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CCAC CASC
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du Sud-Ouest

STAFF BULLETIN

Volume 3 Issue 6 June 2009

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- PEP is Coming!



Stratford Team

Seaforth Team

CHRIS-p Execution

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improvements to business processes, which will be changed before going live next at Walkerton and Owen Sound.

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A Message from Sandra Coleman CEO, South West CCAC

The Courage to Care

I hope that like me, you are still pondering the words of Mike Lipkin, who spoke so compellingly at our all-staff meeting in Stratford. Recently I have found myself reflecting on Lipkin's Fourth Law: Be Courageous. Lipkin encourages us all to "Take on Big Challenges", "Back Yourself Absolutely", and "Make Friends with your Fear."

In this issue of the newsletter, we celebrate the success of the CHRIS implementation in Stratford and Seaforth. It took courage for Cathy Kelly and the team to embrace this new technology, work through the problems, and become the first site to launch CHRIS in the South West. I give special credit to Cathy, whose expertise is in client service, not technology. Unafraid, she took on a big challenge and achieved great success.

I also think about Mr. Hedden, the client in our third page story. Despite his multiple health problems and long hospital

stay, he chose to return home. He has a lot of help from the Advanced Home Care Team and South West CCAC team to make that possible, but it also takes personal courage to face many hours alone.

His care providers, and all South West CCAC care providers across the region, are courageous, too. Each day you go into clients' homes not knowing what challenges you will encounter. You take responsibility for your clients' well-being. You make difficult decisions, often in the moment.

South West CCAC case managers face unique challenges. They are accountable for putting the right resources in the right places, and that means making some tough calls. Does it take courage? You bet.

When people show exceptional courage, we often call them heroes. That's why our caregiver recognition program, scheduled to take place this fall, is called Heroes in the Home. Now is the time to start thinking about who you might nominate to be celebrated at events in London, Woodstock, Stratford and Owen Sound.

At the South West CCAC we believe passionately in partnership – with one another, our care providers, our health system partners and our clients and families. As we move forward courageously to meet each new challenge, we must *back ourselves and each other absolutely. Together we can do it!*

What's the Buzz?

- **QMonitor**, the Ontario Health Quality Council's 2009 report, is now available at www.ohqc.ca.
- The Ontario Hospital Association and CCACs of Ontario have collaborated to develop **five key messages about patient safety**, under the title "Your Health Care – Be Involved." To read more, visit www.ccac-ont.ca/ClientSafety. You will soon see these brochures added to our Record in the Home.
- The South West Local Health Integration Network is developing a **Health Services Blueprint** that will provide direction about how services can best be organized and delivered across the LHIN. South West CCAC leaders have already participated in engagement sessions. Public sessions will begin in July and continue to September if you are interested in attending. For more information, visit <http://www.southwestlhinc.on.ca/>.
- Minister David Caplan ended his comments at the OACCAC conference by saying, "CCACs provide good value for money, and support clients in ways that relieve pressures on the system. **You are a critical partner** that has not received support in the past and we have to address previous inequities to the best extent we can." Watch www.ccac-ont.ca/ for conference postings.
- On June 10, Evelyn-Harris-Williams, Sandra Coleman and Gord Milak attended a lecture by management guru

Michael Porter, Professor at Harvard University, based on his new book, **Redefining Health Care**. Among his principles for health system design: "Use quality improvement to drive cost containment," and "Integrate care across facilities and across regions." To read more, visit <http://www.hbs.edu/rhc/>.



Chris Bentley visits Parkwood

On June 12, Chris Bentley, MPP for London West and Attorney General for Ontario, visited with members of the Parkwood Transitional Care Unit (TCU) management and staff to learn more about the role of Nurse Practitioners (NPs). Among the group were South West CCAC Case Manager Lorna Kroh and Nurse Practitioner Sara Renouf.

Above: Front row (l to r): Lorna Kroh, CM, TCU; Sara Renouf, South West CCAC NP; Chris Bentley, MPP; Tina Hurlock-Chorostecky, TCU NP; Elaine Gibson, VP, Complex, Speciality Aging and Rehabilitative Care, SJHC and Janice Cosgrove (back row left), Director, Complex Continuing Care, SJHC met with TCU management and TCU and CCAC staff.

A Lot of Living to Do

The Advanced Home Care Team helps frail elderly people stay safely at home

Mr. Hedden is 79. Despite his multiple health problems and a lengthy list of medications, he wants to make it to 100. As Nurse Practitioner Laura Sheridan tells him, "You've still got a lot of living to do."

Earlier this year he spent four months in hospital while doctors tried to get several medical issues under control. He fought back. Mr. Hedden is a widower and he was determined not to go to a long-term care home when he was discharged from hospital. His grandson Robbie now lives with him but he works and is away all day.

That's why the South West CCAC hospital case manager referred him to the Advanced Home Care Team (AHCT). The AHCT is an innovative partnership between the South West CCAC and hospitals in the region. The Team consists of five nurse practitioners who work closely with family physicians, case managers and other health professionals. Their goal is to provide advanced care at home so that people like Mr. Hedden can stay where they're most comfortable and get the care they need.

Sheridan says Mr. Hedden's transition from hospital to home was smoothed by the fact that, because of the partnership with the hospitals, she had immediate access to his hospital discharge records. "We were well informed about what they had been focusing on in the hospital," she says. "When he came home we continued to watch those particular things." In his case, it was edema and low haemoglobin, both monitored closely now.

For the first few weeks, Sheridan (above right) visited Mr. Hedden (above left) two or three times a week. Now she visits less frequently. She orders blood work, helps him manage his medications, and stays in close touch with his family doctor, Dr. Tam. "Because of our involvement, Dr. Tam has access to current test results and information about what's going on at home," she says. "That means he can see Mr. Hedden once a month, instead of several times."

