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Centre d'accès
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du Sud-Ouest

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STAFF BULLETIN

Caring for a Devastated Community

CCAC staff were on the ground right after the Goderich tornado

It was a peaceful Sunday afternoon, the last one of Darlene Bogie's summer holiday. She was relaxing at her home just north of Goderich. Suddenly the skies darkened and a storm blew up, bringing hail with it. As the hail ended, she got a call from her daughter, who was working a few minutes away in town. She said something had happened but nobody knew quite what. As they spoke, Bogie heard sirens beginning to wail.

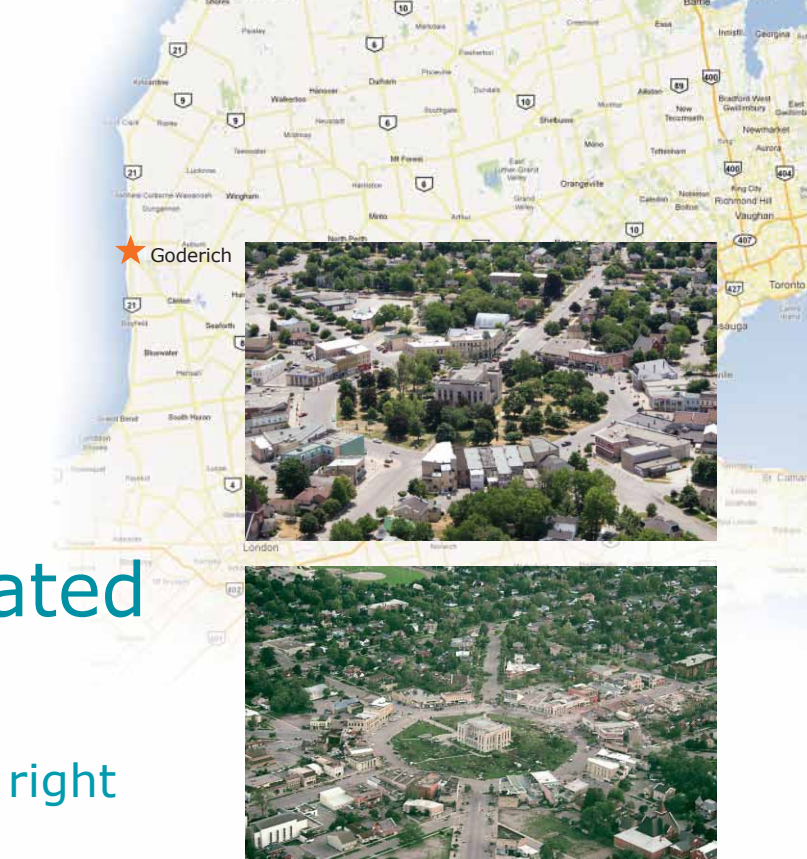
Something had certainly happened. Goderich took a direct hit from an F3 tornado, causing widespread destruction, killing one man and injuring at least 37. The centre of the town was devastated, and many residents lost power and gas service for days.

As soon as Bogie understood what was happening she called the Seaforth CCAC site and asked for a list of Goderich clients with the highest emergency response coding. She then called CEO Sandra Coleman and suggested that the CCAC enact its emergency plan.

"It's truly amazing what people can do in a crisis situation."

Tense hours and days followed. Working closely with the Goderich emergency control team, Bogie and her team contacted staff and clients to ensure their safety, and made arrangements for those who could not stay where they were. By Tuesday night, everyone was accounted for.

CCAC staff and care providers living in Goderich were reassigned to work in the town because access was limited.



At the hospital, case managers worked with hospital staff to discharge as many patients as possible. Bogie held daily or twice daily meetings with CCAC staff in Goderich and daily teleconferences with care providers. Employee Assistance Program staff members were on hand to help people deal with the emotional impact of the disaster.

