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STAFF BULLETIN

Volume 6 Issue 1 January 2012



London staff celebrate at the after party.

Leaving a mark on the Anniversary plaque.

We are Five!

On January 18, CCAC staff members celebrated a major milestone – five years since the South West CCAC was launched. CEO Sandra Coleman high-lighted the achievements of the CCAC using the virtual scrapbook created by staff members across the region. Special videos captured the spirit of the organization, and a message from Minister of Health Deb Matthews reminded us of our important place in Ontario's health care system. The event finished off with fun game shows, and the most important element in any birthday party – lots of cake! To remember the event each staff member received a five-year anniversary pin and signed the commemorative plaques.

Our heartfelt thanks to all those who helped organize fabulous events in Owen Sound, Walkerton, Seaforth, Stratford, London, St. Thomas and Woodstock.

Left to right: Barb Modesto, Client Services Manager in St. Thomas asks Case Manager Godlief Devaere a "Millionaire" question with Iolanda Locker, IT Department, keeping score.

Left to right: Members of Corporate Services (Anthony Koncan, Dave Speedie and Dennis Sweet) kept the show running smoothly.

Left to right: Liz MacDonald (aka Lotta Loot), Executive Assistant in Owen Sound, host of the millionaire game.

Seaforth staff portrait on 5th Anniversary day



Frozen in Time

Videos capture the spirit of the South West CCAC

"That first night when I got a full night's sleep uninterrupted, I just felt like I could run a marathon!"

That's Janis Stewart, profiled in the eShift video shown at the CCAC's five-year anniversary celebration. Janis is caring for her husband Gord, who was diagnosed with inoperable colon cancer in 2010. In the video she talked movingly about the impact of the innovative program. eShift provides overnight care for palliative patients by connecting specially trained Personal Support Workers with Registered Nurses using smart phones. "Hospital's not the greatest place to be if you can avoid it," said Gord in the video. "It's much better to be at home, especially when you have a great partner."

In addition to the video "starring" Janis and Gord, participants also saw a unique video in which staff members, board members, and system partners reflected on the CCAC's ethos and achievements.

Among the many memorable comments: "This CCAC gets it. The difference the CCAC has made in the last five years is visible everywhere."

– Jeff Low, Board Chair, South West LHIN

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A Message from Sandra Coleman, CEO South West CCAC

More than Just Home Care

Do you remember the famous Canadian Tire tagline, “More than Just Tires”? It was used years ago to re-position the brand when the retail giant was branching out beyond automotive supplies into sporting goods, kitchenware and lighting. Today, you might have trouble finding the tires in a Canadian Tire store!

Our “brand” is changing too. CCACs are no longer organizations that deliver home care.

Yes, you read that right. We do deliver home care, but we do so much more.

Our focus is on system navigation and integration. Our goal is to deliver a seamless experience of care and support for clients and their families. Whether it’s connecting orphan patients to family physicians, supporting families through the transition to long-term care, providing access to adult day programs and assisted living facilities, or making referrals to community support services, we help ensure that people receive the right care at the right time and place.

“Success is not final. Failure is not fatal.

It’s the courage to continue that counts.” — Churchill

Our role expanded significantly during the first five years of our existence, and it will continue to grow. More and more, our partners and funders recognize the value added through the art and science of case management. They know that our spirit of collaboration, innovation and continuous quality improvement is critical to the health of our health system.

This month we celebrated five years of achievement. We took time to remember everything you have accomplished, from Client-Driven Care and Heroes in the Home, to CHRIS and Partnerships for Health. We recalled the good times and the challenging times, the laughter and the tears. Looking back, we could see how far we had come.

Now it’s time to look forward, with confidence and commitment. There will be challenges ahead too. As Churchill once said, “Success is not final. Failure is not fatal. It’s the courage to continue that counts.”

We have that courage. We have each other to count on and work with. We have an expanding role as system navigators – a role that will make a difference in the lives of thousands of people every year. We are more than just home care: we are the South West CCAC!

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“People are happier, and become healthier quicker if they’re in their own environment with their own family. It’s much nicer to have your own bed and bathroom.”

– *Joan Cavanaugh, CM*

“What I’ve really enjoyed over the last five years is making new relationships, building new partnerships, and learning about the diverse communities we have in the South West.”

– *Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration*

“My clients just give me the sense that I’ve done my job for the day, that I’ve touched somebody’s life.” – *Melody Williams, CM*

“Community care is important because people want to stay in their own homes. We need to structure the health care system around the person.”

– *Michael Barrett, CEO, South West LHIN*

“Knowing that you’re keeping people in their homes is so rewarding.”

– *Shelley Bryson, Client Services Assistant*

“It’s the sense of accomplishment when we all pull together, and we make it work. We make somebody’s life better, they can sleep through the night, they get the care that they want.”

– *Gord Milak, Senior Director, Performance Management and Accountability*

Also presented by video: warm messages from [Minister of Health Deb Matthews](#), a tribute to [Dr. Carol McWilliam](#), the researcher who shaped the philosophy of Client-Driven Care, and a look back at [Heroes in the Home](#).



Restoring Independence

In Grey-Bruce, Restorative Care Units are helping clients get home from hospital

“Clients are really increasing their strength, their mobility, even their whole outlook, and most are thoroughly enjoying it.”

CCAC case manager Vicki Gingrich is talking about what she’s seen working on the new Restorative Care Unit (RCU) in Chesley. The ten-bed unit opened in early November and has been busy ever since. A second unit with 12 beds opened in Owen Sound in mid-December.

