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du Sud-Ouest

STAFF BULLETIN
Volume 4 Issue 5 June 2010



Leading and Learning Together

The CCAC's Annual All-Staff Reminded Everyone of the Important Role of Community Support Services

"The CCAC is very pleased to be bringing everyone together this morning across the South West. We know that everyone here is focused on providing the best care we can to our clients. Today's event is an opportunity to understand the best of what's available in the community and to get updated on the latest innovations in service."

With those words, CEO Sandra Coleman launched the South West CCAC All-Staff meeting on June 10. Events were held at four sites across the South West – London, Owen Sound, Stratford and Woodstock. A health fair featuring community service providers was held at each site. CCAC staff members were paired up and given hypothetical client "scenarios" asking them to explore the services available in their community by meeting and talking with people at the booths. "I've been working with the CCAC for more than 20 years," said Megan Nichols, CCAC Regional Manager, Quality, "and I've already learned about services I didn't know were here! This opportunity has been great." Adds Sheila Nother, case manager at the University campus of London Health Sciences Centre: "It's been wonderful to see all the different types of services and resources that are out there. I'll be able to go back to work and refer people to support services that I'm more knowledgeable about." In evaluations, 96% of staff members said they found the meeting helpful in learning more about community support services.

After the Health Fairs were complete, Coleman noted that the two most common phrases heard were, "I'm so glad to finally meet you," and "Oh, I didn't know you did that." She added that case managers will now be prepared to make more and more accurate referrals as a result. "Ultimately it's our clients who will benefit from our time together today."



"It's great to be here, to bring awareness to our program in the community and to let people know the distance that our program covers. The event is very well attended and the scenarios are great."

Pat Harmer, ConnectCare Program, Parkwood Hospital

"I think even though a lot of people are familiar with our program, ... it's always nice to have that opportunity for interaction about the specific parts of the program. And that's been wonderful today. Whoever came up with the idea – it was absolutely brilliant."

Lindsay Wonnacutt, Grey Bruce Falls Prevention and Intervention Program (Grey Bruce Health Unit)



"This is long overdue and I think we should do it more often. It helps the case managers understand the programs we have. The whole point is to help clients navigate the system better."

Dawn Adams-Burridge, Elgin-St. Thomas Adult Day Program



"It's given us an opportunity to share our resources, as well as our knowledge and to provide feedback to CCAC staff ... to provide that one-on-one contact that's needed to provide the best care for our seniors in our community."

Jo-Anne Cook, Home & Community Support Services of Grey-Bruce

To view the All-Staff Event click here.
www.youtube.com/user/SWCCAC



Looking Forward + PMA Team + CDC Awards Recipients + WHAT'S THE BUZZ +
New South West CCAC Staff + Staff Moments and Celebrations



A Message from Sandra Coleman, CEO South West CCAC

Looking back, looking forward

We will look back at the 2009-2010 year as a defining moment in the development of the South West CCAC.

It was a year in which we faced significant funding challenges and worked together to find creative solutions. A year in which we made tough choices based on our shared vision for the future. A year of strengthened partnerships and renewed commitment to Client-Driven Care. A year in which we counted on, trusted, and supported one another.

We can all take pride in our achievements – the innovative care models, high levels of client satisfaction, enhanced partnerships across the health spectrum, successful adoption of new technology, significant contributions to knowledge creation, and much more. Above all, we should all be proud that we put clients and our philosophy of Client-Driven Care at the centre of everything we did.

In the year ahead, we will continue to face finite financial resources and growing demand for our services, always needing to innovate to find ways to provide care to those who need it most. We will also continue to deal with rapid change throughout the health system and potential shortages in some professions.

I'm confident that we will turn these challenges into opportunities. During our recent All-Staff meeting on June 10, I was reminded of the strength, compassion and commitment of our staff, care providers and community partners.

We are all focused on the same goals. We are learning to share information and work together more effectively. We are leading together.

The South West CCAC has come through our defining moment stronger and more resilient than ever. My heartfelt thanks to each one of you for your hard work and dedication during the past year, and over the past three years.

Performance Measurement by the Numbers

How did we do relative to our performance goals for 2009-2010? Great! And here are the numbers to prove it.

