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

STAFF BULLETIN

Volume 5 Issue 1 February 2011

CALL for NOMINATIONS

Client-Driven Care Awards of Distinction

Four awards will be presented, three to individuals and one to a team. Find the nomination form on the Intranet under Current News.



DON'T DELAY: Nominations close Feb. 22 at noon.

As a community, the South West CCAC has been through a deeply painful time in recent weeks. As a community, we have coped by supporting one another, working as a team, and remembering the high purpose that binds us together. Through my sadness I feel hope – hope that we will continue to be there for one another through the griefs and joys that life inevitably brings. My heartfelt thanks to each one of you for your strength and kindness during this difficult time.

I am pleased to announce a new tradition for the South West CCAC. Each spring (on a date to be determined) each office will hold a special memorial event to remember the passing of colleagues, family and clients. Together we will spend some time celebrating the lives that have touched and enriched our lives. Offices will have an opportunity to shape their own events in a meaningful way. Some of you may choose to do a tree planting, or a prayer service, or simply observe a moment of silence. I know we will all give and take comfort at this special time. Please let Mary Fonger know if you would be interested to help plan the Memorial Service for your office. — [Sandra Coleman](#)

Helping Clients Help Themselves

The CCAC's Chronic Disease Self-Management Program targets consumers and health service providers

Almost 80% of all people over the age of 45 in Ontario live with a chronic condition. Self-management is a key strategy to improve the quality of life for these people, and reduce the strain on the health care system. It's a key component in Ontario's Chronic Disease Prevention and Management Framework. Now the CCAC has launched a major program to educate consumers and health service providers about self-management.

Self-management refers to the tasks that a person must be able to do to live well with one or more chronic conditions. "We know that 90 to 95% of the time people are dealing with their chronic illness on their own," says Sally Boyle, Project Lead. "They only spend five to ten percent of their time with a provider. We want them to be able to manage well the rest of the time."

The *Living a Healthy Life with Chronic Conditions* program is a major part of the project. An evidence-based workshop series developed and tested at Stanford University, the program comprises six two-and-a-half hour sessions, available free to people with any chronic condition and their caregivers.

The sessions are conducted by trained peer leaders, either community volunteers or health professionals who themselves live with chronic conditions. Topics include dealing with difficult emotions, healthy eating, communicating with your health care providers, getting active, breathing better, managing pain and fatigue, positive thinking and more. In addition to new knowledge, participants learn valuable skills in goal setting, problem solving and communication.

Each group of workshop participants completes questionnaires before and after the program, exploring how they're managing with their condition and how they are using health care resources. Previous studies have shown that people who learn more about self-management are more likely to access the right care at the right time, and are more confident about managing on their own.

The first sessions were offered in the South West this fall, with more planned between January and March. There will also be another peer leader training session in early spring. Boyle's team, coordinators Peggy Callaghan and Celina Thomas Hicks and executive *continued on page 2*



A Message from Sandra Coleman, CEO South West CCAC

In 2008, all of you were asked to complete a Staff Engagement Survey, the same tool used by CCACs across Ontario to get a sense of how CCACers are feeling about their jobs.

The last time we did this in 2008 the results were very positive. This time you had lots of good things to say, but you also had some concerns about a busy workplace and an unrelenting pace of change.

I know your capacity for hard work and your dedication to providing exceptional care. So when I heard your concerns, I listened very carefully.

As I told you at the December all-staff meeting, senior leaders and managers understand that things are happening too

quickly. We have already taken steps to slow things down – to set priorities, pause some projects, and think more carefully about what we ask you to embrace on a day-to-day basis.

Last week you received a memo from Megan Allen-Lamb about some changes that are coming into effect immediately. We hope these moves will ease the pressure in the short term.

But there is more work to be done. In February and March I will be meeting with our senior leaders and managers to talk about the survey results and how we can best respond to them. In April we will meet face to face with staff members at all sites to share the results with you, and discuss priorities for the year ahead.

