part in her decision.

Muir-Hughes, who is in the final year of her BSW program at Dalhousie University, started on January 5 and will complete her 500-hour placement on April 9. She is scheduled to complete her program in May and is expecting a baby at the end of April. "No pressure!" she says cheerfully.

Muir-Hughes has been working with Marilyn Zehr in the school health program, and had an opportunity to follow an Occupational Therapist, Speech-Language Pathologist and Physiotherapist in the schools for a day. She also spent a busy day shadowing a case manager at the local hospital. "It's all been very interesting, and I've learned a lot about programs that I didn't even know existed!"

After a year of maternity leave, Muir-Hughes will be exploring her career options. "Community care is certainly a possibility," she says. "Everyone has been welcoming and very friendly."

Celebrating Excellence

After 21 years with Home Care, the Oxford CCAC and the South West CCAC, Marilyn Pearson has accepted a position with Oxford Community Police Services in Woodstock. We will certainly miss her skills and great wealth of knowledge, and wish her all the best.



Saying Farewell and Thank-you

Woodstock staff enjoyed a delicious coffee break on March 13 to celebrate the many contributions of Team Assistant Ann Armstrong during nine years at the Woodstock site. We wish Ann all the best in her retirement.



Baby Baby

Team Clerk Susan Pfeffer is happy to announce the birth of her granddaughter **Taylor Marie Margaret Pfeffer** on December 11, 2008. Proud parents are Susan's son Brent and his wife Karen.



Vicky Kielesinski, Team Assistant at the Woodstock site, introduces her first grandchild, **Emma Lynn Grace**, born Jan 27, 2009.



Proud parents Greg and Lori Elder (Case Manager, Victoria Hospital site, London) are delighted to introduce **Grayson James Elder**, born February 6, 2009.



Mom Lisa Depencier, who works in the Health Information Records Management department in London, and dad Rob are thrilled to announce the arrival of Grace Marie Depencier, born March 5, 2009. Diana Sandin, Administrative Assistant Corporate Services is Grace's doting Auntie.

YES WE CAN!



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