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STAFF BULLETIN

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A New Day Dawns: The South West prepares to deploy a province-wide client database

"I didn't know what I was getting into," laughs Cathy Kelly when asked how she became the CHRIS Lead for the South West CCAC. "I don't think any of us knew what a massive amount of effort it would take to implement this."

CHRIS is the Ontario-wide client service information system created by the Ontario Association of Community Care Access Centres to replace existing systems. It is currently being rolled out across the province. In the South West the first sites, Seaforth and Stratford, will go live in June, and the last sites, London and St. Thomas, will go live in January 2010.

The experience of other CCACs suggests that CHRIS deployment is best led by Client Services, so Kelly was approached by Donna Ladouceur last fall to take on the project. She has been hard at work on it ever since.

The CHRIS system will make CCACs more efficient and client-friendly, Kelly says. "Everything we're doing is about expediting services for our clients. With CHRIS, they won't have to repeat their story five times to five different case managers. We'll all be able to pull up complete information on each client." The new system will also reduce duplication for frontline staff.

Kelly and the CHRIS project team have also developed consistent business processes that will be introduced across the South West through the QILTs, using CHRIS as an enabler. "Our bottom line for evaluating business process changes is that there



On April 1 staff from the Seaforth and Stratford offices started their three day training session. The training and booster schedule runs through to June 12 with the go-live date set for June 15. First row (l to r): Sharon McClenaghan, Jaynie Nicholson, Shelley Bryson, Nancy Bernhardt. Second row (l to r): Vicki Harkness, Hellen Beasley, Lisa Masse, Pat Roesner (Champion). Third row, Rafeeda Bakour (OACCAC), Lynne Falshaw, Colleen Poirier (OACCAC), Joanne Steegstra and Carolyn Sheculski.

is no interruption of service for clients," she says. "With any changes we made, the first question we asked was, 'Is this going to be more complicated for the client, or easier?'" Regional QILTs are reviewing the processes and providing input on how to implement them at each site, based on the Case Management Support model and other client service improvements the QILTs are leading.

Kelly says that many South West CCAC staff members will be facing significant change in their day-to-day work, but notes that the initial reaction from staff in Seaforth and Stratford has been enthusiastic.

One of the biggest challenges in deploying the new system is to ensure that existing data is "clean" – appropriately entered and accurate. The Seaforth and Stratford sites have already begun doing trial migrations of data to the new system. After each trial, "data integrity reports" are produced to identify problems, which are then cleaned up data integrity reports before the next trial. There will likely need to be eight ... *continued on page 2*

Upcoming training dates:

London	September 24
Owen Sound	August 24
St. Thomas	November 24
Walkerton	September 8
Woodstock	September 29





A Message from Sandra Coleman CEO, South West CCAC

Take Flight

Now that spring has well and truly arrived, take a moment to look up the next time you hear geese honking overhead.

Each year, these amazing birds undertake a journey halfway across the globe to the south, and then return again to the north. When you think about the sheer physical effort involved and the many dangers they face along the way, you might conclude that the task is impossible. But

geese are wise. They fly in a V formation, reducing the drag on each bird and increasing overall lift. As they fly, the lead bird drops back, letting another take its place. They honk to stay in touch and cheer each other on. Together they accomplish a journey that would be impossible for a single bird traveling alone.

I used this powerful metaphor in my remarks at our March 24 all-staff meeting because for me it captures what the

South West CCAC is all about. We are a team, not just with our co-workers but also with our care providers, health system partners, and most importantly, clients and families. We are aligned in formation, all working toward the same vision. We share leadership and respect one another's expertise. A lot of honking goes on, and most of it is positive and encouraging!

On the face of it, our new vision, "Outstanding care, every person, every day," is almost as impossible as the journey of the geese. We're not there yet, but there are many encouraging signs. For example, the collective agreements just ratified with

ONA and CUPE reflect a spirit of partnership and collaboration that will strengthen our team going forward. Kudos to all of the negotiating team members involved in this process – your leadership and dedication to our team is much appreciated!

When I think of what we have achieved together in little more than two years, I know we can and will achieve our vision and more. It will take both individual effort and teamwork. We can do it. Together we will soar.