We need your input in this process. Don't hesitate to speak up. We are a team, and every team member is valued and respected. Together we can make the South West CCAC a place where people love to work.

Click here to view Sandra's message or go to
http://www.youtube.com/watch?v=hsT0UiTZ_4Q



Quality Report Published

The first ever Ontario-wide CCAC *Quality Report* (www.sw.ccac-ont.ca under *What's New*) was recently published. It reflects the commitment of Ontario's 14 CCACs to continuous quality improvement.

Among interesting facts in the *Report*:

- Every day more than 6,700 people work for CCACs across Ontario. They:
 - Support 50,000 people to stay home from hospital
 - Help 120,000 seniors to live safely in their communities
 - Help 2,000 children with complex chronic diseases go to school
 - Help 6,000 dying people stay at home
- All CCACs have Board Quality Committees, annual quality improvement plans, formal client complaint processes, and common client, service provider, and employee satisfaction surveys.
- All CCACs operated 24/7, 365 days a year.
- Every Ontario emergency room has a dedicated CCAC case manager and all hospitals have a case manager working on in-patient wards.
- CCACs receive just 4.5% of the total amount of public funds spent on health care.

In addition to facts and figure, the *Report* includes real-life stories about clients whose lives have been touched by CCACs. Among their comments:

- “If we didn't have CCAC services, we wouldn't be able to live at home. Before your help came here, we just existed: now we're living.”

- “Your staff are angels in disguise and true assets to your organization...”
- “The CCAC case manager was just a lovely person... And she talked to my mother which I liked, because when you're at that age some people sort of dismiss you.”

Perhaps the most important part of the *Report* is the section that outlines opportunities for improvement. Among the key areas:

- Paying attention to the client experience
- Customizing care
- Creating integrated care teams
- Helping clients live at home as long as possible
- Using technology to improve care

Helping Clients Help Themselves *continued*
assistant Susan McLean, are working hard to plan and promote the sessions.

In addition to the consumer program, the project will offer sessions on supporting self-management for health service providers. Says Boyle: “The fact is, patients can attend the *Living a Healthy Life* program but they still need support from their providers to make it work.”

In addition a website is in development that will support participants, peer leaders and health service providers to learn more about self-management.

“The goal,” says Boyle, “is to develop a self-management coordinated strategy that involves consumers, care providers and all our partners across the region. My hope is that self-management will spread like wildfire in the South West!”

Listening to LTC

An innovative new project will capture the experiences of clients and caregivers during a key transition

It is one of the most dramatic and difficult transitions a person can make – leaving his or her home to live the final years of life in a Long-Term Care Home.

Now the CCAC is exploring how case managers can help to make the process easier and more comfortable. Shirley Koch, Regional Manager, Strategic Planning and Integration, and Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration, will interview 20 to 30 clients and caregivers who have recently gone through the transition to get their impressions of what happened and what could be done better. In addition, during the project all LTC clients and caregivers will be asked to keep a journal of their experiences.

“Initially we thought of holding focus groups,” says Koch, “but our partners in the long-term care homes told us we would get more valuable feedback by interacting one-on-one.” Koch and Dool-Kontio will ask a series of open-ended questions similar to those in the journal, including “Did you feel supported in making this move?” and “What would we need to do to have improved your experience?”

Once the interviews are complete, the two project leads will prepare a report that will go to the Board with recommendations for improvements. The feedback will also be shared with CCAC staff, LTCHs, and when appropriate, other partners such as hospitals.

In another initiative, the CCAC is creating a series of 74 three-minute videos profiling each of the long-term care homes in the South West. The videos will support clients and families in making the right choice. Long-term care will also be the focus at this year’s all-staff event in June.

“Moving to long-term care is a life-changing experience,” says Koch. “Our goal is to do a great job of supporting our clients through the transition.”