By Friday, the CCAC was able to close down its emergency response. Says Bogie: "It felt really good that we were able to get back to a more normal state of service delivery so quickly. I've heard from the Mayor that the emergency control group was very pleased with our efforts." She gives all the credit for the fast and effective response to CCAC staff and service providers. "Everybody went above and beyond to make sure that people were safe and were feeling safe," she says. "It's truly amazing what people can do in a crisis situation."

Staff fundraising efforts to support Goderich relief and rebuilding are well under way. Case Manager Debbie Gable entered a burger cooking contest sponsored by Coca Cola and President's Choice, and her Enchilada burger was selected as a finalist. Guess what? Debbie recently learned that she won the grand prize – a \$10,000 barbecue party (details on page 4).

Although the worst of the crisis is behind, the rebuilding in "Canada's prettiest town" is only beginning. "I go through Goderich every day on the way home," says Bogie. "As the town gets more cleaned up, you see the devastation more clearly. There's a long road ahead."



A Message from Sandra Coleman, CEO South West CCAC

The Way Forward

I have often talked in this space about the importance of partnership. We at the South West CCAC depend on care providers, families, primary care doctors, community support agencies, long-term care homes and others to help us provide *outstanding care – every person, every day*. It's the spirit of cooperation that ensures our clients move seamlessly through the health system, receiving the care and support they need.

It's impressive to see the level of trust, collaboration and shared knowledge and insight, all focused on achieving a significant change...

The hospitals are among our most important partners. Like every partnership, it's a two-way street. In recent years, the CCAC has introduced many initiatives to help reduce the pressure on hospitals. Our Wait@Home and Safe@Home programs, for example, have reduced the number of people staying in hospital who don't need acute care.

Now we are starting an exciting new initiative that takes partnership to a new level. The first stage of Home First involves the South West Local Health Integration Network (LHIN), London Health Sciences Centre (LHSC), and ourselves. The project team involves representatives from each organization working closely together. It's impressive to see the level of trust, collaboration and shared knowledge and insight, all focused on achieving a significant change in philosophy and approach to care.

This is clearly the way forward. We can only improve care by working with our partners to develop and implement innovative ways to deliver care. We talk in terms of "sectors" – hospitals, community care, long-term care and so on – but for clients, it's just health care. And their quality of life depends on us putting it all together.

WHAT'S THE BUZZ?



Facts & Figures

- CCACs employ more than 5,500 full-time employees
- More than 600,000 clients receive home care services
- Nearly 30 million visits/hours of care are delivered each year
- 88% of Ontarians surveyed said they preferred home care
- Research shows that investing in home-based care can save money, improve care and improve quality of life for people who would otherwise be hospitalized or institutionalized



Hand washing campaign

This year's hand washing campaign involves a

sticker that reads, "Ask me if I washed my hands." The sticker will be placed on the cover of each laptop, so that clients are able to read it when sitting across from a case manager. Research has shown that clients are reluctant to ask about hand washing but health professionals don't mind being asked.

Four Pillars

The Ontario Association of Community Care Access Centres (OACCAC) and the Ontario Hospital Association (OHA) issued

a report in June outlining the four things that would dramatically improve patient access to Ontario's health care system and the quality of care they receive. They are: setting ambitious goals; planning care properly; letting evidence drive care decisions; and connecting care. To learn more, go to www.oha.com.



Provincial Election

Ontario goes to the polls on October 6, and health care is definitely on the agenda. No matter what the outcome of the election, there will likely be changes coming. Check out the major party platforms at www.ontariondp.com, www.ontarioliberal.ca, and www.ontariopc.com.

HEROES IN THE HOME

Events will be happening in London on October 20, in Owen Sound on October 27, and in Stratford on November 3. For more information, check out www.heroesinthehome.thehealthline.ca.



Accreditation Spotlight

The first in a monthly series of articles about the accreditation process

Question & Answer with Nupee and Ashley

Q. What is accreditation and why does it matter?

A. Continuous quality improvement is a 365-day-a-year process at the South West CCAC. Accreditation compares how we're doing compared to national quality standards. A national body, Accreditation Canada, will give us an outsider's objective perspective on how we're doing. Accreditation showcases what we're doing well, and also identifies opportunities for improvement. All 14 CCACs are undergoing this process.