- 93% of clients reported satisfaction as good or excellent.
- We exceeded the LHIN target for services to help hip and knee replacement patients get home earlier by nearly 50%.
- 79% of acute clients received their first visit less than three days after referral.
- The average number of days from hospital discharge to first in-home visit was less than two.
- 100% of hospital respondents rated their satisfaction with the CCAC as good or excellent.
- 85% of service providers rated their satisfaction with the CCAC as good or excellent.
- 61% of "orphaned" patients were matched to physicians through Care Connectors program for a total of over 3,600 to date.
- ALC beds were reduced from a high of 170 in spring 2008 to a low of 79 in the summer of 2009.
- The CCAC's Safe at Home program helped prevent 82,500 patient long-term care and hospital days.
- The average cost per client for medical supplies was 23% lower than the provincial average, and the second lowest in the province.
- The average cost per client for medical equipment was 43% lower than the provincial average and third lowest in the province.

To review the full 2009/2010 results of the PMF please see the Intranet under Current News.

Great work, team!

SD	Goal Statement	Performance Indicator(s)	Measure
4.0	4.1 We ensure value for money, using the principles of economy, efficiency, and effectiveness to achieve our goals.	• $\leq 1\%$ surplus. A	• $\text{Surplus} \times 100$ Total Budget
4.0	4.2 We are increasing productivity through innovation & technology.		
4.0	4.3 We ensure access to consistent care based on research findings and best practices.		

SD	Goal Statement	Performance Indicator(s)
2.0	2.1 We effectively connect clients with appropriate supports.	• % Clients placed to LTC w/ MAPLE 4/5 (MSAA) A
2.0	2.2 Partners are satisfied with our relationships.	• % of orphan patients matched to physicians Q
2.0	2.3 Partnerships result in integrated client solutions, furthering the IHSP in the South West.	• $\geq 80\%$ stakeholders Senu Management/Leadership satisfaction as good/exc. • Tertiary Hospitals • Other Hospitals • Service Providers
3.0	3.1 Employees are engaged and satisfied.	• In three Partnerships wave 1 sites, fewer diabetes attend how below previous year
3.0	3.2 We are a learning organization that transfers knowledge to action.	• % staff reporting good understanding of the organization's vision and mission • Turnover Rate (I)

SD	Goal Statement	Performance Indicator(s)	Measure	Target 2009/10	Year-End 2009/10	Year-End 2008/09
1.0	1.1 We enable effective and timely access to care.	• % of clients receive service within priority times. (MSAA local) Q	• # Clients initial visit within timeline Total clients referred (90 th percentile)	• 85%/90 th Percentile	• 84%/100 th Percentile	• 74.2%/100 th Percentile baseline
1.0	1.2 Clients receive the appropriate care.	• % of SW residents 85+ served by CCAC (MSAA) A	• # Clients 85+ on service Projected LHIN population 85+ (-LTCH res)	• $\geq 54\%$	• N/A	• 52%
1.0	1.3 We provide safe care to clients.	• Meet or exceed LHIN target for Hip & Knee (MSAA) Q	• Actual # Clients served (07-08 Last Target received: 1174)	• 1050	• 1,031	• 2025
1.0	1.4 Clients & caregivers are engaged as active partners in their care.	• % acute clients first visit < 3 days from referral (MSAA) Q	• # Acute Clients receive initial visit <= 3 days Total # Acute Clients referred	• $\geq 77\%$	• 78%	• N/A
1.0		• Ave days from hospital discharge to first in home visit (Acute clients) Q	• Total days from discharge to first visit Total clients referred	• Baseline	• 1.89	• N/A
1.0		• Ave days from hospital referral to discharge (Acute clients) Q	• Total days from referral to discharge Total clients referred	• Baseline	• 2.2	• N/A
1.0		• $\leq 0.02\%$ visits result in high risk events. (MSAA local) Q	• # of high risk events x 100 total visits, face-to-face SP & Case Mgr	• $\leq .02\%$	• .02%	• N/A
1.0		• Meet or exceed LHIN funding target in Grey Bruce Falls Prevention Initiative (AAH) A.	• # of clients	• ≥ 60	• 187	• $\leq .02\%$
1.0		• $\geq 90\%$ clients rating satisfaction as good/excellent (MSAA local) A.	• # rating good - excellent x 100 total # clients responding	• $\geq 90\%$ (IPSDS tool)	• 93%	• 96.3 (NRC tool)
1.0		• $\geq 65\%$ clients report Service Providers partner with them frequently or more often. A	• # reply frequently or more x 100 Total # client responses	• $\geq 65\%$	• 69%	• 67%

