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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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South West CCAC case managers, Tracy Hartley and Jacquie McGregor.

From Admission to Community

Case managers use innovative care model at Clinton Hospital

"In a small hospital, discharge planning is a huge role. We're often the people who follow patients and families from admission until discharge, and then help put the right services in place to get them home or into long-term care. We wear a lot of different hats to ensure that people have what they need on discharge."

"The clients I'm seeing in the hospital are the clients I'm seeing at home, ..."

That's Jacquie McGregor, a case manager with the Clinton Hospital site of the Huron Perth Healthcare Alliance and the Clinton Family Health Team. She works closely with fellow CCAC case manager Tracy Hartley, sharing discharge planning responsibilities at the hospital and working with clients in the community and at the FHT. It's a model that they believe is working well. "As we follow patients from admission to discharge, we get to know them and to understand what their needs are," says Hartley. "That way, we can ensure that they receive CCAC in home services and we can refer them to community services that will meet their needs."

"Clients get to know McGregor and Hartley while in hospital, who then continue to see them when they get home." "We start the plan together in the hospital, and we carry on together," says Hartley. "The relationship starts when they aren't feeling well and continues until they are feeling better." Meeting clients for the first time in the hospital also means that the case managers connect with family members who are visiting.

McGregor adds that they are able to build productive relationships with doctors in the hospital and in the community. "The clients I'm seeing in the hospital are the clients I'm seeing at home, and the physicians are the ones I work with every day. I can ask questions about clients, and the doctors appreciate the input we can provide because we see what's going on in the home. It gives all of us a good sense of how our clients are managing."

The model reflects the principles of Client-Driven Care, because clients are involved in planning their own care from the time they are admitted to the hospital. Says McGregor, "We try to work together as a team to get them home from the hospital or into a long-term care home. From our first meeting we engage them in looking after their own care and working in partnership with other care providers."

There is a similar arrangement at the Seaforth Community Hospital. Mary Cardinal, Vice-President Clinical for the Huron Perth Healthcare Alliance, says the model is ideal for clients and hospital staff alike. "There's good continuity of care and communication with patients, staff and physicians," she says. "There's also good community-hospital-community continuity. The CCAC case managers are wonderful partners in the continuum of care."

To "meet" Jacquie and Tracy and hear them talk about their commitment to Client-Driven Care, click here www.youtube.com/user/SWCCAC.

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ISSUE:

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A Message from
Sandra Coleman
CEO, South West CCAC

The Art and Science of Case Management

A recent study explored the value of community care in hard numbers.

The study compared the costs of providing CCAC services with the savings realized by keeping people out of hospital, long-term care and assisted living facilities. It found that for a group of frail elderly clients, the provision of community care resulted in net savings of \$16 million a year. Extrapolated across the province, the savings would be \$150 million.

Numbers give us confidence. This study, for example, confirms the solid value that community care represents in the health care spectrum – something we all know intuitively.

As a CCAC, we pay a lot of attention to numbers. Increasingly, we use numbers to assess clients, set priorities, measure quality, and budget scarce resources. In a time of fiscal constraint, we watch the numbers closely to ensure that those who need care most receive it. Ultimately, we are accountable to the taxpayers of Ontario to deliver the best care possible with the funds entrusted to us.

But we know that there is more to our work than numbers. Client-Driven Care adds meaning to our clients' lives. It helps them to get better sooner or to live with their limitations. It comforts and supports families in transition. When we collaborate with our partners, our jobs are more satisfying and the outcomes are better for everyone.

Case management is driven by the science of numbers, but also by the art of caring. It is a balancing act. We must be fully accountable for the resources we use. We must also be fully human in our interactions with clients.

I know that it's not always easy to keep your balance. On behalf of our clients, families, partners and the health system, thank you for practicing the art and science of case management!

WHAT'S THE BUZZ?



