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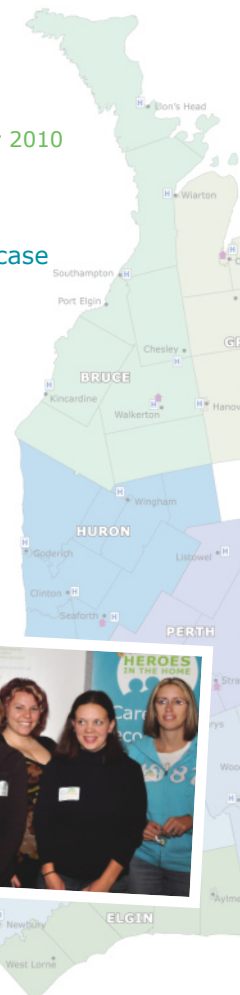
Centre d'accès
aux soins

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STAFF BULLETIN

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Owen Sound



Woodstock



Mitchell



London

A Team of Heroes

Across the South West more than 450 caregivers were recognized

Lynda Eskrick is a true hero. Her son Darren has Duchenne Muscular Dystrophy. Lynda is his caregiver, his advocate, and his biggest fan.

Lynda was nominated as part of the CCAC's Heroes in the Home program by case manager Janette Diebel. "It's amazing what she manages every day," says Diebel. "She gets him up in the morning, works the power lift, looks after his trach and ventilator and drives the modified van. She makes sure he gets to every community event that goes on in Kincardine, winter and summer, and takes him to concerts and plays. She manages two homes, a farm with her husband, and Darren's apartment. She even introduced him to his girlfriend!"

Lynda is a wonderful caregiver, but she can't do it alone. It takes a team to meet Darren's needs, and Janette is a key member of that team. "She's here to help when I fall apart," says Lynda. "Sometimes I get overwhelmed and Janette is like a mother to me. If I get stuck, I just have to call her and she gets somebody in to help."

Janette says working with Lynda and Darren gives her great satisfaction. "It's fulfillment as a case manager when you can make a difference," she says. "We've been working with Bruce County Housing since 2006 to get Darren a

new apartment, and now it's come to fruition. It's really neat to be in this place, which I hope is a turning point for Darren and his mom."

Lynda is also grateful for the care provided by Darren's nurse, Diane Clifford, who works with an agency funded by the CCAC. Diane drops by every two weeks to check on Darren. "If we need her, she's a phone call away," says Lynda.

Lynda and Darren's story is just one of more than 450 extraordinary stories told at Heroes recognition events. Held in Mitchell, Woodstock, Owen Sound and London between October 14 and November 4, the events attracted more than 800 people.

Heroes in the Home has grown beyond the boundaries of the South West too: CCACs in Champlain, Haldimand-Norfolk-Hamilton-Brantford, and Mississauga-Halton have adopted the concept.

"Heroes in the Home events are truly remarkable," says CEO Sandra Coleman. "The stories you hear are deeply touching and inspirational. In hosting these community events, we celebrate the **quality** of care our Heroes provide, which is second to none. We also celebrate their **qualities** – kindness, compassion, partnership, perseverance and good humour. And we celebrate what they teach us about **quality care** throughout the health system, based on mutual respect and collaboration."

View 2010 Heroes in the Home video at

www.youtube.com/swccac





A Message from
Sandra Coleman, CEO
South West CCAC

On the Agenda

We all know what a vital role home care plays in the health system as a whole. We know that the work we do keeps people in their homes and out of hospitals and long-term care homes.

Recently I was reminded that one very important person is well aware of the value of home care. At the Health Achieve Conference in Toronto in November, Deb Matthews, Minister of Health and Long-Term Care talked about visiting a CCAC client with a Toronto case manager. They met Keith, an 80-year-old who was able to return to his apartment from a long-term care home because of the CCAC's innovative Home First program. As the Minister pointed out, Keith's return home freed up a long-term care bed, which in turn meant a hospital patient who was waiting for long-term care could be discharged, and someone

needing a hospital bed could be admitted more quickly. But most importantly for Keith, he was where he wanted to be, in his own home, living life every day the way he wanted.

The Minister went on to say, "The LHINs tell me Keith's story is one we're going to hear more and more, because we're building the supports outside hospitals. Our health care system is starting to work as a system."

Then in early December Ontario's Auditor General released a positive report on home care, noting that, "enhancing home care services offers both cost savings and quality-of-life benefits by allowing people to remain in their homes as opposed to being in long-term care facilities, hospitals or other institutionalized settings."

So yes, community care is increasingly on the agenda. As CCACs we are on the leading edge of health care reform, and there is growing recognition that our role can be even broader. Much of the credit for this belongs to you – your professionalism and dedication helps to raise the profile of community care

As 2011 approaches, let's re-commit ourselves to the principles of Client-Driven Care, partnership, integration and positive change. Let's continue to deliver outstanding community care – every client, every day. Our efforts are being recognized. More important, our clients are counting on us.

WHAT'S THE BUZZ?

Community Care hits the national airwaves

More evidence that community care has a higher profile – the CBC radio show *White Coat, Black Art* recently did a segment exploring how some "home care" is now being delivered through ambulatory clinics. Listen in at www.cbc.ca/whitecoat/blog/2010/11/19/home-care/

Looking for inspiration and ideas?

Visit www.cdnhomecare.ca/ to view presentations from the 2010 Canadian Home Care Association Home Care Summit.

Safety at home

There's been lots of research on patient safety in hospital settings, and how to prevent adverse incidents. Now the spotlight is on community care. The Canadian Patient Safety Institute and its partners announced an investment of more than \$1 million for research on the prevalence, magnitude and risk of patient/client safety incidents in home care settings across Canada.

To learn more, visit

www.homecareontario.ca/public/docs/news/2010/september/1-million-dollars-awarded-to-identify-safety-risks-with-care-in-homes.pdf

Hand washing survey

As part of the annual campaign, thehealthline.ca surveyed health professionals about attitudes toward hand washing. Of the 307 health care professionals who had completed the survey by mid-November, 85% responded that they were comfortable or very comfortable with being asked if they had washed their hands.

To learn more and complete a survey, visit thehealthline.ca and click on "Ask me if I washed my hands survey."



Partnering grows

The Association of Ontario Health Centres, the Ontario Community Support Association and the Ontario Federation of Community Mental Health and Addictions Programs have recently come together in a strategic partnership, Community Health Ontario. According to the media release: "We envision strong community based services that are integrated and coordinated with the acute care system, and a health care system that addresses the social determinants of health as a key to a healthy society."

Together at last: CHRIS and RAI

Recently the South West CCAC became one of the first in Ontario to integrate the CHRIS database and PointClickCare (PCC) software, home of the RAI-HC assessment tool. At the same time, a new assessment tool, the RAI-CA (contact assessment) was introduced for use by hospital and access case managers.

It was a lot of learning all at once, but Project Lead Vicki Harkness says the deployment is going smoothly and case managers are already beginning to reap the benefits.

The RAI-CA, which is shorter than the RAI-HC, allows case managers to evaluate how quickly a client needs to receive a full assessment, and if their care needs are urgent, to add services immediately.

The integration of CHRIS and PCC eliminates the need to enter client information twice and reduces the amount of typing involved in completing an assessment. It ensures that client assessments are linked and readily available.

Case Manager “Links” – champions for the new technology – were the first to be trained and began using the new software on November 8. Staff members at the Owen Sound, Walkerton, Seaforth, Stratford and Woodstock offices have now been trained, and half the staff in London and St. Thomas are up to date. All training will be complete by December 22.

Harkness is delighted by the early results. “We talked to the two CCACs who beta tested this system and they told us it would eventually save us time,” she says. “Now I’m starting to get e-mails from case managers, saying that they’re actually saving up to 15 minutes per client per assessment.”

Exploring a Population Approach to Case Management

Jackie Mockler sees benefits for clients and CCAC staff alike

“It’s an exciting and rewarding opportunity with our CCAC team and clients. Ultimately this work will ensure quality care, value for clients, system sustainability and the evolution of leading practices within our organization.”

That’s Jackie Mockler, talking about her new role as strategic lead for the Population Approach project under way at the South West CCAC and in other CCACs across Ontario. Jackie works closely with South West CCAC “champions” Megan Allen-Lamb and Donna Ladouceur, and a steering committee representing a cross-section of the CCAC.

The population-based approach doesn’t represent a major change in direction, says Mockler, but rather an evolution based on existing best practices. “The approach is about a deeper, more focused understanding of care populations, recognizing that different populations need different levels of care and case management intensity. It’s about the right balance in the application of case management to meet our commitment to outstanding care.”

Implementing the approach will bring many benefits, she says. For clients with complex needs, it will likely mean more case management and care when they need it most. The focus will be on outcomes, system navigation, and supporting clients as they move through the life cycle and the health system.

For the CCAC team, the model will mean a more rewarding care experience. “This enables case managers to partner with clients more,” says Mockler. “It also ensures that learning and leading practices are valued, team strengths are leveraged, and all members of the team feel connected to client needs and outcomes.” Client Service Assistants will play a key role wrapping care around the clients.

The committee has been at work since mid-September, meeting with staff and external stakeholders, and exploring and testing the model. The current High-Risk Seniors project and Partnerships for Health initiative are considered leading practices that have important lessons for implementation of the model. Going forward, the committee will be reviewing data about our client populations, analyzing the results of the two projects, engaging with staff at all levels, and developing an implementation plan.

“This is not about flipping a switch,” says Mockler. “Changes will be gradual, building on what we’re doing now.”

