



Connecting you with care
Votre lien aux soins

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

**Coming
Soon**

October 14
Perth & Huron

October 20
Oxford & Norfolk

October 26
Grey & Bruce

November 4
London/Middlesex & Elgin



Connecting the Dots

New electronic community agency referral

Jenny is 83 years old and lives alone. She has had severe arthritis for several years and recently underwent hip replacement surgery. When she got home from the hospital, her CCAC case manager, Gail, arranged for CCAC personal support services. But Gail also recognized that Jenny would benefit from regular hot meals and might need help getting to medical appointments.

At one time, Gail would have left Jenny with a sheet of phone numbers for local community support services like Meals on Wheels. Or she might have faxed a sheet to the services, giving them Jenny's name and number and asking them to contact her. Today in Grey Bruce the process is much simpler. While she's filling out Jenny's information in CHRIS, Gail simply clicks a button to make electronic referrals to the right community agencies.

"Historically we've found that when we just hand out the phone numbers, follow-through doesn't necessarily happen," says Darlene Bogie, Regional Manager for Quality. "The new electronic referral process is helping to facilitate the process in a more timely fashion."

The new process was developed as a small-scale quality improvement (Plan, Do, Study, Act) project, involving two case managers and three agencies in Grey Bruce – Home and Community Support Services (HCSS), VON, and Participation Lodge. When it proved successful, it was expanded to all case managers across Grey Bruce.



Darlene Bogie
South West
CCAC Regional
Manager for
Quality



Sherri Funston
South West
CCAC Case
Manager



Joanne Cook
Director North
for Home and
Community
Support Services

View the full interview at www.youtube.com/user/SWCCAC

Case manager Sherri Funston is delighted with the results. "It's much simpler because we're already in the CHRIS file," she says. "And the community support services get more complete information, so they can discuss the whole service they offer more knowledgeably."

Joanne Cook, Director North for Home and Community Support Services, agrees. "The referral we receive now has all the contact information, plus it gives us a diagnosis, and any medications and allergies the client may have. We don't have to go out and ask clients to give the same information again." The system also allows community support services to feed client information to the CCAC.

The Grey Bruce experience will be shared at an upcoming region-wide meeting with community support services in the South West, and the group will discuss how to implement it across the region.

For Cook, the new process is all about better partnership and better client care. "This is an opportunity for everyone to work together to meet the goals of our clients." Adds Funston, "It just makes a whole lot of sense."



Learning to Listen + WHAT'S THE BUZZ + Telephone System Under Way + Self-Management Program Expands +
Meet the NEW Board Members + Featured Staff Member + Staff Moments and Celebrations

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A Message from Sandra Coleman, CEO South West CCAC

Learning to Listen

During our last all-staff meeting on September 15, I asked CCAC staff members to talk to me about their ideas for allocating client care resources. During the discussion, I heard some very thoughtful perspectives shaped by frontline experience and a deep commitment to Client-Driven Care.

It was a good reminder that listening is a critical skill, regardless of who you are or what you know. According to an old Chinese proverb, “To listen well is as powerful a means of influence as to talk well, and is as essential to all true conversation.”

As an organization, we have learned to listen to our clients through the philosophy of Client-Driven Care. It’s an approach that encourages us to set aside our role as

professional expert and partner respectfully with clients and families – in other words, to do less talking and more listening!

As an organization, we also listen carefully when we survey clients about our services. We were delighted by the results of the most recent client satisfaction survey. The South West CCAC led the province in four indicators, and exceeded the provincial average in every one. I am particularly proud that nearly 90% of our clients said South West staff members usually or always build relationships and trust. That’s a direct measure of our ability to listen effectively.

Later this fall we will be listening to our clients as they tell us how they feel about the people who provide care and support, through nominations to *Heroes in the Home*. Already the nominations are flooding in. We look forward to four very meaningful and moving events.

There are tough decisions ahead, as we juggle budget constraints with care imperatives. I will be listening to you, and you, I hope, will be listening to our clients, families, and service providers. If we listen carefully, I know we will be able to provide the best care possible to those who need it most.

WHAT’S THE BUZZ?