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2009 Staff BBQ

In Owen Sound (l to r): Sheila Dowler and Captain Carla Crowther, Client Services Managers; Jacqueline Mockler, Regional Manager, HR and Linda Martin, Regional Client Services Manager.



▲ In Stratford: One of several BBQ organizers extraordinaire Sheila Rolph.

▲ In Seaforth (l to r): Sandra DeCorte, CM, Vicki Harkness, Client Services Manager and Sandra Coleman, CEO.

▲ In Walkerton (l to r): Megan Allan-Lamb, Senior Director HR/OD and Marnie Burrows, Access CM savour the feast while Colin Keevil (IT) cooks something up for Lisa Mackie, CM and Cheryl Hickey, Client Services Manager.

▲ In Woodstock: Jacquie McLeod, CM Ingersoll Hospital (front) and Mike Williamson, Service Desk Tier 1 Support sampling the salad selection.

▲ In London (bottom left): Joanne Teutloff, IBM Team with Ali Nasser and Maeve Armstrong-Harris, Client Services Managers, at the grill.

▼ Bottom right: Where's the beach blankets?



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

Meet Ed De Decker



Left to right: Daughter Sarah, Ed, Carol (Ed's wife) and daughter Julia.

Ed De Decker is a retired educator whose volunteer involvements include minor soccer, the Ontario Secondary School Teachers' Federation, Knights of Columbus, and the Canadian Cancer Society's Relay for Life.

My father was assessed by a case manager while recovering from a stroke and that caused me to look seriously into what the role of the CCAC was and to apply to be Board member.

I am passionate about learning. That is one reason I enjoy my CCAC involvement. As a Board member I have and I am learning a great deal about our health care system and how it might be improved. I have had the opportunity to work with fellow Board members and with senior staff who all share an unselfish vision of caring. I have witnessed literally hundreds of front line health care workers at events held by the CCAC and I have always been very favourably impressed with the degree of caring and professionalism exhibited.

My parents were tremendous examples to me. Their courage and sacrifice in coming to this country to ensure their children's freedom and prosperity never fails to humble me. I honour their memory by seeking to do my part to make this a better world.

Performance Engagement Plan (PEP) is Coming!

Over the past year, the Quality of Work Life Committee has developed a performance appraisal tool known as the Performance Engagement Plan (PEP). The PEP gives employees, in partnership with their managers, the opportunity to establish performance accountabilities, identify areas for improvement and develop goals for professional growth and learning. "The PEP captures the essence of each employee's contribution," says Megan Allen-Lamb, Senior Director of Human Resources and Organizational Development. "It reflects our values, the Compass and our shared commitment to Client-Driven Care, ultimately contributing to achieving our vision and mission. Congratulations to the Committee for coming up with a meaningful system!" The PEP will be rolled out across the South West this year. Stay tuned for information sessions hosted by Human Resource coordinators and managers.

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Sheridan also communicates regularly with other members of the team, including a South West CCAC case manager, a pharmacist, a dietitian, a registered nurse, and personal support workers. "A big part of my role is to facilitate between all the care providers, keeping everyone connected," she says. "By working together, we've been able to catch things quickly before they become a problem."

Mr. Hedden is managing well and clearly enjoys the care and attention he receives from his care providers. "I feel good," he says. "They're doing a very good job – I'm proud of them all!"

More clients will soon be able to benefit. The AHCT will be expanding from 5 to 11 nurse practitioners this year with added focus on end-of-life clients and residents in long-term care homes.

Welcome to the South West CCAC

London: Client services assistants Mackenzie Brown, Courtney Fisher and Leah Mason; CMs Meggan Levson, Lauri-Sue Reekers and Suzen Cornell and senior coder Simon Zhao.

Owen Sound/Walkerton: CMs Jane Dobisz, Catherine Coburn and Katharine McCarthy. **Seaforth:** CM Jane Rundle. **Woodstock:** Jane Jennings, Nurse Practitioner.

WOODSTOCK Two dedicated staff members, Julie Harde and Gwen Vaughan have volunteered yearly for the past 6+ years to raise money for our Angel Tree Fund. The weather was not the best but they still raised a total of \$115 to go towards our fund on June 18. Way to go ladies!"

OWEN SOUND

Case Manager
Kathy Weir had it all shaved off in support of Cops for Cancer.



Waiting for Baby

In May, the Owen Sound Access Team gathered to support Judy Walter and Cathy Whitehurst as they prepare to move offices and to say goodbye to Janice Fisher before she left on maternity leave. Baby Blake David Fisher was born on June 13, 2009 at 6 pounds, 1 oz.



Back row (l to r): Lynne Scott and Judy Walter, Client Services Assistants; Cathy Whitehurst, Case Manager; Shirley McDougall, Client Services Assistant; Helen Gasidlo and Rachel Thomson, Case Managers. Middle row (l to r): Kim Green, Janice Fisher and Lorna O'Neill, Case Managers; Janis Harrison, Client Services Assistant. Seated in front: Darlene Turner, Case Manager. Absent: Sheila Dowler, Client Services Manager; Laura Balletta, Case Manager; Jean Wilson and Cindy Wodhams, Client Services Assistants.

To tell your story in the South West CCAC staff newsletter, contact your Newsletter Committee member: **London** – Barb Clendenning, Cate Pachett, Jan Sewell, Tabitha Carey and Megan Allen-Lamb; **Owen Sound** – Jennifer Lobban; **Seaforth** – Janice Gibbs and Joanna Makinson; **Stratford** – Mary Sickinger and Sarah Racher; **St. Thomas** – Nancy Tolman; **Walkerton** – Brenda Dykstra; **Woodstock** – Gail McMillan.



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