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

Next All-Staff Meetings

Meet with Senior Leaders for discussions about the population based approach, accreditation and the client experience and quality of care.

Tuesday, July 10	9:00am - 11:00 am	Owen Sound
Tuesday, July 10	2:00pm - 4:00 pm	Walkerton
Thursday, July 12	9:00am - 11:00 am	Stratford
Thursday, July 12	2:00pm - 4:00 pm	Seaforth
Wednesday, July 18	9:00am - 11:00 am	London
Wednesday, July 18	2:00pm - 4:00 pm	St. Thomas
Thursday, July 19	9:00am - 11:00 am	Woodstock

CCAC and AL/SH/ADP Partners Commit to Leading Together

On June 6 some 600 people from the South West CCAC and its partners came together in London and Stratford to “learn, develop and celebrate.” Among the crowd were 150 partners who provide Assisted Living, Supportive Housing and Adult Day Program (AL/SH/ADP) services.

The morning began with a powerful and inspiring message from CEO Sandra Coleman. Then Shirley Koch, Mary Jo Dunlop and Angela McMillan, co-Leads of the AL/SH/ADP initiative in the LHIN's Access to Care strategy, led a collaborative learning session. Participants worked in small groups to address three hypothetical client scenarios, co-creating how best to support clients. After lunch the day continued with presentations of the Client-Driven Care awards and CCAC Years of Service Awards.

“It was a really good opportunity for CCAC and AL/SH/ADP staff to meet face to face and find out more about each other's services,” says Koch. “There was an excellent level of engagement and certainly our partners were pleased to be part of the event.”

Evaluation results were very positive, with 97% of participants reporting that they “have a good understanding of the importance of AL/SH/ADP for their mutual clients and the health system.” More than 90% indicated that they would be happy to participate in a similar learning opportunity again. One participant wrote that she was new to the CCAC, and “greatly appreciated having this opportunity to learn and meet everyone.” Several others indicated that they would like to extend their new relationships with AL/SH/ADP providers in their area.

Koch says the event helped lay the groundwork for implementing the CCAC's expanded role in access to AL/SH/ADP services. After a LHIN-wide webcast on June 12, the report developed by the three co-leads was posted

on the LHIN website. Their recommendations include implementing a standard definition of core services, standard assessment and eligibility criteria, standard fees for ADP, a collaborative wait list, and the creation of local transition teams for clients moving from one level of care to another.

“Naturally there's some concern about how these changes will roll out,” says Koch. “Through events like the CCAC all-staff meeting we're working together to co-create solutions that work for everybody. We're delighted to have our partners in the AL/SH/ADP sector at the table helping us understand the special needs of these clients.”

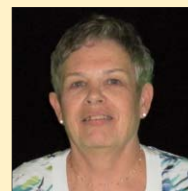
Announcing the 2012 Client-Driven Care Award of Distinction Winners



Leadership
Award:
Jacqueline Mockler



Individual
Award:
Joanne Teutloff



Individual Client
Services Award:
Sheila Rolph



Team Award – Health Care Connect Team (left to right):
Andrea Fisher, Janice Ross-Greenside, Anna Ackland,
and Marg Vallee



A Message from
Sandra Coleman,
CEO South West CCAC

Leading Together

This is an historic moment in the history of home and community care in Ontario.

It is 40 years since the province began providing government-funded home care. For much of that time we have struggled to achieve recognition for our critical role in the health system. The struggle is over. Governments and experts recognize that the focus of health care must shift from hospitals and institutions to home and community. CCACs are being asked to lead a process of fundamental change that will create a sustainable health system for the future.

There will undoubtedly be challenges ahead. We will be dealing with more acutely ill clients, and higher volumes. We can't do it alone. We must collaborate with our partners across the health spectrum. At our recent all-staff meeting

(see story page 1), we welcomed and learned from partners who provide assisted living, supportive housing and adult day program services. This kind of interaction is critical to our ongoing success. Thanks to all those who attended in London and Stratford.

