



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



*London Access Team
Celebrates the Royal Wedding*

Making Quality Happen

The South West CCAC is using evidence, innovation, and technology to improve the quality of care for all clients

A CCAC client in Grey-Bruce told her family members that she wanted to die at home. They gathered to spend her final days with her. The client rallied, and eventually the family members returned to their lives and work. The South West CCAC stepped in with its innovative e-Shift program, honouring the client's choice and ensuring that she was well cared for at the end-of-life.

The e-Shift program provides PSWs with specialized training to prepare them for bedside care of clients at the end-of-life. Each PSW inputs her client's status, vital signs, appearance and other clinical measures on a regular basis, using a wireless handheld device similar to a smart phone. The information is transmitted to a nurse, who monitors at a distance and intervenes when she is concerned about a change in the client's condition. As a result, one nurse is able to monitor three or four

patients at a time, making it possible for more end-of-life patients to be cared for at home.

E-Shift is just one example of many quality initiatives under way at the South West CCAC. The CCAC played a central role in the Partnerships for Health Initiative, which produced measurable improvement in the quality of care for patients with diabetes. The CCAC is also a partner in the Quality and Process Improvement project, which supports mandated quality projects and maintains a quality improvement website.

Another quality success is the use of vacuum-assisted closure (VAC) for wound care. VAC helps speed healing of stubborn wounds by applying suction, slowly pulling the wound together and removing fluids. In the past year, length of stay on VAC units has decreased from 34 days to just over 11 days. "That's telling us two things," says Darlene Bogie, Regional Manager Quality. "Our clients' wounds are healing faster, so they can get back to their regular activities sooner – and we're using this modality more appropriately, by making informed decisions." Patients who receive VAC therapy need fewer nursing visits, and for shorter periods of time.

E-Shift and VAC are innovative and evidence-based, use scarce human resources wisely, and take advantage of advanced technologies. Ultimately, both improve the quality of care and quality of life for CCAC clients. Says Nupee Sadra, Regional Manager Quality, "These initiatives are about quality. So is accreditation. Through accreditation, we have an opportunity to showcase what we've been doing to provide outstanding client care."



Two CCACs are already accredited and all 14 CCACs will become accredited over the next two years. The South West CCAC has set a date of October 2012 to complete the rigorous process, which evaluates performance against national standards in areas such as patient safety, ethics, staff training and partnering with the community.

"Accreditation demonstrates to the public and our stakeholders that we are meeting objective criteria for quality," says Sadra. "It's a demonstration of quality that validates what we're doing well." Adds Bogie: "Accreditation increases the trust that people have in an organization. It shows where we have made improvements and demonstrates a foundation of accountability and transparency. It's a demanding project, and a very important one."



A Message from Sandra Coleman, CEO South West CCAC

Getting Together

Holidays like Easter and Passover remind us how important it is to get together with friends and family. When we feel the warmth and sense of belonging that comes with connecting in person, we tell ourselves that we should do it more often. Yet it's always hard to find the time.

That's exactly how I felt about the recent all-staff meetings held across the South West in April. We had high attendance at each site – thank you for finding the time to be there! It was wonderful to be face-to-face with you, discussing our common issues and concerns. I sensed commitment and engagement everywhere I went.

Over and over, people commented on how these sessions helped them to see the bigger picture – to rise above the day-to-day challenges of our work and appreciate the wonderful work we do. It was great to have local representatives of the Quality Improvement Leadership Teams (QILTs) on

hand to talk about our successes. The videos helped to bring it all to life, and generated lots of fun and laughter.

Together we explored the expanding role of CCACs, the importance of quality improvement, and the value of Client-Driven Care. We talked about our three priorities for 2011 – accreditation, system navigation and the Home First initiative. Megan shared with you the employee engagement survey results and the action plans going forward. As always I was deeply impressed by the knowledge, dedication, and caring you bring to your roles at the CCAC.

Along with the big issues, we talked about some immediate fixes. For example, you made me aware of the long consent form filled with legalese that is read out to clients. Frankly, I had no idea! We're going to replace it with a much condensed version right away. There were other suggestions too, so stay tuned!

In the survey completed after the meeting, 86% of respondents said they felt meetings were helpful in moving our priorities forward, and 76% said they felt the proposed action plan was moving in the right direction.

Thank you for making our meetings so meaningful and productive. We are family, and we should indeed get together more often!

WHAT'S THE BUZZ?



South West Quality Symposium

More than 500 health professionals from across the South West gathered in Stratford on April 28 for the South West LHIN's quality event, entitled "Building a healthier system through quality and innovation." The event featured keynote addresses by Jim Easton, National Director for Improvement and Efficiency with the National Health Service in the U.K., and Stephen Lewis, a Canadian health policy and research consultant. Other speakers included the Hon. Deb Matthews, Minister of Health and Long-Term Care, Camille Orridge, CEO, Toronto Central LHIN, Dr. Michael Sharpe, South West LHIN Critical Lead and our own Sandra Coleman. Coleman spoke as part of a panel highlighting Partnerships for Health as one of the most successful quality improvement initiatives in the South West.