She says staff members have responded positively to the concept of the “purposeful, deliberate and client-centred” concepts underlying the model. One case manager commented, “We want to make sure we’re using our energy in the right places so that we can have the biggest impact for our clients.”

Mockler isn’t surprised by the response. “Helping clients is our shared vision and purpose. When you’re in health care, that’s what resonates with you. With the CCAC, the connection with clients is always there.”

Raise a Mug to the Holidays

The annual South West CCAC Holiday Coffee Break is scheduled for December 16, immediately after the All-Staff Meeting. We'll enjoy treats and goodies and celebrate the warmth of the season. Please set this time aside on your calendars and join us for the virtual shindig!



Angels in Woodstock

Thanks to the generous people of the CCAC's Woodstock site, 39 children will have a very special gift waiting under the tree for them on Christmas morning.

Thanks to the awesome Woodstock Access Team and everyone else who helped

for covering all switchboard calls and incoming referrals for the London office (as well as all of their own) for the afternoon of Dec 6 and all day Dec 7, 2010 during the snow storm.



In Woodstock (l to r): Shawna Ricci, Lee Sander, Diane Simas, Lisa Mears, Brianna MacKinnon, Amy VanVliet, Julia Knijnenburg, Carolyn Dougherty-Hughes and Heather Smith

The Angel Tree project is just one of the activities of the Oxford Site Social Committee, a group of eight community-minded staff members who provide leadership for social and benevolent activities throughout the year. This year, social activities included a Valentine's Tea, a CHRIS party, an ice cream trolley, a Thanksgiving pot luck, and a catered Christmas luncheon.

The Committee also held a variety of sales, raffles, draws and special events to raise money for the Angel Tree. In all, more than \$1,300 was raised. In December a tree was decorated with angel cut-outs representing children identified by the Salvation Army. Staff members were invited to select an Angel from the tree and then given \$35 to shop for the perfect gift. The gifts were distributed by the Salvation Army.

"Our social committee is an enthusiastic bunch, and we work hard to help staff members enjoy their work life," says Stephanie Brett. **"The Angel Tree truly brings a warm glow to the office at this time of year."**



On Friday, October 29, the Access team in Owen Sound hosted a Halloween party for the Owen Sound staff.

"The Witches of Access"



Left to right: (back row): Cindy Weber, CSA; Gina Stroud, CSA; Jennifer Lobban, CSA; Diane Eastwood, CM; Carla Crowther, CSM; Sue St. Pierre, CSA; and Helen Gasidlo, CM (front row): Darlene Turner, CM; Lorna "Wednesday Adams" O'Neill, CM; Alison Blackwell, and Kim "wild woman" Green.

Nudists (left to right): Val McCrae and Nancy McCartney, CMs



Microsoft Home Use Program

As part of an offering from Microsoft, you are eligible to participate in the Home Use Program (HUP). This program enables you to purchase a licensed copy of most Microsoft Office desktop applications to install and use on your home computer.

Please note that some product and language versions may not be available at the time you place an order. For up-to-date information on the availability of HUP software, please visit www.microsoft.com/licensing/.

To access the Microsoft HUP web site, please follow the steps below:

- Go to: www.microsofthup.com/
- Select the country to which you wish your order to be shipped to and choose the language for viewing the order web site.
- Enter your CCAC email address and insert the following program code 116158DE7A.
NOTE: this program code is assigned to our organization for our sole use in accessing this site. You may not share this number with anyone outside our organization.
- Place your order on-line and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping and handling costs (\$11 dollars per person).

We trust you will enjoy this benefit and look forward to your participation.



United Way to Go!

Once again this year the South West CCAC supported the United Way in a big way.

Payroll pledge forms were distributed in all offices, and staff members who handed in their completed forms by Nov 19 were entered into a draw for a **"day off with pay."** The draw will take place at the December All-Staff Meeting on December 16.

In addition, there were lots of local fundraising events, from 50/50 draws and bingo games, to elephant sales and chili lunches. Thanks to everyone who gave their time and money to make our communities stronger.



Alcan tree

As my grandkids get older
They are fascinated to hear
About my fondest memories
From Christmases of by gone years.

I regale them with the stories
Of snow banks 6 feet tall
Fresh pine trees in the living room,
Decorated with antique balls.

Of festive meals and gatherings
Relatives dropping by
Lots of delicious foods and treats
And the most enduring surprise

Their great grandma had a liking
For non-shedding kinds of trees
And was thrilled to be the recipient
Of a "tin foil" specialty

It came out every Christmas
That shiny little wreck
Couldn't hold a candle to a spruce
But she loved it none the less

Great grandma just passed on this year
What happened to that little tree????
I'm glad to say still shining brightly
As she bequeathed its care to me!

— Jacquie McLeod

The **Seaforth office** recently held a fundraiser for the Huron Christmas Bureau and collected almost \$200 through a raffle for various items donated by the staff and baked goods baked by the staff. Toys and non-perishable food items were also collected. Thanks to the staff for your generosity.



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