Nor can we succeed in our expanded role by doing what we have always done, the way we have always done it. We must be prepared to transform ourselves, and the way we provide care. That's already happening through exciting initiatives like eShift, which recently received a South West LHIN Quality Award (see story below) and the Access to Care strategy. Accreditation (see story page 3) also encourages us to be innovative and practice continuous quality improvement. I'm delighted to see frontline staff members stepping forward eagerly to help ensure that we are ready for our site visit in October.

In the midst of significant change, our core values remain the same. To be successful, we must stay true to the principles of Client-Driven Care that have guided us from the beginning and focus on partnering with our clients and their caregivers. With them and fellow providers across the health spectrum, we can lead the transformation of health care in Ontario.

WHAT'S THE BUZZ?



CCAC Part of Award-winning Quality Projects

The South West LHIN Quality Awards were presented at its second annual Quality Symposium on May 31, and the CCAC was involved in all three projects.

- eShift is an innovative care model that links specially-trained PSWs to a "delegating nurse" via iPhone, so that they can provide overnight care for people with complex health challenges. eShift is giving more people the choice of dying at home (photo above).
- The Shaken Baby Syndrome Project is an education program that gives new parents and caregivers coping strategies for dealing with normal infant crying and makes them aware of the dangers of shaking infants. The initiative involves 23 organizations across the South West and Erie St. Clair LHINs including the South West CCAC.
- The Regional Hip Fracture Project involved in-depth process and data analysis focused on ensuring that hospitals in the South West meet the provincial target of operating on 90% of hip fracture patients within 48 hours. The South West CCAC supported better patient outcomes ensuring patients after discharge received home care according to the best practices care pathway.

Take your MPP to Work Day

Lisa Thompson, MPP for Huron Bruce, visited the Seaforth office on *Take your MPP to Work Day* May 11. Thompson met with CCAC staff and then joined a client visit. "We had a great discussion on how we partner with provider

agencies," says Darlene Bogie, Regional Manager, Quality. "We also highlighted some of the innovations in community nursing that we have led, like eShift and FlexClinics. Lisa was very interested and had lots of good questions."



Left to right: Allison Purcell, CarePartners visiting nurse, Laurie Henderson, case manager, Barb Adair, client, and Lisa Thompson, MPP Huron Bruce.



Deb Matthews, MPP for London North Centre and Minister of Health and Long-Term Care (left), also participated in *Take your MPP to Work Day*, visiting CCAC Home First client James Bold (centre) along with Intensive Case Manager Peggy Callaghan and St. Elizabeth nurse Tamara Condry (right). "Nurses make an incredible difference in patients' lives, and play crucial roles in our health care system," said Matthews.

Accreditation Update Medication Reconciliation on the Agenda

A Client Services Working Group on accreditation has been established under the leadership of Regional Manager Cathy Kelly and will be working to formalize CCAC processes for medication reconciliation, communicate them across the region, and develop metrics to measure performance.

Medication reconciliation is a process that ensures accurate and complete medication information transfer at care transition points. The process is critical to ensuring client safety and will be considered through the accreditation process. The CCAC's role includes collecting information from the referral source, the client and the caregiver about the medications the client is taking, identifying any safety issues, and developing strategies to deal with them.

"It became clear to us that medication reconciliation needs to be part of the work of all teams serving all client populations, so we decided to do more engagement around the issue," says Kelly. "This is a way for frontline staff to be more engaged in the accreditation process and have an opportunity to co-create solutions."

Kelly points out that managing medications well is critical to keeping CCAC clients healthy and out of hospital. Statistics Canada data show that pharmacists dispense an average of 35 prescriptions per person aged 60 to 79, and 74 prescriptions per person aged 80 or older. People who take several medications at once are more likely to have adverse drug reactions and seniors are particularly vulnerable because of co-morbidity and physiological changes due to age.

"Problems with medication adherence and poly-pharmacy can be the root cause for why people present with a variety of symptoms," says Kelly. "It's important that we look at

our accountability at various points in the client's journey, what strategies we have in place now, and what strategies we need to develop."

Kelly is impressed by the level of commitment of the working group members. "They're so engaged and they're bringing great ideas to the table. It's humbling to hear what they already do around medication reconciliation. Now it's time to go to the next step and document what we do."

Learning from a Mock Survey

On June 15 the CCAC participated in a "mock survey" by Accreditation Canada. A surveyor, