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STAFF BULLETIN

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Enabling Great Care

Corporate Services restructures to support Client-Driven Care

"I'm excited about what's happening. There's a real passion here, and a real commitment to positive change."

That's Mohamed Shafeek, Senior Director Corporate Services, talking about his team. Since Mohamed's arrival earlier this year, Corporate Services has been completely restructured. Hilary Halliday and Craig Hennessy, long-time CCAC staff members, have stepped into new roles, as Regional Manager Finance and Business Intelligence and Regional Manager IT and Business Solutions respectively. Several other positions have recently been filled, too (see sidebar below). Overall the vision is to do more with less, having fewer FTE now than before.

"Corporate Services is a support function," says Mohamed. "We enable the organization, whether by providing good financial information or analytics, or by providing reliable technology solutions. We're constantly looking at what we're doing and asking, 'Is there a better way to do it?'"

Craig is also excited about new directions in Corporate Services. "We're taking IT to the next level, which is 'one client-one record,'" he says. "We

Left to right: Craig Hennessy, Hilary Halliday and Mohamed Shafeek



don't want to just sit on a wealth of IT resources. We want to take them out and share them across the South West. Ultimately, we can use technology to deliver client-driven care in a more effective and efficient way."

Hilary says her job has also changed dramatically. "The vision is so clear and so different from where we were headed a year ago," she says. "Everyone is excited and energized. You're going to see Business Intelligence and Finance staff interacting with our customers (CCAC staff) on a different level, and ultimately, the organization will be better able to make fact-based decisions." Among the changes: a focus on enhanced customer service, more financial and other data at the fingertips of CCAC staff, and more one-on-one dialogue. For example, all managers have received training on new "pivot tables," which enable them to query data about staffing, productivity and purchased services trends in their teams, and expedite evidence based decision making. This is much quicker and more efficient than constantly putting in report requests as had been done previously.

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Congratulations to the Grey Bruce Team on launching CHRIS

Seated left to right: Lori McKinnon, Kathy Weir, Paula Henderson, Lorna Lavergne, Carol Anne Wright, Val McCrae, Alison Blackwell, Faye Bistretzan, Carla Crowther, Lynda Hoffmeyer, Jean Wilson, Donnie Fisher.

Standing left to right: Linda Fetter, Marcy Cloutre, Lynne Scott, Carolyn Sheculski, Alisa Wilson, Jane Dunham, Kim Green, Paul Hurst, Nancy McCartney, Sherry Funston, Michelle Duell, Cheryl Haylow, Cathy Mitchell, Cherie Patterson, and Karin Burrows.

Corporate Services Team – Congratulations to these leaders assuming important new roles for us going forward – it's an A Team for sure!

1. Manager of IT and Facilities	Jon van den Boogaart
2. Manager of IT and Development	Jon Marshall
3. Manager of Business Intelligence	Steve White
4. Finance Coordinator Payroll	Wendy Smith
5. Finance Assistant	Lisa Depencier
6. Data Analyst Consultant	Nupee Hardeep Sadra
7. Data Analyst Educator	Paula Henderson

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A Message from
Sandra Coleman
CEO, South West CCAC

Making Good Sailors

There's an old saying that says, "Smooth sailing doesn't make for good sailors."

What it means, of course, is that when everything is going well, we are not challenged to get better. When we're sailing into a stiff breeze or turbulent waters, we must find strength within to adapt, hone our skills, and meet the challenge.

For the health care sector, this is a time of choppy seas, when change is the only constant. Health care providers face significant budget challenges and growing demands for our services. We are being asked to do more with less, and do it better!

How do we survive in the rough waters that surround us? By remembering Mike Lipkin's Eighth Law – "Be a Team Player."

Mike encourages us to reach out to our colleagues to help and be helped, to bring our A-game every day, and to share best practices. His ideas are very similar to the core values of Client-Driven Care and the Compass that guide our organization – building strong relationships, developing shared understanding, and co-creating solutions. When we count on and collaborate with one another, and work together to ensure great performance in all parts of our organization, there's nothing we can't achieve.

Like geese flying in formation, each member of an effective team must be prepared to show leadership. You can be a leader within your team by embracing change, sharing your knowledge and compassion, making good decisions based on fact, and being accountable for everything you do.