2010 Ontario Budget Health Sector Highlights

- Health sector expenditure will increase by 6% for 2010/11, 4.1% for 2011/12 and 3.1 % for 2012/13
- \$100 million will be invested in ER Wait Times Strategy
- \$8.5 million will be used to create 14 Diabetes Regional Coordination Centres to organize and manage local diabetes programs. (The South West CCAC will take on this role in this region.)
- Chronic kidney condition services and diabetes care and prevention will be expanded
- Hospital base funding will be increased by 1.5%
- Legislation will be introduced to make health care providers and executives more accountable for improving patient care

Ontario CCACs by the Numbers

- In 2008-2009, Ontario CCACs served more than 586,000 clients, an increase from 573,000 the year before.
- 54% of clients were 65 years or older
- 16% were under 19
- Ontario CCACs employed 5,370 people in 2008-2009
- Ontario CCACs delivered approximately:
 - 19 million personal support or homemaking hours of service
 - 6 million nursing hours
 - 1.4 million therapy hours

OACCAC and OHA Join Hands

The Ontario Association of Community Care Access Centres (OACCAC) and the Ontario Hospital Association (OHA) have agreed to form an "initiative-driven strategic alliance with a focus on improved patient and client outcomes and experiences." The two organizations are developing a memorandum of understanding that will include joint activities such as advocacy, policy development and education.

The OACCAC was established in 1998 to represent the interest of Ontario's CCACs. The OHA, founded in 1924, represents 154 public hospitals and serves as a major public voice in health care.

Sandra Coleman, CEO of the South West CCAC, is a member of the board of directors of the OHA, and Evelyn Harris-Williams, chair of the South West CCAC board, serves on the OACCAC board.

Thames Valley FHT Opens New Location

Deb Matthews, Minister of Health and Long-term Care was on hand on April 6 to officially open the newest location of the Thames Valley Family Health Team in the West London Family Health Clinic. The Thames Valley Family Health Team consists of 80 doctors and 38 other health care professionals working together to provide a seamless network of care across more than 11 sites. The Team serves more than 112,000 patients, including more than 17,600 people who previously did not have a regular family doctor.

Apart but Truly Together

June All-Staff Meeting in Planning

This year's South West CCAC All-Staff get-together will be a "virtual" happening, but that won't dampen the spirit of unity and shared achievement.

Events will happen concurrently across the South West in early June. The plan is to hold events in Owen Sound (for staff in Grey and Bruce counties), Stratford (for Huron and Perth), Woodstock (for Oxford and Norfolk), and London (Middlesex and Elgin).

The day will begin with a webcast introduction from CEO Sandra Coleman. The rest of the morning will focus on connecting with and learning about community support agencies. Community Support Fairs, featuring displays by local agencies, will be set up in each location. "We're looking forward to a lively exchange of information and ideas," says Gord Milak, Senior Director, Performance Management and Accountability. "This is a great way for CCAC staff to meet their counterparts in local agencies and explore how we can support one another."

After lunch at each site, Sandra will speak again, followed by the presentation of the 2009/10 Client-Driven Care awards. Then each site will present its own Years of Service awards and spend time celebrating together. "We have a lot to reflect on in the past year," says Sandra. "Although we won't all be in the same room together, the June all-staff meeting will bring us together in spirit to learn and celebrate."

Megan Allen-Lamb, Senior Director of Human Resources and Organizational Development, says that getting together, if only in spirit, is important to the South West CCAC and to the health system as a whole. "This is an opportunity to share knowledge and ideas, and to understand our role in a fully integrated health system," Megan says. "In the spirit of Client-Driven Care, it's all about connecting, building relationships with our community partners and co-creating strategies. It's about leading together to serve our clients and families better."



Final CHRIS Farewell

Excerpt of poem by Jacquie McLeod, CM, Woodstock.

Change Train

The change train has been rolling
For many, many years
Bringing along with it
Cheers, jeers, laughter
and tears



Time has come to bid farewell
To our trusty data base
And greet the newcomer, CHRIS
Destined to take its place ...



Top: Members of the Oxford CHRIS Team
Middle and Bottom: Members of the Elgin CHRIS Team

Community Grand Rounds to Launch

A time-honoured hospital tradition is coming to the CCAC

Beginning May 4, the Inter-Agency Leadership Partnership is introducing Community Grand Rounds.

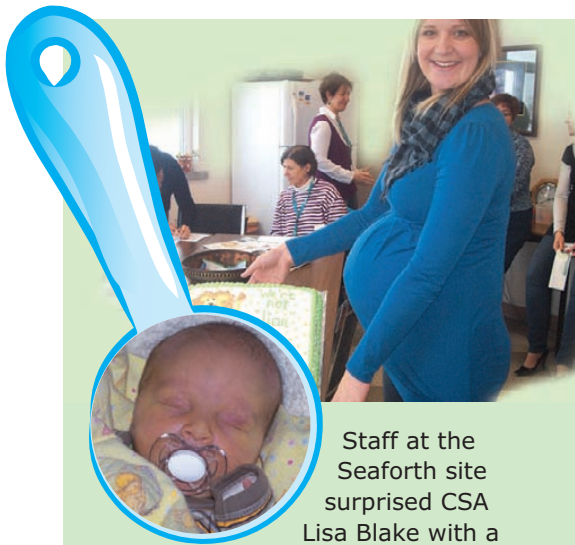
The learning sessions are designed for frontline staff, supervisors and managers in service provider agencies and the CCAC, and each session will be co-hosted by a service provider and a CCAC staff member. Each session will run from 4:00 p.m. to 5:00 p.m., and consist of a 10-minute video presentation of the client story, followed by group discussion and evaluation.