Budget Bonanza

In Ontario's 2011 Budget, introduced on March 29, there was an indication that the community care sector would receive a 3% increase, with 1.5% for hospitals. The budget also called for a 10% reduction in executive office expenses in health care. A new mental health and addictions strategy will cost the province \$93 million a year by 2013-2014. Further details about what these announcements will mean to the South West CCAC are pending.



Changing Names

The Ontario Health Quality Council (OHQC) is now Health Quality Ontario (HQO). HQO's mandate was expanded by the government's *Excellent Care for All Act*. The new organization will bring together the Centre for Healthcare Quality Improvement (CHQI), the Quality Improvement and Innovation Partnership (QIIP), the Ministry's Medical Advisory Secretariat (MAS), the Ontario Health Technology Advisory Committee (OHTAC) and Ontario Health Technology Evaluation Fund, to focus on quality issues in health care. Visit the website at <http://www.ohqc.ca/en/index.php>



Spotlight on Long-Term Care

CCAC focuses on one of life's most difficult transitions

"A lot of people don't really understand what long-term care homes are. They hear one negative comment, and they all get labelled the same way."

That's Mary Lynn Priestap, former South West CCAC regional manager, talking about the need for clients and families to learn more about long-term care, so that they can make informed decisions and plan for a smooth transition. Says Priestap: "People need to understand the benefits of long-term care homes – the personal care, the programs and activities, the home-like environment, the way they integrate with the community. If you don't need to be in hospital and can't go home, a long-term care home (LTCH) is a good choice."

Priestap will be the "voice" of long-term care in the South West in an upcoming educational video series designed for clients and family members. Her on-camera narration will address many of the issues faced by families making the transition to long-term care, from assessment and eligibility to choosing a home and dealing with complex emotional issues. The content will reflect Priestap's long experience and the perspectives of other CCAC staff members. It will also be informed by research currently under way by Shirley Koch, Regional Manager, Strategic Planning and Integration, and Nancy Dool-Kontio, Senior Director, Strategic Planning & Integration. Koch and Dool-Kontio are interviewing clients and family members who have recently gone through the transition to get their impressions of what happened and what could be done better.

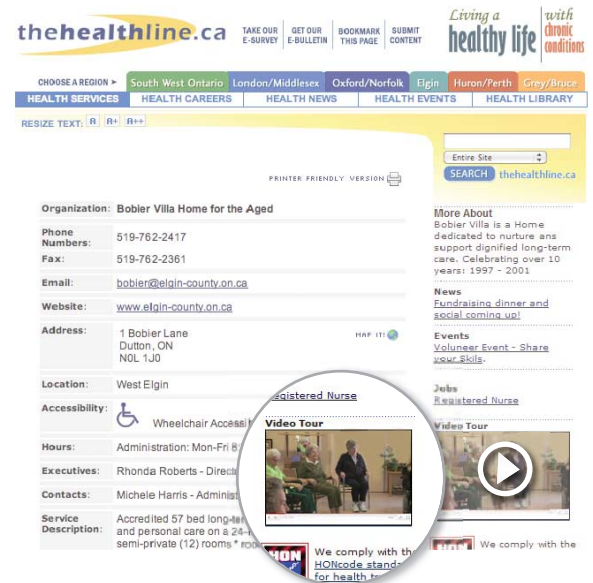
The video series will be posted online at www.thehealthline.ca in June and available on DVD. They will complement 74 new three-minute videos

introducing each of the long-term care homes in the South West. The first LTCH video, Bobier Villa in St. Thomas, was previewed at the all-staff meetings in April and received many positive reviews.

The June 1 all-staff meeting will also focus on the CCAC's role in long-term care. Events held in Owen Sound, Stratford, and London will bring together CCAC staff with representatives from each long-term care home. The day will provide an opportunity to discuss how the CCAC works with partners in long-term care to create the best possible client experience.

As part of the event, Christina Bisanz, CEO of the Ontario Long-Term Care Association and Gail Carlin, recent past president of the Ontario Association of Non-profit Homes and Services, will participate in a video panel discussion hosted by Sandra Coleman. The two experts will explore the power of partnership, gaps in understanding about long-term care, recent success stories, and future challenges.

"Moving to long-term care can be traumatic for everyone," says Priestap. "Our job as case managers is to make the transition smooth and understandable. It's a tough time for clients and families, but we're here to support them through the process."