Helping Quality Happen

Lana Dunlop brings a wide range of experience to her new role as Lead of the South West LHIN Quality and Process Improvement (QPI) Initiative

Lana Dunlop certainly knows the Ontario health care system.

A registered nurse with a Masters in Health Studies, she spent the first part of her career relishing the “adrenaline rush” of critical care/trauma and emergency care and eventually managed the Emergency Department at Toronto’s Sunnybrook Hospital. To accommodate family life, she moved to Southwestern Ontario five years ago and took a job managing the critical care unit in St. Thomas. Then she worked with a medical technology company to help implement the new province-wide emergency department reporting system. Most recently she was the ER/ALC Performance Lead with the Central West LHIN.

“It’s been an interesting journey,” Dunlop says. “I’ve moved from the frontlines to management, to the private sector, to the system level, and now I’m with the CCAC looking at system-level improvement across the South West.”

Her diverse experiences have shaped her approach to quality. “Quality is not black and white,” she says. “It can be different things to different people. For me, it’s about the patient or client, and the ultimate goal is to make care better so that outcomes are better.”

The QPI initiative is a component of the South West LHIN’s quality improvement approach. The team will include Dunlop and three coaches who will provide support to targeted improvement projects. “My role,” she says, “is to support health service providers in the South West to develop a sustainable culture of continuous quality improvement, which will ultimately improve the patient experience across the continuum.”

For example, she is working on a project to assess the current state of FLO spread projects in hospitals across the region. The team will also help to sustain the work of Partnerships for Health when that project funding ends on March 31. A website, which will provide resources for both new and seasoned participants in improvement projects, is under development.

Dunlop says the QPI initiative has great potential to make a difference in health care across the South West. “I expect to see more system integration, more integration of best practices, more streamlined and standardized processes, and ultimately better outcomes for patients and clients. Perhaps the most important outcome would be a culture change throughout the system – that would be huge!”

2010 Years of Service Recipients

Join us June 1st to celebrate our Service Awards and CDC Awards of Distinction. We honour these individuals for their many years of delivering compassionate and skilled care in our communities.

30 YEARS

London Wendy Smith

25 YEARS

Walkerton Leigh Anne Boese

20 YEARS

Elgin Robin Smith
Owen Sound Carla Crowther
Walkerton Susan Pfeffer, Darlene Thomson
Huron Laurie Henderson, Beverly Lecomte
London Flo Brock, Suzanne Goehring, Cathy Groke, Donna Ladouceur, Betty McDonald, Caroline McWhinney, Cate Patchett, Bonnie Salomons, Brenda Williamson
Oxford Donna Making-Beres, Shirley Middleton, Karen Peat
Perth Jane Smith

15 YEARS

Elgin Lorraine Buchanan
Owen Sound Donalda Fisher
Walkerton Ruth Ann Allen
London Karen Chatfield, Diana D'Avirro, Mary Ducharme, Sandra Lally, Kathryn McDermott, Linda Shale
Oxford Anne Strathopolous
Perth Darlene Alexander

10 YEARS

Elgin Susan Evans, Barbara Modesto, Valerie Van Dyk
Owen Sound Jacqueline Healy, Karin Burrows
Walkerton Diane Becker, Cheryl Hickey
London Hilary Anderson-Halliday, Maeve Armstrong-Harris, Elizabeth Brown, Donna Brush, Nancy Dool-Kontio, Gail McDougall, Megan Nichols, Tara Pirie, Janice Ross-Greenside, Susan Schellenberger, Barb Whipps
Oxford Catherine Aphthorp, Nancy Cheevers, Lois Langohr, Myrna Powell, Donnabeth Sweetland, Gwen Vaughan
Perth Cheryl Bart