P.S. A very warm welcome to Mohamed Shafeek, Senior Director of Corporate Services/CFO.

Flo-ing Over

The provincial improvement initiative is spreading to Woodstock General Hospital and other hospitals near you.

A team from the South West CCAC and Woodstock General Hospital has taken the first steps in what promises to be another successful Flo Collaborative project.

Flo is a provincial initiative designed to smooth the transition from hospitals to other care destinations. Projects have taken place in hospitals across Ontario, including St. Thomas-Elgin Hospital and Grey-Bruce Health Services. "We know Flo has been tremendously successful," says Donnabeth Sweetland, Manager, Client Services, "and we saw an opportunity to come together as a team to make improvements here, for the sake of our clients."

The project was launched with a presentation by Sven Olof-Karlsson, former CEO of the Jönköping County Council in Sweden, considered one of the highest functioning health systems in the world. The team has met several times since the launch, and on April 20, began implementing its first three strategies – a patient whiteboard, bullet rounds, and a case management consultation form. "The Flo meetings have been very exciting," says Sweetland. "We're not there yet, but we're working together well and moving in a positive direction."

The team will continue to meet and develop new improvement ideas. Says Sweetland, "This is about honouring the past and embracing the future."

CCAC staff members also attended Flo training in Toronto during the week of April 20, so that they will be ready to start Flo projects at Grey Bruce Health Services, the Huron Perth Hospital Alliance, Goderich Hospital and Tillsonburg Hospital.

... continued from page 1

to ten trial migrations before the final deployment in June. So far, the results have been excellent.

Training is also a key component of the process. Training for Client Services staff members in Seaforth and Stratford started at the beginning of April and will continue until late May, with "booster sessions" in the last few days before deployment. Each site will also have CHRIS champions who will serve as experts on the new system.

With Seaforth and Stratford well on the way to a successful deployment, Kelly and the CHRIS project team have already started to turn their attention to the Walkerton and Owen Sound sites. After that, it's on to Woodstock and then London/St. Thomas. "CHRIS means change," says Kelly, "but it brings tons and tons of benefits for our clients and staff."



A Gathering of Willing Hearts

South West CCAC comes together for a day of learning and reflection

Megan Allen-Lamb, Senior Director Human Resources and Organizational Development, was new to the South West CCAC at last year's "We are One" all-staff meeting. She remembers being very impressed by the energy in the room. "It was a terrific introduction to the South West CCAC," she says. "I must admit, my team and I were a bit apprehensive about organizing something on a par with the 2008 event."

She didn't need to worry. On March 24, almost 500 CCAC staffers gathered for the "Everything is Possible to a Willing Heart – Yes, We Can" event in Stratford, and the day exceeded all expectations. "It succeeded because many people worked hard to make it perfect," says Allen-Lamb, "and because South West CCAC staff members always bring so much enthusiasm."

Sandra Coleman welcomed everyone to the event, and introduced the new province-wide CCAC vision, mission, logo and tagline. She also shared a short video of three appreciative South West CCAC clients. One elderly man suffering from COPD said with a twinkle: "I tell my wife that if we ever get a divorce, I'm going to ask (his PSW) Derek to marry me."

Next on the program was renowned motivational speaker Mike Lipkin. Lipkin has spoken to more than a million people in 43 countries and authored four best-selling books. One participant later noted, "Mike Lipkin delivered a very inspiring, strong message that could be applied not only to work but also to personal life."

Susan Minns, who delighted participants last year, delivered another humorous and thought-provoking message at lunch, and then Lipkin returned to lead small group discussions. The day ended on a high point, with the presentation of the Client-Driven Care Awards and Service Awards to almost 80 dedicated CCAC employees.



CCAC employees had high praise for the program. Comments on evaluation forms included:

"Incredible, changed the way I will think about my day-to-day life and my future."

"I enjoyed the day and found it encouraging to continue doing Client-Driven Care."

"Excellent choice of speakers – it created positive energy. We need to be reminded daily."

Each participant left the event with a native tree seedling to plant and care for. "By getting together to share ideas and inspiration for a day, we created fertile ground for achieving our vision," says CEO Sandra Coleman. "Now we will continue to nurture our sense of unity and commitment, sending roots deep into our communities and branches up toward the light."



