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STAFF BULLETIN

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Celebrate Excellence in Client-Driven Care

There are a few days left to nominate someone for a South West CCAC 2010 Client-Driven Care Award of Distinction. A total of four awards will be presented this year, three to individuals and one to a team.

To find out more, check out the nomination form on the Intranet under current news.

BUT DON'T DELAY: nominations close February 3, 2010 at noon.



FlexClinics Put Focus on Community Care

Two years ago, the South West CCAC introduced an innovative concept – flexible nursing clinics in communities where there were enough ambulatory clients to support them. Today there are 17 FlexClinics from Owen Sound to St. Thomas, and as many as 2,600 client visits each month.

As the CCAC moves into a time of budget constraint, the clinics will be more important than ever as a cost-effective alternative to in-home care. The CCAC has set a target of 4,500 clients per month.

“... I focus on how they can be actively involved in their own treatment.”

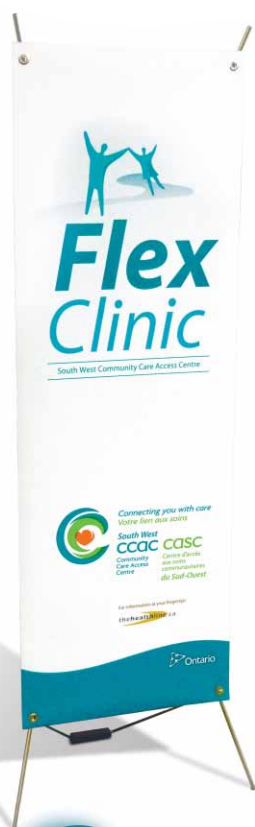
Case Manager Carol McWhinney says the FlexClinics reflect a positive move toward engaging clients more actively in their own care. “This is an opportunity for clients to take charge, instead of sitting at home and waiting for a nurse to come,” she says.

FlexClinics mean less time and disruption when compared to a visit to an emergency room, urgent care clinic, or even a family doctor's office. Says McWhinney: “I tell clients that they will rarely wait more than 15 minutes at a FlexClinic.” For clients who are still working, the appointments are much easier to fit into the work day. They are also more convenient for retirees, many of whom continue to drive and be actively involved in their communities well into their 80s. “This takes away the medical model and the focus on illness,” she says. “Instead I focus on how they can be actively involved in their own treatment.”

Teaching is an important element in any FlexClinic visit, McWhinney says. Clients are encouraged to bring their caregivers with them, so that they both can learn how, for example, to change a dressing. Clients and family members feel more in control, and the CCAC can reduce nursing visits and focus on higher-need clients.

McWhinney says FlexClinics are consistent with the philosophy of Client-Driven Care, because they engage clients in their own care and promote health while benefiting the whole health care system.

To those who say that a clinic is not “home care,” she says simply: “I don't use the term “home care” any more. That's the way it was 20 years ago. Now we're all about community care. This is community care at its best.”



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A Message from
Sandra Coleman
CEO, South West CCAC

Discovering Who We Are

A WISE PERSON ONCE SAID, "LIFE'S CHALLENGES AREN'T MEANT TO PARALYZE US. THEY'RE MEANT TO HELP US DISCOVER WHO WE ARE."

That is certainly true of the challenges that face the South West CCAC today. As you know, we are experiencing severe budget pressures. Demand for our services has been increasing by more than 15% a year – far beyond our funding levels.

In the face of these realities, we remain committed to delivering outstanding client-driven care and to providing care to those who need it most.

The solution lies in focusing on what we do best – the art of case management. Case managers are skilled in assessing

clients, connecting them with care and support in the community, and developing creative strategies to help them achieve their goals. With fewer resources at our disposal, case management is more important than ever.

Unfortunately, superb case management alone is not enough to balance the budget. With great reluctance, we have introduced waiting lists for low and medium-need clients for personal support and homemaking. This was a step we tried to avoid by implementing other cost containment strategies, but simply could not avoid.