ALL-STAFF EVENT

WEDNESDAY, JUNE 1, 2011
9:30 am - 1:30 pm

Grey Bruce Best Western Inn On The Bay, Owen Sound • Huron/Perth, Oxford/Norfolk Stratford Rotary Complex, Stratford
London-Middlesex, Elgin Greek Canadian Community Centre, London

BUILDING COMMUNITY AND CAPACITY with Our Partners in Long-Term Care

SW CCAC staff work in close partnership with long-term care providers to help residents and their families make a smooth transition into a new living environment. We work together to provide the highest quality of care possible to our clients and we believe that our partnerships make us stronger and better at what we do. On June 1, we come together to celebrate this partnership. Please RSVP by **May 6, 2011** so that we can make adequate seating and lunch arrangements. Hope to see you there!



This is one in a series of introductions to the South West CCAC staff members

Johanna Steegstra

"A ray of sunshine, she is always smiling."

That's what one co-worker said recently about Johanna Steegstra who has been with the CCAC for six years. She loves spending time with her family — two sons, a daughter and five grandchildren. In her free time, Johanna also enjoys walking, gardening, and writing short fiction and nonfiction stories.

Johanna volunteers on behalf of Children of the Promise, a Christian-based orphanage in Haiti. The orphanage cares for some 60 children, from newborn to five years. It runs a formula feeding program for women in the community and provides HIV/AIDS medications. Johanna has visited Haiti several times to work at the Children of the Promise, and hopes to return in 2012 or 2013. "It takes a special person to do what Johanna did, and that shows how loving and big-hearted she is for people in need," said another staff member. "She brings that genuinely kind heart through her conversations daily."



Star Skaters

Clinton's Laura McGregor, daughter of Huron CM Jacquie McGregor, and Goderich's Justin Profit WON GOLD at the Trillium STARskate

Ontario Championships on March 13, 2011 in Mississauga. Bravo!

Shopaholics for a good cause

Staff at the Woodstock office enjoyed awesome shopping with TIUTA representative Mary on April 6, 2011. Shoppers scooped up great jewelry, purses, scarves and clothing and earned us \$196.00 for a great cause — our Angel Tree Fund.

Thank you on behalf of the Social Committee to everyone that came out to shop. Mary will be back on November 4 so mark your calendar and come with your Christmas list!



Wedding Bells

Kendra Moyse, CSA in the Elgin office, was feted at a bridal shower on April 13 by her colleagues. She will be married to Clayton Gillick on May 7, 2011. We wish

Kendra and Clayton all the best on their big day.



Woodstock parade of Easter bonnets

Left to right: (front) Easter Bunny alias Tina Szasz; (back) Mary Joan Kivell, Judy DeJong, Karen Peat, Julie Harde, Gwen Vanderheyden and Donna Making-Beres.

Happy Retirement

On Thursday April 21, the Seaforth office held a retirement potluck celebration for Linda Suplat.

Linda has worked for the CCAC for 22 years, most recently in the IT Department. She will continue to work casually as a CSA out of the Seaforth office.

Best wishes!



IT VOIP UPDATE

The IT Department has been focusing efforts on:

- Minimizing the effect of an outage on our clients
- Providing a high availability to allow continuation of voicemail services should there be an outage in London

We have also been changing conference phones in meeting rooms to better suit business needs. In London we have expanded services in the Trillium rooms to include Ontario Telemedicine Network (OTN) sessions when the room is divided. Working in collaboration with our partners, we continue to look into ways to improve quality of service.

Congratulations Nancy

On March 24, 2011, St. Thomas Client Services Manager Nancy Johnson was recognized at a ceremony by the Honourable Eric Hoskins, Minister of Citizenship and Immigration. Nancy is a recipient of the 2011 Ontario Volunteer Service Awards for commitment and dedication as a volunteer in Ontario with 25 years of continuous service with the Imperial Order of the Daughters of the Empire (IODE) St. Thomas Centennial Chapter.



Quality, a characteristic most admired
Improvement, an outcome most desired
Leadership, management most inspired
Team, intelligence on fire!

Like a quilt of many fabrics
Oxford/Norfolk was a team
With textures, thoughts and collaboration
Stitched into every seam.

Although quilt may seem to be misspelled

There is one thought so true
Quilt could never be successful
Without the presence of you! (U)

By Jacquie McLeod

Welcome New Staff

Elgin Ashley Locke, CSA

Grey Bruce Donna Andrew and Brittany Stafford, CMs; Patricia Wilcox, CSA

Huron Kirsten Zang, Tier 1

London Catherine Bishop, Charlene Lancaster, Stephanie McPhee, Jennifer Morris, Sarah Pocrnich and Linda Thompson, CMs; Adriana Rodriguez Pena, CSA; Krista McMullen, Data Analyst; Tamara McAllister and Devi Pandya, Improvement Coaches, QPI

Oxford Joan Palmer and Melissa Underhill, CMs; Ashley Dodge, Lisa Geoffrey, Chelsea McCurdy and Karen Schneider, CSAs



This product is made from 100% recycled fiber.