Lipkinisms

(Some of Mike Lipkin's most memorable thoughts)

The human mind cannot tell the difference between imagination and reality.

Wherever you are is where you're meant to be.

What lies behind and before us is tiny compared to what lies within us.

We become the company we keep. If we rub against magic, it sticks.

The mind is like a parachute – it works best when it's open.

The way you listen to others becomes the way they think about themselves.

Bring a beginner's mind.

(Our thanks to Sarah McDevitt for sharing these and other Lipkinisms on the intranet.)



Welcome to the South West CCAC



Mohamed Shafeek, the South West CCAC's new Senior Director of Corporate Services and Chief Financial Officer, is quickly making himself

familiar with his new environment. Mohamed has met with Board members and LHIN officials, visited each office, and started learning about our clients, systems and corporate services issues. "I'm enjoying getting to know everybody," he says. "I'm even beginning to learn a few of the many acronyms. Eventually I hope to add a few of my own!"

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

Meet Mary Lapaine



From left to right: daughter Sonja, grandson Matt, husband Bruno, Mary Lapaine, granddaughter Amanda and grandson Jeff.

The Board Vice Chair, Mary owned and operated a family hotel business in Goderich for many years. She also served on the local hospital board and was Regional Chair for the Ontario Hospital Association and Chair of the Canadian Healthcare Association.

I have been a volunteer in health care for 20+ years and have always found it challenging and fulfilling. When I got the opportunity to put my name forward for the new regional South West CCAC board, I was very enthused because I felt it would add to my knowledge of the health care field and also because I had had several positive experiences with our local CCAC.

I am passionate first about my family – my husband, children, grandchildren, great grandchildren and siblings. I am also passionate about the activities I get involved in and give any involvement my best possible commitment.

My mentor was my mom who died in 2002 at the age of 89. She was not afraid to voice her opinion. Many years ago she was a member of our local hospital board and she inspired me to follow in her footsteps.

What I enjoy most about my role with the South West CCAC is the interaction with all the people, especially my fellow board members and the senior staff members. I have also had the opportunity to meet many of our staff and others on the provincial scene, and I find all these contacts very stimulating.

Our latest arrivals

Executive Assistant Liz MacDonald and her husband Dale are proud grandparents for the first time.

Lincoln Alexander MacDonald was born on April 7th, 2009 weighing 6 lbs, 15 oz.



Michele Dalton, Administrative Assistant at the Seaforth office announces the birth of her second baby, **Hannah Elizabeth Dalton**, born on January 24, 2009 weighing 7lbs, 7oz.

daddy

Hockey night in Canada

Walkerton Team Clerk and hockey mom Susan Pfeffer's son Kyle is a member of the Normanby Midget E hockey team, the All Ontario Champions this year and also the winners of the WOA division.



Kyle (front row centre) with his teammates and proudly displaying the trophy.



Drawing Blueprints for the Future

The South West LHIN has launched a Health System Design Blueprint Project, intended to provide direction about how health services can best be organized and delivered to meet the future health care needs of all communities. The project is led by a Steering Committee which includes Sandra Coleman from the South West CCAC. The first step will be to gather data on the population of the South West LHIN, how they use health services, and the gaps between needs and services. Symposiums, consultations and public forums will follow, with the completed Blueprint Report and Integrated Health Service Plan available at the end of November.

For more information go to the Intranet under "South West News."

FUTURE HEALTH CARE

Welcome to the South West CCAC

London: Angela Diacon – Casual Team Assistant

Woodstock: Susan Klooster and Lisa Eichler, Part Time Case Managers

Owen Sound/Walkerton: Ann Hughes, Kimberley Green and Margo Whitmore, Casual Case Managers

Stratford: Sophia Scott, Full Time Case Manager

Road Runner Extraordinaire

Congratulations to our Tier 1 Facilities person, Niki Lauzon, who ran the Boston Marathon on April 20 and despite massive wind conditions managed to do it in a fabulous time of 3 hours, 44 minutes. That time qualifies Niki for next year too!

WAY TO GO...



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