To stretch our resources even further, our case managers will be making use of cost-effective services, such as our FlexClinics (see page one) and new medical supply depots (see page three).

So are we delivering “home care” when we refer a client to a FlexClinic or arrange for them to pick up their own supplies? The fact is, home care is not our business any more. The South West CCAC is in the business of connecting people with community care. That’s who we are and will be, in challenging times and in good times. It took a financial squeeze to help us realize that.

WHAT'S THE BUZZ?



OHCA Budget Submission In December the Ontario Home Care Association made a pre-budget submission to the Ontario government. “Moving out of deficit requires tough measures for the government,” the submission noted. “The OHCA suggests that home care can be one of the means to balancing the budget.” The recommendations included multi-year funding for CCACs, investment in innovative technology to support home care, exempting paid home care services from the HST, and providing access to respite.

BIG Numbers The National Association of Home Care & Hospice in the U.S. declared November Home Care and Hospice Month. The Association reports that paid home care services totalled approximately \$100 billion in 2008, but the value of services provided by friends and family was more than \$300 billion.

Health Care Worker Bill Passed On December 1, 2009 the Ontario government passed the *Regulated Health Professions Statute Law Amendment Act*. The new law expands the scope of practice for NPs, pharmacists, physiotherapists, dietitians, midwives and medical radiation technologists. Said Deb Matthews, Minister of Health and Long-Term Care, “Allowing our health care professionals to make better use of their skills and talents will offer many more choices to patients and increase access to care.”

Data Repository Project Under Way On behalf of the South West LHIN, *thehealthline.ca* has begun collecting and validating data for a data repository of LHIN-funded health programs and services across the South West. The repository is the first step toward developing fully-integrated, up-to-date online program and service information for use in system planning.

Help for Haiti

We have all been deeply touched by the suffering caused by the earthquake in Haiti. Several members of the South West CCAC staff have been more closely involved in the events there.



Joanne Steegstra, case manager in Seaforth, left on January 23, 2010 to volunteer at the Children of the Promise orphanage in Haiti for the next few weeks. Joanne brought more than US\$300 in donations collected from Seaforth staff for the orphanage.

The Stratford Site has staff who worked in Haiti in the past, some plan to travel to the area to assist in the recovery and some have friends who were lost in the earthquake. On January 20, the staff held a potluck lunch with free will donations accepted, a bake sale and a 50/50 draw. We raised an incredible \$1,053 for the Canadian Red Cross' Earthquake Project. Many thanks for your generous donations and to the organizers – you are all wonderful caring people.

Helping Clients Help Themselves

The South West LHIN and CCAC introduce the Self-Management Toolkit

When it comes to caring for people with chronic diseases, one member of the care team does most of the work.

The family doctor? The Nurse Practitioner? No, it's the patient herself. After all, patients spend a relatively small amount of time interacting with health professionals, and more than 95% of their time dealing with the day-to-day reality of their condition on their own. That's why self-management is so important.

The South West LHIN's Priority Action Team for chronic disease prevention and management identified self-management as a key strategy in the management of chronic disease and has developed a toolkit to help professionals learn more about this important area. *Self-Management in Theory and Practice: A Guide for Healthcare Providers* brings together the literature, theory and background around self-management and provides tools for health professionals to use.

To ensure that the toolkit was easily accessible, the group also developed a website, www.selfmanagementtoolkit.ca, which provides a lively interactive learning experience. Finally the effort was supported by in-person sessions, three held in June 2009, and four planned for February and March 2010. The South West CCAC is leading the roll out of the toolkit, led by Nancy Dool-Kontio, working with an advisory group from across the South West.