The RCUs are designed for patients who have finished the acute phase of their treatment in hospital but aren’t quite ready to go home. The units provide them with a two- to eight-week period to strengthen and improve function, so that they can get home and live relatively independently.

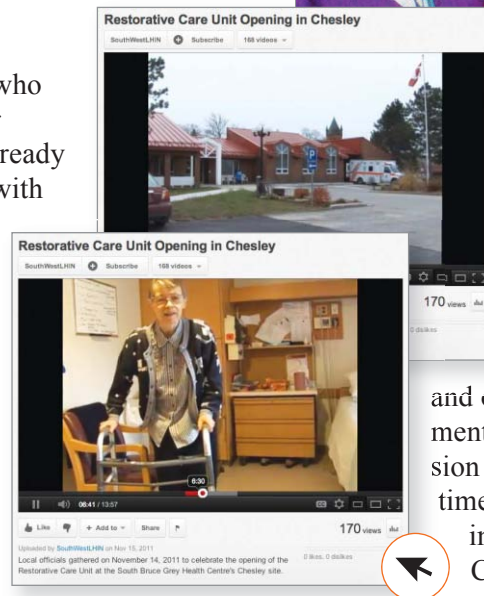
“People support one another ...
They’re very excited that
this is going to get them home.”

The pilot project had its genesis in early 2011, when representatives from across Grey-Bruce got together to discuss how to re-condition patients who had been through a hospital stay. “We were thinking about the Home First philosophy and our hospital avoidance strategy,” explains Regional Manager Cathy Kelly. “We thought that if we could re-condition these patients they would be less likely to go to long-term care, or return to the hospital after discharge.” Research suggests 30 to 50% of people currently in long-term care could be managed in other settings, Kelly adds. We also had the success and experience of the Parkwood Hospital Transition Care Unit as inspiration.

The RCUs operate quite differently from other hospital units. Patients get up and get dressed each morning, take their meals communally, and build strength and function in a small physiotherapy gym. “It’s a very social atmosphere,” says Client Services Manager Carla Crowther. “People support one another. The clients I speak to have nothing but praise for the program. They’re very excited that this is going to get them home.”



Left to right: Ashley Schaus, CM, Jane Rundle, Client Services Manager and Vicki Gingrich, CM. Missing from the photo are Donna Andrew, CM; Carla Crowther, Client Services Manager and Michelle Duell, CSA



Donna Andrew, the RCU case manager in Owen Sound, says the units serve a wide variety of clients, from people who have just undergone surgery or been treated for acute congestive heart failure and other lung-related issues, to those with mental health issues. “For people with depression and suicidal thoughts, the RCU gives them time to learn about how to take their meds independently and appropriately,” says Crowther.

Many people discharged from the RCUs go home with no CCAC services, or with minimal service. “People work really hard to get home and they have a great attitude,” says Andrew. One RCU ‘graduate’ bought a tabletop bicycle machine so she could continue to exercise at home.

Among the many success stories was one patient who had survived her fifth heart attack and was on continuous oxygen. After two weeks on the RCU, she was able to shower and curl her hair before moving to a lodge, and only required oxygen intermittently. She said the program was “the best thing she had ever done.”

From the system perspective, Cathy Kelly believes the RCUs can help reduce ALCs, wait times for acute care beds, and referrals to long-term care. “We’re trying to ensure that clients are in the right type of bed when they’re in hospital, and are transitioned to the right care destination when they leave,” she says. “This approach empowers clients, helping them enjoy a better quality of life and encouraging them to manage their own health and wellness needs.”

Occupational HEALTH AND SAFETY

We have been blessed with a mild winter so far (although outdoor winter sports enthusiasts are disappointed) however it is always best to be safe, prepared and to stay alert when driving. The weather can be unpredictable in winter and we can encounter different weather conditions travelling from one location to another in the South West CCAC region. Always check the Weather Network or Ministry of Transportation before you start out on the road.

For everyone's safety, please remember to slow down, pay attention and adjust your driving accordingly for the road and weather conditions. In addition to the information provided in Innovation Update #81 & #82, we have posted Safe Winter Driving Tips with links to information from the Ministry of Transportation on the South West Intranet for the following topics: Handling A Skid, Black Ice, Snow Tires and Snow Plows on the Road. This valuable information can be found at Communicate, Health & Safety, Library, Health & Safety Tips and Fact Sheets folder.

Welcome New Staff

London Susan Hocking, Director, South West End-of-Life Network

The Elf-ettes



PHOTO (left to right): Ashley Weir, Ashley Locke, Lorraine Odorizzi, Ashley Welch.

Instead of a "Secret Santa" the East Community Team of London spread a little Christmas Cheer this Holiday Season by collecting nearly 30 toys for the Salvation Army. The team received a very warm welcome from the Salvation Army when the toys were delivered.

Best of Luck!

The Elgin office will greatly miss 4 staff members. CM Judy Brown (left), is moving to a CM position in the St Thomas Elgin General Hospital (STEGH), CSA Kendra Gillick (centre), CM Helene Desabrais (right) and Judy Bossuyt, CM at STEGH are moving to the Access Department in London. These valued staff members will be missed by the Elgin team. Good luck in your new positions.



Celebrate Excellence in Client-Driven Care

The *Call for Nominations* is now out for the 2012 Client-Driven Care Awards of Distinction. A total of four awards will be presented again this year, three to individuals and one to a team. To find out more, check out the nomination form on the Intranet under Current News

Last year's recipients were:

Client Services Individual Category	Marilyn Zehr
Other Individual Category	Iolanda Locker
Leadership Category	Barb Modesto
Team Category	Partnerships for Health Case Management Team

DON'T DELAY: Nominations close
February 1, 2012 at 4:30 pm

