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South West
CCAC **CASC**
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

STAFF BULLETIN

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The Healing Art

Wound Care Project Under Way

Each year, the South West CCAC provides close to two million hours of service to more than 50,000 individuals across the region. Of those, approximately half receive care for wounds.

It makes sense, then, to take a closer look at the kind of wound care being delivered. “Effective wound care provides positive outcomes,” says Eric Doucette, CCAC Quality Manager. “Having the right framework and protocols is a proven way to improve care and outcomes. And that in turn increases our capacity to provide service to other clients. Ultimately, better wound care means that we can help more clients.”

That's where Connie Harris comes in. Harris holds a Masters in wound healing and has many years experience in the field. She was seconded from CarePartners to lead the South West Regional Wound Care Framework Initiative. “Our vision,” she says, “is that all providers – in acute care, long-term care, community care and family health teams – will collaborate to define and deliver best practices in a sustainable way.”

As a first step, the South West CCAC partnered with medical supplies company Convatec to offer a proprietary educational program, H.e.a.l. Harris is helping to implement the program, which provides training for CCAC case managers, nurses and personal support workers, and a resource focusing on the treatment of different types of wounds.

Harris is also working with a regional steering committee to develop made-in-the-South-West wound care goals and strategies. She is holding focus groups with managers and educators in acute, community and long-term care settings and Family Health Teams to find out what experiences they have had in implementing best practices. The next step will be to hold focus



Wound Care Steering Committee (left to right): Lyn Cole, Caroline Read, Maria Jones, David Keast, Connie Harris, Pamela Houghton, Cheryl Taylor, Terri Labate, Grace Forget, Paula Thomson, Patti Graham, Elaine Diebold, Kim White and Lina Martins. Absent: Darlene Bogie, January Japp, Michael Ott, Jitin Sondhi, Lisa Gardner, Colleen Robinson.

groups with staff members in each organization to assess current wound care practices. At the same time Harris is strengthening relationships with wound care specialists across the region and supporting them to work with new products and processes.

The CCAC's FlexClinics are an innovative way to provide wound care, says Quality Manager Darlene Bogie. “Basically the clinics are a way to use our very limited nursing services more efficiently and effectively.”

“There's a lot of excitement around the Framework Initiative,” says Harris. “Right now people in each health organization tend to work in isolation, writing their own policies and procedures. Eventually we're looking at a regional resource that will be updated whenever necessary.”

For patients, the benefits are clear. “In a perfect world, patients will be able to move seamlessly from home to hospital to long-term care,” she says. “And wherever they are in the spectrum they will be receiving the same excellent level of care.”



For more information and to access wound care resources, visit www.thehealthline.ca, click on Health Library, and then click on Professional Resources.

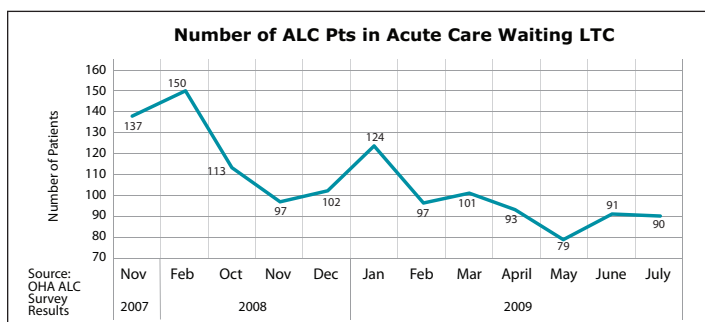


A Message from
Sandra Coleman
CEO, South West CCAC

Back to Basics

Three simple words: “Use Resources Wisely.” But as we’ve recently discovered, it’s one strategic goal that can be hard to achieve.

The good news is, we’ve had great success with our new programs such as Safe at Home, Wait at Home and Home at Last. In fact, we’ve met and surpassed our service targets. The not-quite-so-good news is that success brings



What's the Buzz?



Hand washing campaign

Hands spread an estimated 80% of common infectious diseases like the common cold and flu. With flu season soon upon us, and H1N1 waiting in the wings, the South West CCAC is launching a major campaign entitled, “*Infection Control – It’s in your hands.*”

Buttons reading “Ask me if I washed my hands” will be distributed to CCAC Case Managers and service providers to wear during client visits. The campaign will be supported by a fact sheet on hand washing. A joint press release will launch the campaign in late September, and information will also be listed on the South West CCAC website and www.thehealthline.ca.

“While hand washing campaigns are commonplace in hospitals, ours is unique in the community setting,” says Regional Quality Manager Eric Doucette. “We take infection control seriously in the community. Every precaution is taken to prevent transmission of infections from client to client.”

More Pandemic Preparedness

The South West CCAC has a plan to deal with the H1N1 virus this fall and winter. Among the provisions:

- We are completing the acquisition of a four-week stockpile of gowns, hand sanitizers, goggles, gloves, N95 masks, and regular surgical masks for all staff. Inventory will be housed in the London office.

challenges. We’re seeing a trend toward higher levels of service in Personal Support and therapies, and that’s a trend that can’t be sustained. To meet our goal of using resources wisely, we must “bend the trend” and reduce the demands on our limited clinical care resources.