Four client stories will be presented during 2010-2011, one each quarter. Several sessions will be scheduled at each CCAC site, so that as many people as possible can attend. All participants will receive a signed certificate of completion.

"Effective client care depends on an integrated team that builds on each other's strengths," says Gord Milak, Senior Director, Performance Management and Accountability. "This supports other work of the IALP, including the shared Record in the Home, and case conferencing. It gives agency and CCAC staff an opportunity to meet face to face, build relationships and learn together."

Interested in hosting a Community Grand Round?

There's a minimal time commitment and it's a great opportunity for CCAC staff and service providers to work together. To find out more, contact Gwen Vanderheyden, Regional Manager, Quality at 519-641-5460 or email Gwen.Vanderheyden@sw.ccac-ont.ca.



Staff at the Seaforth site surprised CSA Lisa Blake with a farewell cake on her last day of work before her maternity leave. Two weeks later, on February 28, 2010, **Kesler Anthony Blake** was born, weighing 9lbs, 9 oz.

Congratulations to Marcy Clouatre, CSA at the Owen Sound site, and her husband Tyler who are the proud parents of their first child, a boy named **Lucas Tyler Clouatre**, born on Sunday, January 31, 2010, weighing 9lbs, 5oz.

A SPECIAL Chris Champion

Elgin is very pleased to be passing the "Orange shirts" on to a true Chris champion and his family. Chris Cox received a **double lung transplant** January 13, 2010 after battling Cystic Fibrosis for 32 years. Chris is the son of Team Float Case Manager Jane Cox, St. Thomas site. Chris' Toronto surgeons have described his post op recovery as "truly phenomenal." Currently Chris is residing close to Toronto General for monitoring, but his goal is to return home to Elgin by April 13. **WAY TO GO CHRIS!**



Donations to the Canadian Cystic Fibrosis Foundation in London are greatly appreciated.

519-615-1355

info@cysticfibrosislondon.ca

Owen Sound Retirees

- 1 CSA Gloria Berfelz retired in January
- 2 CSA Carol Anne Wright retired in March
- 3 CM Cherie Patterson retired in February



HOT TIPS for using *thehealthline.ca*

You know *thehealthline.ca* is a great resource, jam-packed with information, but sometimes you find it difficult to use? Like any new tool, *thehealthline.ca* takes getting used to. We asked Celina Thomas Hicks, *thehealthline.ca* Regional Community Partnership Coordinator (RCPC) for Huron, Perth, Oxford and Norfolk, to share a few tips. "There are so many ways to use *thehealthline.ca* to support client care," says Thomas Hicks. "Not only is it valuable to access care and support services but it can also be used to enrich the lives of clients by connecting them back to their community."

- Take time to explore and experiment. Ask fellow workers how they use *thehealthline.ca* and what features they find useful. Take advantage of any training offered.
- If you need the phone number of a pharmacy, hospital or LTC home, click on "Health Care Facilities" on the home page, and scroll down to the type of facility you want.
- Not sure where to start? Use the Google search in the top right corner. Type in your search term, such as "foot clinics," select the geographic area you want and press search.
- Use the Events listing to quickly find upcoming support groups, clinics and other information for your clients.
- You can request information specific to your region. Click the appropriate bar at the top and continue your search.
- Looking for information to leave with a client? Click on "Library" and then "Health Service Directories." Each directory is like a pamphlet. Each record has a "printer-friendly version" button on the top right corner. Thomas Hicks and the other RCPCs (Darren Robbins for London/Middlesex and Elgin Counties and Teresa Zohorsky for Grey and Bruce Counties) are always ready to answer questions about *thehealthline.ca*.
"We welcome feedback so that we can continue to make improvements."

New South West CCAC Staff

London: Christopher Hepple, Data Analyst
and Darko Pecanac, Report Writer



This product is made from 100% recycled fiber.