5 YEARS

Elgin Laurie Browne, Pamela Hill, Catherine McIntyre, Sherrie Rastel, Margaret Richards
Owen Sound Alison Blackwell, Julie Clarmo, Marcy Cloutre, Jennifer Lobban, Shirley McDougall, Sarah Sadikian, Julianne Schmid, Cindy Weber
Walkerton Laura Albright, Pam Campbell, Brenda Dykstra, Micah McArthur
Huron Eleanor Devereaux, Joanne Steegstra
London Kris Bannerman, Colin Bolger, Tabitha Carey, Michele Edwards, Lorraine Elder, Sally Foster, Katherine Gelinis, Jessica Heckler, Carol Hernandez, Cara Hewitt, Bonnie MacLeod, Rebecca Margeson, Jon Marshall, Kathleen McWhinney, Katie Muncester, Megan Page, Susan Sadler, Nupee Hardeep Sadra, Nancy Smibert, Danielle Tanguay, Jennifer Thompson, Judith Wales, Jacqueline Wesley, Antoinette White, Rachel Wilson, Samantha Wong Fung, Sherri Zavitz
Oxford Jane Clement-Spurr, Victoria Coward, Krista Doan, Joanne Halaschewski, Kim Le Mare-Matthews, Karen Mitchell, Heather Smith, Amy Van Vliet
Perth Jennifer Dixon

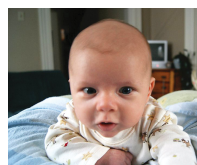
We want to recognize everyone celebrating a milestone. If your name isn't on the list and you think you are celebrating a milestone, please email Susan Johnson.

Retirement

Last month the Stratford Social Club bid Farewell to our Regional Manager Mary Lynn Priestap (left) during a luncheon to celebrate her 29 years with the CCAC.



"Mary Lynn is the friend, colleague, coworker and mentor we are all grateful to have and glad to know. She offers sincerity and kindness to all and is well respected within the CCAC world, with our health care partners and with clients. We will miss Mary Lynn's leadership and friendship... she has helped to keep us grounded while at the same time helped us to jump hurdles for our clients..."
- Shirley Koch, Regional Manager Integration



Really, how cute am I?

Gramma Karen Faw, CM, Norfolk Team and Papa are extremely happy to introduce **Joshua**, born October 11, 2010 at St. Thomas Elgin General Hospital, weighing 9 lbs, 7 oz. Proud parents are Kevin and Karey Vandermaarel (Karen's daughter).

Graduates

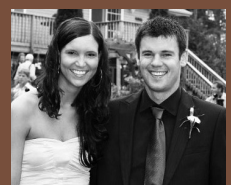
Denise Squires, Hospital Client Services Assistant at St. Thomas Elgin General Hospital is pleased to report that stepdaughter **Beckie Squires** graduated from the Aylmer Police College in October and was recently hired by the Guelph Police Station.



< **Josh Sweetland** (son of Donnabeth Sweetland, Manager Client Services) graduated this fall from the UWO and Fanshawe College with both a degree in Media, Theory and Production and a Diploma in Broadcast Journalism. He is now the Communication Coordinator with the Ontario Hockey League's Belleville Bulls Hockey Club and helping to Scout for the team. See his game summaries at www.bellevillebulls.com!

Engagement

Amy Masse, Graphic Designer, IT and Development, became engaged on January 11, 2011. Amy and Nico Peeters are making plans to marry on September 3, 2011.



Welcome New Staff

Elgin Nicole Farren Sharp, CM

Huron Michelle DeWetering and Jennifer Nyman, CMs

London Michelle Douglas, Kim Eveleigh, Konrad Jagiello and Valerie Underhill, CSAs; Cathy Burgoyne, EA; Lana Dunlop, Improvement Coach, Quality and Process Improvement; Dave Speedie, Manager, IT and Facilities; Adam Cann, Jonathan de Witte, Helene Desabrais, Stacey Dukes, Gail Janus, Lisa Louch, Jill McCaffrey, Janna Smith, Ashley Weir and Stephanie Whitty, CMs

Perth Christy Winegarden, CM and Celina Thomas-

Hicks, Self Management Program Coordinator

Oxford Sally Boyle, Self Management Program Lead



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