With your hand on the tiller and your eyes on the horizon, you can be a team player, show leadership, and make a real difference in the lives of our clients and our communities. And when you do, this will be the best job of your life, the best team you've ever worked with, and the most impact you've ever had.

Welcome new South West CCAC staff

Woodstock

Sarah Ostrowski – Casual Case Manager

Stratford

Krystle Jantzi – Casual Client Services Assistant

continued from page 1 ... To move its agenda of improvement forward, Corporate Services is forming action teams – cross-functional groups of people from various parts of the CCAC who come together to address a specific task or issue. "Action teams are solution-oriented," says Mohamed. "We're empowering people so they feel they can contribute to the larger goals of the organization." When Hilary put out a call for volunteers for the Finance and Business Intelligence Action Team, she was delighted by the enthusiastic response.

Mohamed says his vision for Corporate Services is inspired by the CCAC Compass. "It's a guiding principle for our whole team," he says. "We want to be fully integrated into the organization, and aligned with its goals. We want to understand the needs of our customers and deliver on them."

What's the Buzz?



• One of Our Own!

London North MPP Deb Matthews has been named Minister of Health and Long-Term Care. Deb was born and raised in London, and holds a PhD in Social Demography from the University of Western Ontario. She has been active in community organizations such as Orchestra London, the Thames Valley Children's Centre, and the Boys and Girls Club of London. Most recently she served as Minister of Children and Youth Services, where she played a key role in developing the new Ontario Child Benefit. Deb has been a longstanding friend and supporter of our CCAC and we look forward to continuing that close relationship in her new role.

• Opening doors for people with disabilities

The Ontario Association of CCACs is working with all 14 CCACs to ensure they comply with the Accessibility for Ontarians with Disabilities Act, and provide the best possible care to clients with disabilities. Policies, procedures and training are being developed locally, and all CCAC staff will undergo training over the next two months. The guiding principles of the project are respect for dignity, respect for independence, integration, and equality of opportunity.

• H1N1: All the latest

H1N1 vaccination is under way. Check out the CCAC intranet and "Flu Virus Resources" at www.thehealthline.ca for all the latest. You'll find tips on how to protect yourself and your clients from infection and updated information on symptoms, vaccination and treatments. Everyone at the CCAC should be getting the H1N1 vaccine – please protect your health!

• Thehealthline.ca partners with the LHIN

Thehealthline.ca is providing its data to the South West Local Health Integration Network, to support the development of its Program and Services Inventory, a listing of health service providers across the region. Says thehealthline.ca manager Lisa Misurak, "This partnership is a reflection of the site's reputation for accurate, up-to-date information. That's why it has also become an important tool for Information & Referral at the CCAC."

Local Connection

HR coordinators work closely with staff and managers

Recently HR coordinator Debbie Wilson worked with a staff member returning to work after facing health challenges. Cooperating with the union rep and manager, Wilson helped come up with a modified work plan, and then stayed in touch with the employee to make sure the plan was working. Says Wilson: “She told me she was so glad I was here, because it made it much easier for her to get back to work.”

Wilson has been working in her current role in Owen Sound and Walkerton since April, when a decision was made to move some HR functions from London to the local offices. Justin Henry is doing the same job in Oxford, Perth and Huron. “The

“Having an HR presence in each office really solidifies that we are truly one now.”

South West is a huge region,” he explains. “Having an HR presence in each office really solidifies that we are truly one now. It shows staff members that every person gets the same service from HR, wherever they are in the South West.” Wilson and Henry, and their colleagues Carol Barr and Susan Johnson in the south, handle issues relating to benefits, recruitment, hiring and retention, health and safety, interpretation of collective agreements and more. “Our goal,” says Wilson “is to put more HR best practices in place across the region, and to streamline processes as much as possible.”

In the first six months, Wilson and Henry have worked to develop strong relationships with staff and managers. “We’ve been able to build a positive rapport and trusting relationships,” says Henry. “People know they can come to us for their day-to-day needs.” Adds Wilson: “Our doors are open. We’re always ready to answer questions and listen to concerns.”