Kelly Gillis, Senior Director, Planning, Integration and Community Engagement with the South West LHIN, says the toolkit is a valuable resource for anyone caring for people with chronic disease. "Whether it's the book, the website or the in-person sessions, this is another resource that health professionals can use to support quality improvement in chronic care. Ultimately, this is about getting all members of the care team, including the client, talking the same language around self-management."

thehealthline.ca Hosts Nursing Placement

For the first time ever, *thehealthline.ca* participated as a community placement site for a nursing student enrolled in the Promoting Health of Communities course at the University of Western Ontario.

Stephanie Skelding worked closely with Ruta Pocius, Regional Coordinator for www.caregiverexchange.com, a specialized mini-site on *thehealthline.ca*. Her goal was to learn more about the type of information caregivers would like to receive through a website and blog. Skelding held focus groups with two rural and two urban caregivers. Among the comments she heard: "I'm more organized, I hire private care for my son, my husband and I go dancing once a week," "I pull it apart and only deal with what I have to that day," and "I know when I've had enough and I go out, even if it's just for coffee."

Pocius hopes *thehealthline.ca* will continue to host students for community placements. "Given our ongoing commitment to community health promotion and development, working here is an ideal opportunity for nursing students to experience community health promotion in action."

Welcome New South West CCAC Staff

London: Sandy Glanville and Hoa (Cindy) Le, Financial Analysts

Woodstock: Heidi Folkema and Elizabeth Gunter, Case Managers

Successful Transition to Depots

"Our main goal is to help clients reintegrate into society after an illness or injury. They may be at home, not getting out much, not doing the things they used to do. The depots help by encouraging them to get back into the community, to start going to their local drugstore or grocery store again, to get back into their normal routine."

That's Tina Hickey, Central Order and Reconciliation Supervisor for the South West CCAC, talking about the move to medical supply depots. Although she admits that change is always challenging, she says the response to the new system has been positive across the region.

Before the system was introduced, medical supplies were handled differently in different parts of the region. Now there are depots across the South West, strategically located so that each one is no more than a 20 minute drive from all clients. The depots are in drugstores, grocery stores or other businesses that volunteer to support the service. For clients who can't get to the depots, there is provision for home delivery. So far, very few clients have required this service.

Hickey says the new system is more efficient for nurses and for vendors. Most important, it has real benefits for clients. "This helps clients be part of their own healing process," she says. "Handling the supplies gives them a better understanding of what's being used and how."

2009 Years of Service Recipients

We honour these individuals for their **many years of** delivering **compassionate and skilled care** in our communities.

We want to recognize everyone celebrating a milestone. If your name isn't on the list and you think you are celebrating a milestone, please email Susan Johnson.

35 YEARS

London Lynne Hammond

25 YEARS

Grey Bruce Kathy Weir

London Dianne Boniferro

20 YEARS

Elgin Jean Scott

Grey Bruce Faye Bistretzan, Linda Fetter, Jeanette Rankin, Judy Walter

Huron Linda Suplat

London Deborah Dixon, Nancy Downard, Jean Hohnstein, Kim Irwin, Mark Kruger, Linda Martin, Patricia Mahovlich, Petey Noble

Oxford Sharon Broadhurst, Jan MacKinnon

Perth Lynne Falshaw, Susan James, Pat Turnbull

15 YEARS

Grey Bruce Elizabeth Disaverio, Royce Mahood, Val McCrae, Jane McNalty

Huron Hellen Beasley, Keltie MacNeill-Keller

London Zenobia Anary, Pamela Battersby, Susan Clark, Gina Couper, Linda Damore, Marjorie Emery, June Kyle, Niki Lauzon, Heather Patterson, Margaret Nagle, Carole Ristmae, Julie Senuita, Anne Smith

Perth Kathryn Henderson, Shirley Hughes

10 YEARS

Elgin Barbara Scheele, Carol Watson

Grey Bruce Cindy Stevenson-Fair, Sherry Funston, Paul Hurst, Karen Lipskie, Nancy McKague, John Warner, Cathryn Whitehurst