Caregivers play key role, says CIHI

A **recent report** from the Canadian Institute for Health Information (www.cihi.ca > Latest News > August 26, 2010) notes that:

- There are more than 2 million informal caregivers in Canada, making a total economic impact of \$25 billion
- 98% of seniors receiving home care depend on an informal caregiver
- 16% of informal caregivers report distress related to their role
- The biggest contributors to caregiver distress are long hours of caregiving, and problems with cognition, depressive symptoms or difficult-to-manage behaviours in those they care for
- Spouses, rather than children or friends, are most at risk for distress

Budget on track

Strategies to contain expenditures within budget at the South West CCAC are working. Last year’s deficit of \$1.6 million has already been repaid. We are expecting a 1.5% base budget increase, the same amount received by hospitals in Ontario. In addition, there will be a 1% increase for expansion-related activities, and \$2.8 million more in support of the Home First approach. As of August 23, the South West’s Wait@Home and Safe@Home programs have been restarted.

Tele-monitoring way of the future?

ABC News reports that some seniors in the U.S. are using sophisticated surveillance technology in their homes so they can continue to live independently. One company, ResCare, installs one to two video cameras and up to 15 sensors that can monitor motion, pressure, temperature and other information in the homes of their clients. Some receive 24-hour video monitoring, while others just want daily “virtual drop-ins.” “It’s a way to have some eyes and ears on a loved one, when you yourself can’t be there,” says caregiving expert Julie Davis.

Click here to view the full article or search for “telemonitoring” at www.caregiverexchange.ca.

Outcomes Congress

Partnerships for Health (PFH) will celebrate the successes of more than 70 PFH teams across the South West LHIN setting a new course for diabetes care in Ontario.

The Health Outcomes Congress takes place on October 7, 2010 at the London Convention Centre.

Transforming the Health Care System

Outcomes Congress
October 7, 2010



New Telephone System Under Way

The new centralized switchboard system is receiving calls from St. Thomas and London and will soon be rolled out across the South West.

The switchboard answers calls to any of the CCAC local office phone numbers, and will be staffed from 8:00 a.m. to 8:00 p.m., seven days a week, 365 days a year.

There are now four ways to connect with the CCAC by telephone:

-  Existing clients will call in to the CCAC using their **VIP team number**, connecting directly to their care team. If they have forgotten their VIP number, they can call their local office number and the switchboard will re-direct their call.
-  Care providers will use a **"back door" number** that allows them to leave a message or connect directly with a case manager.
-  Others wishing to connect directly with staff at the CCAC will call a **local office number** to reach the centralized switchboard.
-  Non-clients looking for general information about health and social services will call a new number, **310-2222**, and connect with the CCAC's expert Information and Referral team. This number will also be answered 12 hours a day, every day.

Gord Milak, Senior Director, Performance Management and Accountability, says the new system will improve communication between the CCAC and its partners, and help clients and non-clients access information and care more easily. "This is a big step forward," he says. "The better we communicate, the better we can support our clients."



New Switchboard Team (left to right): Kristey Dodge, Diana Hrvatin, Angela Parker, Sherri McRobert (manager) and Aimee Huitema. Absent: Kelly Wakefield

Self-Management Program Expands across South West

A series of free workshops that help patients to manage their chronic conditions has shown excellent early results in Grey Bruce and will spread across the South West this fall.

The Chronic Disease Self-Management program is based on research findings and licenced through Stanford University. It is part of a larger project, the South West Self Management Strategy, that also includes resources on self-management for health professionals.

The project is led by the South West CCAC's Catherine Statton. In June she reported that 24 people had completed the pilot program. They reported that they felt better able to manage their conditions, less fearful and frustrated, and more physically active. Now 22 peer leaders have been trained to conduct the workshops, including Aboriginal and Francophone peers.

Details of time and location will be available soon. For more information, contact Susan McLean at (519) 641-5521.



The Board of Directors undertook a Call for Nominations for vacant Board Member positions and are pleased to announce the election at the June 30th board meeting of Linda Ballantyne and Brian Hadley for three year terms. Linda and Brian attended their first board meeting on Sept. 8th in Owen Sound. Below is an insight into their lives – their full biographies as well as those for all other board members are posted on the Intranet under Communicate – Your Board of Directors.



Linda Ballantyne has held senior management positions in human resources in several Ontario ministries and is now Director of Human Resources at Fanshawe College. While living in Toronto she volunteered with Victim Services Toronto and Mississauga, and the VON. In addition to the CCAC, she is currently on the

Board of Museum London and Big Brothers Big Sisters.

