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STAFF BULLETIN

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Celebrating Excellence in Community Care

Heroes in the Home was a big success in 2008 and preparations are under way for four events this fall

"It's nice but not necessary. We're just parents. This is our daughter, this is our life."

That's Dorothy Salverda, one of the hundreds of caregivers honoured last fall through the South West CCAC's first annual Heroes in the Home awards program, talking about what the award meant to her. Dorothy and her husband Adrian care for their daughter, Marita, who is medically fragile and technologically dependent. Adrian also finds time to organize a major fundraiser in his community for Easter Seals. For Dorothy, what they do is nothing special. To the rest of us, it is truly heroic.

"We chose to call this event Heroes in the Home because we believe that what happens quietly, almost invisibly in our communities is truly heroic," says CEO Sandra Coleman. "People who provide community care may not think they're making a difference, but they're saving the world, one person at a time." She notes that informal caregivers provide about 80% of all home care to seniors living in the community and save the public system more than \$25 billion per year. "We want to celebrate these remarkable contributions and those of professional care providers who go above and beyond their jobs to help clients and families achieve their full potential."

Last year events took place in four locations across the South West, and more than 400 people were celebrated. Some of their stories will be told in a new South West CCAC newsletter, Heroes in the Home, due

out in August. "The stories in the newsletter will model exceptional client-driven care," says communication lead Michael Robbins. "We hope they will inspire clients and families to work in partnership with care providers and others to provide the best possible care in the home."

This year Heroes in the Home events will be held in Mitchell, London, Woodstock and Owen Sound between October 8 and November 5.

"People who provide community care may not think they're making a difference, but they're saving the world, one person at a time."

The project will be led by four regional committees with representation from service provider agencies, the CCAC and thehealthline.ca. The Call for Nominations is now available. Nominations close September 15.

"It's easy to nominate someone, and every nominee will be recognized," says Teresa Zohorsky, thehealthline.ca regional partnership coordinator for Grey-Bruce.

"This is a wonderful way to celebrate the very best in community care."



Nomination forms are available on the Intranet or in your office. For more information, contact your Regional Community Partnership Coordinator — Celina Thomas Hicks for Perth and Huron Counties; Darren Robbins for London/Middlesex and Elgin Counties; Celina Thomas Hicks for Oxford and Norfolk Counties and Teresa Zohorsky for Grey and Bruce Counties. **Nominations close September 15.**



A Message from Sandra Coleman CEO, South West CCAC

Caring Deeply

Mike Lipkin's Fifth Law, "Care deeply about your customers," is one that resonates with every member of the South West CCAC. That's because it's remarkably similar to our philosophy of Client-Driven Care. Client-Driven Care happens when we let go of our role as knowledgeable professionals, recognize self-reliance in our clients, and become true partners with them.

Mike goes on to recommend, "Demonstrate your interest in your customers," "Show how much you enjoy serving them," and "Go above and beyond" – all great advice for anyone trying to bring Client-Driven Care to life.

Our Heroes in the Home program is designed to recognize those who care deeply about their customers or family members and live the principles of Client-Driven Care, whether they are case managers, CCAC service providers, primary care providers, other health professionals, family members, friends or community volunteers. By doing so, they provide exceptional care and produce exceptional outcomes. **I hope each one of you will think about colleagues and caregivers who deserve recognition and consider making a nomination.**

We must be ready to develop and use innovative service delivery models...

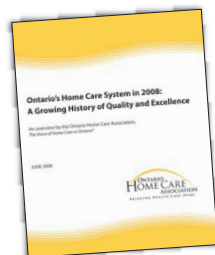
Caring deeply sometimes means making tough choices. To ensure that those who need care most receive it, we must be good stewards of the funds entrusted to us. As we move forward there will be more clients needing care, and growing expectations from the system. We must be ready to develop and use innovative service delivery models and to partner with community agencies and others along the care continuum. Even heroes have to balance the budget!

What's the Buzz?



- The Ministry of Health and Long-Term Care announced in July that **800,000 more Ontarians have a family doctor now than in 2003**. The Health Care Connect Program launched earlier this year has contributed to the improvement, with more than half of the people who registered with the program connected to a health care provider. Care Connectors in the South West have attached more than 700 orphan patients since starting work in February.