How do we do that? By going back to the basics that underlie the South West CCAC. I believe that re-focusing ourselves on high quality case management and Client-Driven Care is the way forward.

Case management is all about ensuring that the right services get to the people who need them most. It’s about partnership with community support services. It’s about innovations like our FlexClinics. It’s about individual assessment and care planning. It’s about sharing information, making referrals, working as a team, and practicing reflectively.

Client-Driven Care is about entering into partnership with our clients and empowering them to care for themselves. It’s about recognizing the knowledge and skills of clients, families and other care providers. It’s about co-creating strategies that meet the needs of our clients efficiently and effectively.

We all want to avoid wait lists. The best way, I believe, is to get back to basics. If we deliver the best possible care through case management and Client-Driven Care, we will achieve our goal of using resources wisely.

- If outbreaks occur in any area, we will create emergency response kits to dispatch to the appropriate areas.
- Community case managers have trunk kits of gowns, surgical masks, gloves and hand sanitizers.
- We have contractual agreements in place with each hospital to ensure Hospital case managers will have access to these supplies in the hospital.
- Staff are encouraged to maintain good health and implement basic influenza precautions, including flu vaccination.
- In the event of a declared pandemic, South West CCAC clients will be triaged for service based on Emergency Response Level Codes.
- The hand-washing campaign will be under way by mid-October.
- The CCAC is strongly encouraging all staff to be vaccinated early this fall with both the usual flu vaccine and the H1N1 vaccine.

Flu Vaccinations

Chances are, you’re getting lots of questions from your clients about how to protect themselves from the “swine flu.”

- The seasonal flu vaccine will be available in October through family physicians and community clinics.
- The Pandemic (H1N1) vaccine will be available some time in November. H1N1 vaccine will be limited to public health unit administered clinics, physician offices and hospitals.
- If you have not been mask fit tested for N95, please contact Justin Henry (5925), Deb Wilson (5333) or Carole Barr (5449) as soon as possible.

For more detailed information, check out the intranet.



All the News that's Fit to Print

"Sharing our stories with one another is an important way to build community and stay connected with one another."

That's Cate Patchett, South West CCAC Corporate Liaison. Patchett has been a member of the Staff Newsletter Committee since it started. She and her fellow committee members help produce lively and informative issues of the newsletter every month. The Committee ensures that you know about the latest celebrations, events and achievements across our vast region. Please say thank-you the next time you see the following dedicated people:

London – Barb Clendenning, Cate Patchett, Jan Sewell, Tabitha Carey and Megan Allen-Lamb; **Owen Sound** – Jennifer Lobban; **Seaforth** – Janice Gibbs; **Stratford** – Mary Sickinger and Sarah Racher; **St. Thomas** – Nancy Tolman; **Walkerton** – Brenda Dykstra; **Woodstock** – Gail McMillan and Julie Harde.

Do you have news, information or ideas to share?
Contact the Newsletter Committee member in your office.

New Leaders in Corporate Services

The South West CCAC recently welcomed two exceptional managers in Corporate Services to new roles: **Craig Hennessey** is Regional Manager, IT and Facilities, and **Hilary Halliday** is Regional Manager, Business Intelligence and Controller. Hennessey will be responsible for taking the development of a strong IT team and integrated South West CCAC infrastructure to the next level. Halliday's team will deliver an integrated approach to management reporting and analysis, enhance support to operations, and improve strategic and financial planning. *Watch for a feature story about Corporate Services in the November issue.*

HEROES Coming Soon!

Nominations are now closed for the 2009 Heroes in the Home Awards, celebrating excellence in community care across the South West.

Mark your calendar for the award ceremonies:

- October 8, 2009** Perth and Huron Counties at the Mitchell Golf and Country Club, Mitchell
- October 15, 2009** London/Middlesex and Elgin Counties at the Marconi Club, London
- October 22, 2009** Oxford and Norfolk, Counties at Woodstock District Community Complex (Goff Hall), Woodstock
- November 5, 2009** Grey and Bruce Counties at Stone Tree Golf and Fitness Club, Owen Sound

caregiver
exchange.ca

NOW
LIVE!

Thehealthline.ca has successfully launched the Caregiver Exchange, a new website for friends, spouses and other family members providing informal care in the South West. A temporary site is now available at www.caregiverexchange.ca while the permanent site receives its finishing touches. The caregiverexchange.ca is an online community developed to support those living in the South West caring for a loved one or friend facing disabling, chronic or terminal health issues.

Ruta Pocius is the Regional Coordinator for the site. Pocius, a professional communicator with many years experience, has worked with CFPL-TV, the AIDS Committee of London, the Middlesex-London Health Unit, the University of Western Ontario and The University of Toronto. "Part of my role as Coordinator," she says, "is to search for new information on a daily basis, raise awareness, and encourage a dialogue among informal caregivers." The permanent site will include a moderated blog and subject forums, among other features.