Performance Management and Accountability (PMA) Team

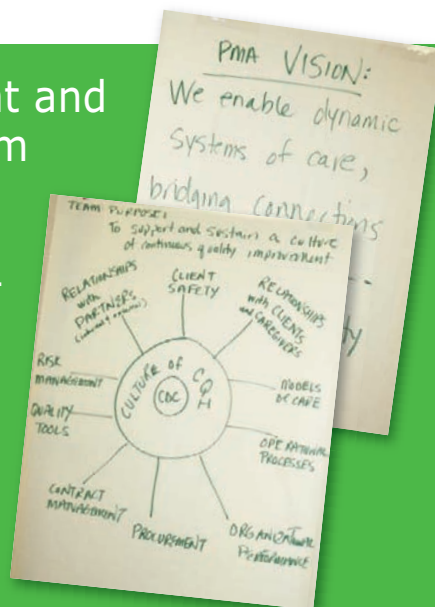
The PMA team recently got together for a strategic planning session to define their team's purpose and vision.

PMA Team Purpose:

To support and sustain a culture of Continuous Quality Improvement

PMA Vision:

We enable dynamic systems of care, bridging connections to achieve client-driven, high quality outcomes



PMA team members:

Seated (l to r): Nupee Hardeep Sadra, Regional Manager, Quality, Gwen Vanderheyden, Regional Manager, Quality, Joanne Teutloff, Procurement Administrator, Tina Szasz, Procurement Administrator

Standing (l to r): Gord Milak, Senior Director, Performance Management and Accountability, Lori Gonsalves, Executive Assistant, Kim

Le-Mare Matthews, Regional Manager, Procurement, Michele Dalton, Administrative Assistant, Darlene Bogie, Regional Manager, Quality, Brett Watson, Procurement Manager, Goods, Jodi Martin, Procurement Manager, Purchased Services, Jennifer Thompson, Administrative Assistant and Tina Hickey, MES Supervisor

Client-Driven Care Awards Recipients



Leadership Award: Carolyn Sheculski (second from left), People Development Manager



Individual Client Services Award: Petey Noble (centre), Case Manager



Individual Other Services Award: Angelo D'Alessandro (second from right), Service Desk Tier 1

WHAT'S THE BUZZ?



Huron's Health Status

Recent reports from the Huron County Health Unit covered a wide range of health status information, including:

- Over 80% of Huron County residents drink alcohol.
- 40% of Huron County residents eat fruits and vegetables 5 or more times a day.
- Over 50% of Huron County residents have smoked at least 100 cigarettes in their life.
- Nearly 90% of Huron County residents say that nobody in their household smokes regularly inside the home.
- Almost 50% of Huron County residents have one or more chronic diseases.
- There are more Huron County residents who are overweight and obese than residents who have healthy weights.

Epidemiologist Shelly-Ann Hall says reports will be useful to government agencies and community organizations involved with the health and well-being of Huron County residents.

Bending the Curve

In April, the Ontario Association of Community Care Access Centres (OACCAC), the Ontario Federation of Community Mental Health and Addiction Programs (OFCMHAP), and the Ontario Hospital Association (OHA) released "Ideas and Opportunities for Bending the Health Care Cost Curve: Advice for the Government of Ontario".

Among the strategies proposed:

- Swift implementation of leadership and strategies to better manage costly chronic illness.
- Rapid uptake of results-oriented leading practices.
- Appropriate shifting of services and funding from hospitals to the community.
- Strengthening mental health and addiction services and supports in the community by providing community-based crisis services that are available 24/7.
- Targeted human resources initiatives.