- In a report issued in June, the Ontario Home Care Association said, "We should be proud of our system in Ontario," but called for continuing improvements. Among the recommendations:



- increase CCAC service maximums
- provide more meals
- enable CCACs to provide more transportation and social supports
- create incentives to support integration initiatives across the health system
- invest in technology to improve care in the home

For more, visit www.homecareontario.ca/public/docs/news/2008/June/Ontario-Home-Care-Overview.pdf

- The South West CCAC pilot project we reported on in our May issue linking PSWs on overnight shifts with Registered Nurses by SmartPhone, was recently honoured with a **Gold Award of Excellence** from VON Canada. The team will be recognized at the VON's national AGM in Cornerbrook, Newfoundland, later this year. Congratulations to everyone involved!



- The South West LHIN recently announced that 16 additional supportive housing units will be established in 2009-2010 to help people living with addictions. In total, the province is providing \$16 million to fund 1,000 supportive housing units for people with substance use issues.
- Partnerships for Health, the diabetes pilot project under way in the South West, is showing impressive results. At a recent meeting, the Brockton Family Health Team reported that 85% of its diabetes clients reported fewer hypoglycaemic incidents. Overall clients decreased their A1C by up to 1% and are visiting the hospital less than before. For more, visit www.partnershipsforhealth.ca.

"Revving Up"

South West CCAC pioneers off-line data entry in CHRIS

Cathy Kelly is not exactly having a relaxing summer. After leading the very successful CHRIS deployment in Stratford and Seaforth in June, she is hard at work with the teams in Walkerton and Owen Sound. The South West has also become the test site for an exciting new CHRIS function.

Now that the dust has settled in Stratford and Seaforth, Kelly says the response from frontline team members is very positive. "What we hear in client services meetings is that people are using CHRIS without challenges, and liking it."

She is now working with Craig Hennessy, information technology business solutions lead, and Mary Lynn Priestap, regional client services manager north, on a pilot project involving the off-line use of CHRIS. Six case managers will be involved in the pilot. They will upload their caseloads to laptops and then input new information while on client visits. When they return to the office, the data will automatically be synchronized with CHRIS, eliminating the need to transcribe notes. "This is where people want to go," says Kelly. "We don't want paper, and this takes us one step closer."

Meanwhile, the Walkerton and Owen Sound sites are making good progress toward CHRIS deployment. The teams have completed three test data migrations and given all we learned in Huron and Perth, the error rate is lower than in Stratford and Seaforth at the same stage. There will also be test consolidations, as client records from Seaforth and Stratford are consolidated with the Walkerton and Owen Sound records to avoid duplication. CHRIS champion and trainer training has been completed, and the rest of the teams at the two sites will begin CHRIS training on August 19. Says Kelly: "They're digging in, revving up, and looking forward to it!"

London and Elgin are scheduled to go live in 2010 on February 8 with Woodstock following on March 22.

Welcome new South West CCAC staff:

London: Ronelda Smith, Client Services Manager; Cindy Beckett and Debara Pastushuk and Teresa Grover-Kelley, Case Managers; Shannon Reed, Executive Assistant; Diana Hrvatin, Joanne Harris, Tara Mason, Maria Picciuto, Client Services Assistants and Brett Watson, Client Services Manager **Woodstock:** Lisa Borges and Brianna MacKinnon, Client Services Assistants **Stratford:** Deanna Strauss Bater, Case Manager and Shawna Ricci, Client Services Assistant **Seaforth:** Kelsey Loghran and Kaylene Rundle, Client Services Assistants **St. Thomas:** Michelle Terry, Client Services Assistant and Karen Haines, Case Manager

Breathing Easier

The Advanced Home Care Team continues to help clients avoid hospitalization

Bradley has chronic obstructive pulmonary disease. In June 2008 he was hospitalized after a respiratory arrest. But for seven months after discharge, Bradley didn't see a doctor and his condition worsened. That's when his South West CCAC case manager referred him to the Advanced Home Care Team.