Q. How does it work?

A. Accreditation Canada has a process called Qmentum. It begins with a self-assessment. Over the next several months we will be collecting data around several quality indicators, and implementing several questionnaires.

The self-assessment results will be shared with CCAC staff members and we'll work together to create action plans to make improvements. The on-site survey by

Accreditation Canada is tentatively scheduled for next October. A team will visit and meet with CCAC staff, board members, service providers, clients and families, in the community and in hospitals.

Within two weeks of the visit, Accreditation Canada will issue its accreditation decision. Six months later, we will submit data about the actions taken as a result of the feedback we received. Eventually the process will begin all over again, because quality improvement is a continuous cycle.

Q. What has happened so far?

A. We've set up a bulletin board on the Intranet so that staff members can read more about the accreditation process and become familiar with the terminology. Accreditation will also be the focus of our next all-staff meeting this fall. A self-directed learning module will soon be available for all staff members. Data collection is beginning.

Home First Spotlight

Home First is a new approach to managing the hospital discharge process. The central idea is that when a person enters the hospital, hospital and CCAC staff members, family members and others work together to get him or her home upon discharge, if at all possible. Research has shown that this is the best way to manage transitions from hospital.

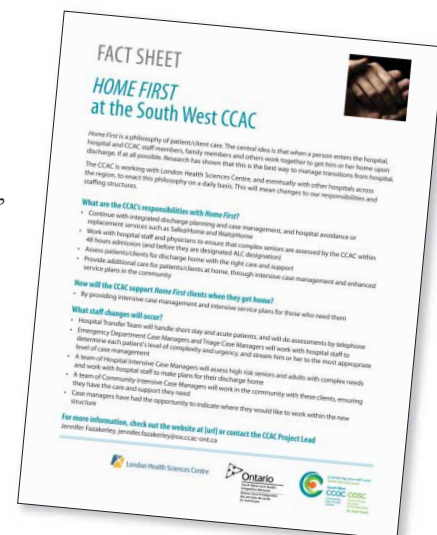
The CCAC is working with the South West LHIN and London Health Sciences Centre (and eventually other hospitals across the region) to enact this approach on a daily basis. The CCAC is working with hospital staff and physicians to ensure that high-needs patients are assessed by the CCAC within 48 hours of admission, before long-term care, ALC or other options are discussed. "We're very excited to be working collaboratively with our hospital partners," says Jennifer Fazakarley, CCAC lead for the project. "When we all focus on what's best for patients and clients, everything falls into place."

A new Hospital Transfer Team will work with short stay and acute patients from LHSC, doing assessments by telephone. A team of Hospital Intensive Case Managers

will assess high-needs patients and work with hospital staff to make plans for their discharge home. In the community, Intensive case managers will work with these clients, ensuring they have the care and support they need.

A "soft launch" happened at University Hospital during the week of September 19, and the Home First team has developed information packages and fact sheets. Already some clients have been discharged from hospital, knowing that they will receive a call at home from the new Hospital Transfer Team. Intensive case managers have been selected to work with clients in hospital and in the community, and St. Elizabeth's has been named the sole provider of at-home services for Home First clients.

"There's lots of work ahead," says Fazakarley, "but it's great to take the first steps toward our goal of ensuring that most clients go home first."



Ultimate BBQ Party W I N N E R

Congratulations to Debbie Gable, CM at the Seaforth office, chef extraordinaire and Grand Prize winner of the Coca Cola Ultimate BBQ Burger Recipe Contest.

Debbie's Grand Prize is a \$10,000 ultimate BBQ party including a gas barbeque and patio set, \$2,000 Chef Alliance gift card (so she doesn't have to do the cooking), \$1,500 in President's Choice Gift Cards (for food for a large crowd) and \$2,000 in coupons for photography, decor, outdoor games and music.