Team Award: Huron and Perth CHRIS Champions celebrate with other Award nominees at the Stratford All-Staff event. Left to right: Linda Suplat, (Service Desk, Tier 1), Champion Jennifer Millian (CS Manager, previously CM), Champion Connie Vandersleen (CM), Andy Werner (Board Member), Champion Pat Roesner (CSA), Leah Fink (CSA), Sheila Rolph, (CSA) and Donna Ladouceur (Senior Director Client Services). Champions absent from photo: Betty MacDonald (CSA), Karen Gibb (CM), and Vicki Harkness (CS Manager)

Welcome New Staff

Grey Bruce: Amy L'Heureux, and Gina Stroud, CSAs

London: CMs Lindsay Bowden, Andrea Fisher, Jacqueline Richards, and Rea Theijsmeijer and Jodi Martin, Procurement Manager, Services



LONDON IT DEPARTMENT GETS WORLD CUP SOCCER FEVER

Left to right: Andrew Larson, Dustin Simpson, Blake Kennedy, Niki Lauzon, Angelo D'Alessandro and Colin Gray.

A bicycle built for 2, 4, 30???

Sporting South West CCAC t-shirts, grass skirts, and Hawaiian leis, a group of Seaforth staff and family members rallied together to ride the Big Bike at the Clinton Raceway on Monday, June 21 to help raise funds for the Heart and Stroke Foundation. Our team "CCAC: Cool, Cute, and Caring" (named by CSA Bev Lecomte), sang the team cheer (written by receptionist Laura Johnston) and rode enthusiastically around the track in just over 3 minutes, apparently beating a previous record.

All the hard work paid off with riders raising \$1,899. Many thanks to organizers from the social committee, participants and those who came out to cheer.



You are appreciated Iolanda Locker

Do you know how much the Elgin staff appreciate Iolanda and that we could not cope without her? Staff say that Iolanda is a bright spot in their day, always pleasant, quick to get their needs taken care of, knowledgeable and thorough, patient and a joy to work with. We are glad she works in our office.



Left to right: CMs Helene Moore, Johanna Steegstra, Jane Rundle, Fran Hook, and Nancy Walker.



ONA week

Seaforth celebrated ONA week at the REACH Centre in Clinton recently. Members were treated to a tour of the facility, hors d'oeuvres by Bon Vivant chef Devin Tabor and a wine tasting.

Owen Sound's office participated at the ONA week celebrations on May 26th at Bluewater Golf Course in Bayfield with Val "making shots" McCrae (no really... golf shots), Karin "long drive" Burrows (hit as far as Paul most of the day), Darlene "tee it up" Turner (hit the ball far and straight by end of day), and Paul "spray the ball" Hurst (we hope the mobile home doesn't have a dent) winning the bragging rights with a score of 31 (4 under par) and the longest drive for men. South West CCAC was well represented with several offices participating.



London CS Manager **Anne Smith** retired on May 28. Anne was with us for over 15 years and will be missed. We wish her all the best.

Baby news

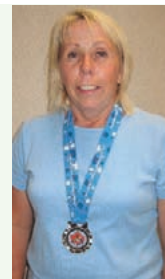
On May 3, Woodstock CM Susan Van Straten and hubby John welcomed their newborn son Jonathan "Cole" Van Straten. Cole was born weighing 8 lbs, 6 oz and 20 inches long.



Susan and Cole (at far right) were celebrated by staff members during a baby shower hosted in their honour.

Grandmother

Ruth Ann Steckle, CM at the Seaforth office welcomes her granddaughter Ayla Rose, born May 11 weighing 9 lbs 4.5 oz and 21.5 inches long.



Marathon Completed

Cathy Pressey, GRT CM from the St. Thomas office completed the Ottawa Marathon on May 30, 2010. This follows the 30 km Around the Bay Race on March 28, 2010.

Woodstock CSA **Shannon Brett** ran her first Half Marathon and PMA Assistant **Tina Szasz** ran her first 10K run at the 2010 Ottawa road race on May 29. The two runners belong to the "Run Dick Run" group and wear their medals proudly.



ellen show

"I danced, I sang, I laughed," says Woodstock CSA Candice Beselaere, who attended an

"Ellen" show in Burbank, California that aired on May 18th, 2010.

Woodstock CM Nancy Cheevers' son Paul (middle, back row) has been a teacher in Mongolia for two years. He recently traveled with his students across Russia by train for two days to Siberia to teach about other countries "Across the Borders." It was a wonderful experience for all.



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The South West CCAC Staff Bulletin