The website is a valuable resource to support the people who work in partnership with CCAC care providers.



Pocius hopes case managers and other community care providers will encourage the friends and family of their clients to check out the site. "We know a vast majority of community care is provided by informal caregivers," she says. "The website is a valuable resource to support the people who work in partnership with CCAC care providers."

Included on the temporary site is information about the **Share The Care™** caregiving model. Recently launched in the South West by campaign coordinator Eugene Dufour, Share The Care outlines how people can pool their talents, time and resources to support someone facing a health crisis.

Welcome new South West CCAC staff:

London: Ann Kirk, Andrea Olmstead, Grace Tallman and Raju Shinde, Case Managers

Owen Sound/Walkerton: Saskia MacMillan and Ashley Schaus, Case Managers

St. Thomas: Charlotte Sipkema and Judith Bossuyt, Case Managers

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

Meet Evelyn Harris-Williams



Evelyn spent 25 years employed by various agencies in community health, including VON, Oxford County Board of Health, and Victoria Hospital. She was an Assistant Professor at UWO and helped prepare the first community nursing curriculum at

Fanshawe College. Previously a member of the Elgin CCAC Board, she also served with the Thames Valley District Health Council and the Trillium Foundation.

"My vision for the future of the health care system is one where people in Ontario will receive the care they need and know where and how to access that care. I enjoy working toward the goal of an integrated health system, with a primary interest in positioning CCACs in that system."

"Next to CCACs, family is very important to me, both as a support and as a focus for nurturing values and beliefs for succeeding generations. Last summer my family and I traveled together to Prince Edward Island for an extended family reunion."

"For fun and relaxation, I create gardens and do handcrafts such as knitting, crocheting, beading and sewing. Reading, traveling and spending time with family, especially my six grandchildren, are also high on my list of fun things to do."

A Star is Born?

Aveleigh, daughter of Keltie MacNeill-Keller, Access CM at the Seaforth site, performed in Oliver! and Evita at the Huron Country Playhouse this summer. She will be playing a Munchkin in the (London) Grand's production of *The Wizard of Oz*, from Nov. 25 to Jan. 3.

Looking Back

On August 6, Beth Martin, CM at the Woodstock site, and many others in Oxford County remembered the tornado that caused such devastation 30 years previously. Says Beth, "The time has gone quickly but the memories last. My most memorable moment this summer was the Canada Day Parade that honoured people who were there 30 years ago."



Much Happiness!
Colleen Lennon, Client Services Assistant at the Stratford site, married Ken Klingenberg on July 25.

The Strathroy Team happily announces their role as 'Honourary Bridesmaids' at the September 19 wedding of team-mate **Sharon Girling** to her long-time partner Robert Tremain. *Congratulations to the happy couple!*



Fall Bride

Staff at the Stratford site held a bridal shower for **Leah King**, Client Services Assistant. The wedding is in October.



Accepting \$8,372.29 raised from left to right: Brett Gatt, Dan Ward, Nancy Schaff, Sandra Coleman, David MacDonald, Jane Feltz, Brenda Mason, Sheila Rolph, Jillian Kneider, Cinderella, R.W. Brother John W. Reynolds, W. Brother Barry Mason.

A Plethora of Princesses

Stratford was the setting for an innovative fundraising event to benefit the South West CCAC in late August. More than 1,500 princesses and parents registered for the event which included games, crafts, stories and the opportunity to pose for photos with well-known storybook characters. Our thanks to the organizers for helping us provide "Outstanding care – every person, every day."



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Where I went on My Summer Vacation

Paige and Thomas, the children of **Tina Szasz**, Administrative Assistant, PMA, Procurement at the Woodstock site, enjoyed their new kayaks at the family cottage in Temagami. (Photo 1)

Laurie Henderson, CM at the Seaforth site travelled to the beautiful region Tuscany in Italy.

Sharon McClenaghan, CM at the Seaforth site spent her holiday in PEI, Nova Scotia and New Brunswick.

Wendy Bugg, CM in Woodstock, took in the scenery with her son, daughter-in-law and two grandsons in the Yukon while visiting this summer. (Photo 2)

Anne Melady, CM at the Seaforth site, hiked 53 km from Skagway, Alaska to Lake Bennet over the Chilkoot Train. She returned to Whitehorse and went by canoe 350 km to Dawson City. (Photo 3)

Janice Gibbs, Administrative Assistant at the Seaforth site, took this beautiful photo while on an Alaskan cruise. (Photo 4)

Nancy Tolman, Geriatric Resource CM at the St. Thomas site, and her husband John visited Alaska to celebrate their 30th wedding anniversary in August. (Photo 5)

Nancy Walker, CM at the Seaforth site, travelled to Alaska this summer.

With a Song in their Hearts

Diana Saudin, Administrative Assistant Corporate Services at the London site, accompanied her son Derek's 22-member choir on a tour through Germany, Belgium and France in July. The most memorable stop was at the Canadian memorial at Vimy Ridge, but of course the Eiffel Tower was a hit too.