Huron Janette McClean, Sharon McClenaghan, Mary Morley, Dianne Murray

London Sharon Abel, Anna Ackland, Sandy Coulter, Susan Deffett, Anne Marie Fitz-Gerald, Sharon Lee Frank, Marilee Garner, Mary Henderson, Ingrid Hicks, Jacqueline Hudson, Rolande Joseph, Donna Kovacs, Kathy Mercer, Janet Nanni, Margaret Neron, Anne Rickwood, Carolyn Sheculski, Jennifer Tanton, Dianne Vermunt, Sandra Van der Veen

Oxford Sharon Bale, Nancy Cheevers, Suzanne Gascho, Angela McCann, Linda Smith, Melody Williams

Perth Theresa Dubblesteyne, Allison Hiller, Janet Hook, Kathryn Nafziger, Jaynie Nicholson

5 YEARS

Elgin June Gagnier

Huron Michele Dalton, Mary Ann Hathaway, Jacque McGregor, Ruth Ann Steckle

Grey Bruce Andrew Henry, Colin Keevil

London Marian Atkinson, Rebecca Crafts, Christopher Curzon, Marie Davies, Wendy Holmes, Ron Hoogkamp, Kelly Lewis, Heather McCallum, Jacquelyn McPhee, Cheryl Moores, Shelley Myer, Karie Nugent, Dianne Platt, Luanne Robotham

Oxford Candice Beselaere, Shannon Brett, Marlene Franklin, Linda Hanson, Susan Legacy, Rebecca Nichols

Perth Jane Downey, Michelle Kelly, Barbara Kerr, Dorothy Knight, Charlene Shantz-Tepker



The Miracle of Birth

The South West CCAC welcomes the following additions to our extended family:

1. **Tyler Kenneth Joseph Van Dyk**, grandchild of Valerie Van Dyk, CSA, London
2. **Charlotte Jocelyn Wesley**, daughter of Jacque Wesley, SCRT, London
3. **Jordyn Isabella Jeffries**, daughter of Katie Jeffries, casual relief, and granddaughter of Donna Ladouceur, Senior Director Client Services
4. **Arianna Pellarin**, granddaughter of Merrilyn McBurney, CSA, Seaforth

Gratitude Made Tangible

Delphine Staley, CSA Stratford, reports that staff members were baffled when a donation was received with no indication of who it honoured. It turned out to be an annual donation on behalf of a client served in 1996. Says Delphine, "Something like this reminds us that **we do make a difference** that is remembered and appreciated for a long time."



Angel Wings

The Woodstock Social Committee raised enough funds throughout 2009 to make 31 "Angels" happy this year at Christmas. Seen here with gifts purchased with the funds are Social Committee members (l to r back) Leah Barnes and Tina Szasz, and (l to r front) Deb Gilbert and Shannon Brett.

Transitional Care Unit Celebrated

London's Transitional Care Unit, a partnership between St. Joseph's Health Care London and the South West CCAC, has been submitted to *Hospital News* for inclusion in an upcoming issue. Regional Client Services Manager Sherry Fletcher was interviewed for the story and Case Manager Lorna Kroh is in the photo.

Olympic Torch Update

Melody Whitehead, who carried the Olympic torch through Woodstock, brought her torch to the London office on January 4 so that her colleagues could have a closer look. In a blog about her experi-



ences she wrote, "It is a day I will never forget, full of emotion, pride and patriotism. Thanks everyone who was there either in person or in spirit!"

Celebrating Careers of *Caring*

Folks at the Walkerton site gathered on November 18 to mark the retirement of four valued staff members.



(l to r): Beth Hunter, Receptionist, Mieneka Siertsema, AA, Diana Pedley and Helen Warren, CSAs.



"Christmas Share" (l to r): Two of the Salvation Army's Centre of Hope employees, CM Jan Weeks (holding boxes) and AA Ingrid Hicks load London office donations including hats, scarves, mitts, baby supplies, \$370 in gift cards and \$270 in canned food. A tremendous effort by all!

This product is made from 100% recycled fiber.