Piecing Together a New Approach

The Huron-Perth QILT is innovating around case management support



Quality Improvement
Leadership Team

“I’ve been here a long time and I enjoy ensuring that our clients are well served. Having some input into how that happens is really important to me.”

That’s Betty MacDonald, a Client Services Assistant (CSA) in the Seaforth office. She is a member of the Huron-Perth Quality Improvement Leadership Team (QILT), chaired by Mary Lynn Priestap. The Team has been meeting together since early 2009.

Because Stratford and Seaforth were chosen as the first site to implement CHRIS, the QILT focused primarily on that project first. Now that implementation is complete, the Team (along with other QILTs across the South West) is working on ways to enhance the role of CSAs so that Case Managers (CMs) can spend more direct time with clients and out in the community.

CSAs now serve as the first point of contact for clients, dealing with general inquiries, taking demographic information, and booking appointments for CMs. Once clients start discussing health and service issues, they are referred to a CM. “It’s a matter of letting go,” says MacDonald. “The Case Managers have to trust the CSAs

to do the right thing and make a referral at the appropriate time. And CSAs have to learn what they can do and when to make the hand-off.” The Team was assisted by Myrna Powell and Heather Smith, CSAs from Woodstock who shared their experiences with the expanded CSA role.

To ensure that information is flowing freely between the QILT and other staff members in Stratford and Seaforth, the QILT has re-introduced a monthly meeting summary. There are also plans to have a 20-minute “What’s the Buzz” session during QILT meetings – a time when other staff can call in with questions and concerns. Says MacDonald: “They may have issues and solutions that we haven’t come up with. We want all employees to be involved because in the end the work of the QILT affects everyone.”

Priestap and MacDonald agree that the QILT process is leading to positive change. “When staff members are involved in creating the changes, they are more likely to buy in,” says Priestap. She adds: “Our QILT members are truly motivated to make things work and make a difference to our clients. There’s lots of work ahead, but we’re definitely moving in the right direction.”

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

Meet Bonnie Monteith



As a former Professor of Nursing at Conestoga College in Kitchener, Bonnie played a key role in the development of a common nursing curriculum for McMaster University and Mohawk and Conestoga Colleges. Bonnie was also a long-time nurse at Stratford General Hospital. She has served on several boards and groups in the Stratford community, including the former Perth County CCAC.

"As part of their community experience, my nursing students were mentored by CCAC case managers and care providers. The stories they told further underscored the immense positive impact that CCAC care providers have on the quality of life of the clients they serve and their families. I was excited about the prospect of volunteering my time to further the work of such a vital component of our health care system.

"There is a sense of mutual respect and collegiality among our board members and senior management, so even when there is rigorous debate, our meetings are always enjoyable. The most satisfying aspect of being a board member is gaining insight into and promoting the ever expanding role that the CCAC is assuming in the delivery of cost-effective, client-driven care in our communities."



My, how time flies

Elaine Palmer, Case Manager in the Owen Sound office (center) and her husband Donald (right of Elaine) celebrated their 40th wedding anniversary on September 20, surrounded by their beautiful daughters, sons-in-law and grandchildren.



My, how time flies II

The Stratford office held a retirement celebration at Kelsey's for Judy Kompf in August. The staff bade Judy a fond adieu at the end of October.

Turkey Time

The Social Committee at the Woodstock site held its annual Thanksgiving Potluck on October 8, including turkey and all the fixings and a whole tableful of desserts!



Happily Ever After

Lee MacDonald, case manager at the Woodstock site, and Rollie Sander exchanged wedding vows on September 5 in a magical setting at Langdon Hall in Cambridge.

Many thanks to our Heroes in the Home student volunteers:

Taylor Irwin (left), Megan Halliday, Courtney Edmiston (right), Mark Stephenson, Michelle Coyle, Jeff Gonsalves, and River Robbins



HEROES IN THE HOME 2009 Caregiver Recognition Awards

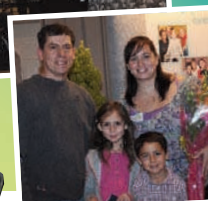
Huron and Perth Counties October 8, 2009



London/Middlesex and Elgin Counties October 15, 2009



Oxford and Norfolk Counties October 22, 2009



COMING Grey and Bruce Counties November 5, 2009

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