Nurse Practitioner Cheryl Lennox began visiting Bradley regularly. Thanks to her careful monitoring, she was able to tell when Bradley started to develop a respiratory infection and order antibiotics before he had to go to the Emergency Department. Says Cheryl: "Because I had been following him and became familiar with the way his chest sounded, I was able to decide, 'This is the time to do something.'"

Nurse Practitioner Cheryl with her client Bradley.

Bradley is grateful for Cheryl's expert care. "I don't like going to the hospital," he says. "It makes me feel important when Cheryl comes. She's very thorough and checks me carefully. It's a good thing."

It's a good thing for Cheryl too. "I love working in the community," she says. "When you go out into clients' homes you see an aspect of the person you can't see in an office. You just can't beat it."

Do you have a client who might benefit from the services of the Advanced Home Care Team?

Contact your supervisor to find out more.

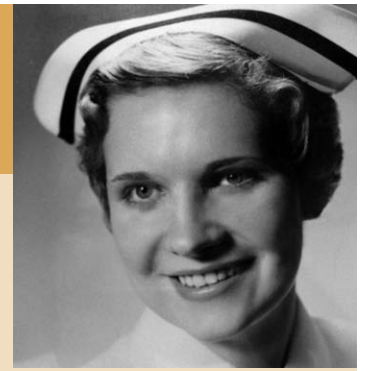




Janine Smith recently received her 50-year nursing pin

Janine Smith pursued a career in nursing after helping a childhood friend with a chronic medical condition. She was also inspired by the Sisters of St. Joseph of St. Michael's Hospital in Toronto, exemplars of what we now call "Client-Driven Care." She was employed as a community nurse with St. Elizabeth and VON, working in every part of London and Middlesex County. She later moved to Placement Coordination with VON, and ultimately became a CCAC case manager, a highlight in her career development.

"Nursing is an honourable and very satisfying profession," she says, "especially at the end of the day when someone says you've been a big help to them." When she's not working, Janine enjoys spending time with her six children and seven grandchildren, gardening, visiting with friends, and traveling. The words by which Janine lives are from Robert Browning: "Ah, but a man's reach should exceed his grasp, or what's a heaven for?"



Celebrating Academic Success

- **Karin Burrows**, CCAC Case Manager in Owen Sound, Partnerships for Health, graduated in June from Ryerson University with her BScN in Nursing.



- **April Wilson**, daughter of Deb Wilson, HR Coordinator for Owen Sound and Walkerton, graduated from Huron University College, University of Western Ontario, with an Honours BA, and will be continuing her studies at the UWO Faculty of Education.

- **Laura Balletta**, Case Manager in Owen Sound, graduated in June from Ryerson University School of Social Work.



- **Beckie Squires**, daughter of Denise Squires, Client Services Assistant, Children's Services in St. Thomas, graduated from Police Foundations at Fanshawe College and will be continuing her studies at Conestoga College.



Celebrating the Beginning of Life

CCAC Case Manager in Owen Sound Janice Fisher had her second child, a boy, **Blake David Fisher**, on June 13, 2009.

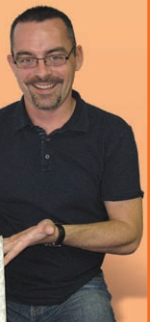
Karen Wynja, Case Manager in Seaforth, celebrates the arrival of her baby boy, **Benjamin Allan**, on April 11, 2009, weighing 8 lbs, 7 oz. He is little brother to two older sisters!

Valerie Van Dyk, Client Services Assistant, HIRM in St. Thomas, is a proud first-time grandmother. **Quinn Caroline Elisabeth Van Dyk** was born on July 8, 2009.



Over the Moon

Susan Klooster, Case Manager at Woodstock, married John van Straten on June 19. Best wishes for many years of happiness!



Birthday Celebration

Corey Wilson, Executive Assistant at the Stratford site, celebrated his 40th birthday in style on July 30.



We all scream ...

The Social Committee at the Woodstock site treated staff to an Ice Cream Day on July 15, complete with cones and sundaes. Now all we need is some hot weather for summer to be official!



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