Preparations for the ultimate BBQ party are underway. Debbie is planning a fundraising event with her prize and proceeds from the party will be donated to the Goderich Disaster Relief Fund. No date has been set yet but it is hoped that the party will be held before the October 28 deadline to qualify for the 2 to 1 matched funds from the Ontario Disaster Relief Assistance Program.

Debbie wishes to thank everyone that took the time and effort to vote for her burger, making her and the town of Goderich a winner.



Enchilada Burger

INGREDIENTS

- PC Blue Menu Sirloin Lean Beef Burger
- Grilled Corn Tortillas
- Chili Con Queso Cheese Dip
- Chopped Tomatoes, Red Onion, Red Peppers and Corn
- Chopped Cilantro
- Shredded Baby Spinach or Lettuce
- Lime Juice

INSTRUCTIONS

- Top tortilla with spinach and burger followed by cheese and chopped vegetables.
- Garnish with cilantro and lime.
- The adventurous can kick up the heat by sprinkling burger with jalapeno peppers.



Back row (standing l to r): Heather Misener, Janis Harrison, Kerry Cragg, Karin Burrows, Kim Green, Sherry Funston, Diane Eastwood, Val McCrae, Alison Blackwell, Juli Schmid, Angela Parker, Sally McGill and Kim Finch. Front row (l-r): Deb Wilson, Ashley Schaus, Cindy Weber, Lorna Lavergne, Kait O'Neill and Lorna O'Neill.

THE BIG BIKE RIDE

The CCAC Owen Sound site team participated in the Heart and Stroke Foundation's Big Bike ride on August 23, 2011. The team raised the most money of all the groups participating this year, a whopping **\$4,092.00!**

Congratulations

Best wishes to Seaforth's Amy Masse, Graphic Designer, IT Department and Nico Peeters. They were married on September 3 in Zurich.



Summer 2011 IT Refresh

This summer marked one of the largest projects the IT team has taken on: the IT Refresh. This Refresh was unique as we partnered replacing machines with expired leases with a technology upgrade. To minimize the staff impact, we combined these two projects so that staff would only be impacted once while we swapped out every machine for one with Windows 7, Office 2010 and IE 9. Each site was scheduled and the team went to work. Because of the commitment of the entire IT team – whether hands on or behind the scenes support, the timelines were met and the project was deemed a huge success. The project completion means the service desk can now support one common image across the CCAC. Standardization means supportability and the opportunity to consolidate consistent settings on every machine. A special thank you to the IT team for their professionalism and dedication during the project. We would also like to sincerely thank all staff members for working together with us and for your support.

Welcome New Staff

Elgin Valerie Van Roessel, CSA
Grey Bruce Cherilyn Meunier, CM
London James Noble, Manager, IT & Development; Kari Ferguson-McCaw, Beth Vreugdenhil, Annyse Perrault-Alcock, Audrey Dow and Jesse Bissonnette, CMs; Christina Patterson, Sharon Donaldson and Jane Abado, CSAs; Allison Coffey, Executive Assistant; Stephen Freymond, EHLTC; Darren Robbins and Andrea Martin, South West Self Management Coordinators
Perth Heather Weyers and Cathy McCann, CMs; Jane Easun, CSA
Woodstock Tracey Dingwall, Client Services Manager

Silent Auction Raises \$1,200+ for Goderich



The staff at the Stratford Office held a Silent Auction September 22-23, 2011 with money being raised for their neighbours in Goderich who were recently affected by the tornado. An array of items from wine, gift cards, homemade dinner for 6, jewellery, massages, chocolates, books, home décor items, grills and kitchen appliances were donated by staff and the community. A huge thank you to Pat Roesner, Darlene Alexander, Sheila Rolph and Cheryl Bart who organized the auction, and also a thank you to those who made their many bids/donations to the cause. \$1,200.00 was raised which the government will match.



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