Linda was inspired to become a CCAC Board Member when she was taking care of an elderly relative. "Through that experience I came to know more about the services provided to the elderly, and came to know some of the great people working in that area. That led me to be interested in knowing more about the CCAC. I also worked in health care as a nurse.

As a new Board member I have been very impressed by the commitment of current Board members and the CCAC senior team to the organization, its mission and values, and most of all, to its clients."

For fun, Linda likes to spend time with family and friends, golf, travel, and take 'spinning' cycle classes.



(L to r): Brian with family — Jennifer, Emily and Liz

Brian Hadley is a Certified Management Accountant with extensive experience in for-profit and not-for-profit sectors. He has volunteered with a number of community groups and is currently Board Chair of Canadian Mental Health Association Oxford Branch. Brian is also a part-time instructor at Fanshawe College.

When asked what he likes to do for fun, Brian says, "I enjoy astronomy and attend lectures or presentations on the subject with my wife, Liz. A few years ago I had to have a larger telescope to help me view deeper into space. The mount is so heavy that it only comes out when I feel athletic! These days I usually view with binoculars.

I like playing the guitar and can often torture out a few good chords. I have a motorcycle that is a lot of fun."

Brian's most memorable vacation was when he and Liz visited Italy – the experience had a lasting effect on him. "I remember a tour guide pointing out the wall circling part of a city and saying the locals referred to it as the 'new wall' because it was only about 500 years old! I came away with a changed sense of time and a greater awareness of the threads that connect our North American new world to the old world."

Brian sees the CCAC as an essential and integral part of our healthcare system and is looking forward to his tenure on the Board.



FEATURED STAFF MEMBER Vicky Coward

Role: Transition CM, Tillsonburg District Memorial Hospital. Facilitates discharge planning, helps clients achieve their discharge goals, educates the community, contributes to FLO collaborative.

Years of CCAC service: 6

Passions: A member of Theatre Tillsonburg for the past 12 years. Acted in *Hot Bed Hotel*, and produced *Office Hours* and *On Golden Pond*. Performed with her sister in a vaudeville show to raise money for Annandale House Museum. Helped organize yard sale, barbecues, golf tournament to support the theatre.

Quote: "I'm passionate about the arts and being involved in the community. I believe the experience enhances my abilities as a case manager by relieving stress and helping me gain knowledge about my community and its residents."

HAPPY RETIREMENTS



Owen Sound staff extended best wishes to CSAs **Orma Cunningham (l)** and **Anne Woods (r)** as they retire.

Jane Cox, part-time community float CM of the St. Thomas office retired August 31, 2010. Congratulations!



Princess in the Park in Stratford

On August 22, numerous young princesses and princes came out to "Princess in the Park" fundraiser for the CCAC. The adult characters were volunteers from Stratford Children's Services (SCS) or other CCAC-related services.

One organizer, Brenda Mason, clinical director of SCS, estimated that the event raised close to \$9,000. Among the items the proceeds fund are equipment and training. Many thanks to all involved.

Left to right: Crystal McCallum, wound care specialist with VON and her daughter Kaeleigh enjoyed the "Princess in the Park" fantasy.



Runner

Stefanie Tolman, (daughter of **Nancy Tolman**, GRT CM in Elgin) ran 10 K for the North York General Hospital "Underwear Affair" on August 28 in Toronto. The run supports research and public awareness of "Cancers Below the Belt."

◀ Mom Nancy (right) with Stefanie

Wedding Kristy Buchanan, daughter of Barry and Lorraine Buchanan, administrative assistant in Elgin, married her best friend, Sean Morrison on August 5 on the beautiful beach of Hanalei Bay, on the island of Kauai, Hawaii with 26 family members and friends in attendance.

(left to right):

Lorraine, Sean, Kristy and Barry.



Baby Boy-o-Boy

Placement CM in Seaforth, **Charlene Keys**, had a baby boy on August 9/10. Lincoln Gregory Keys weighed 8 lbs 4 oz and 53 cm long. Charlene and baby are doing great!

Send your story to your local Newsletter Committee Representative

London/Strathroy Barb Clendenning, Cate Patchett, Jan Sewell, Tabitha Carey and Megan Allen-Lamb; **Owen Sound** Jennifer Lobban; **Seaforth** Janice Gibbs; **Stratford** New member **Leanne Baird**; **St. Thomas** Nancy Tolman; **Walkerton** Vacant, volunteer welcome; **Woodstock** Gail McMillan and Julie Harde



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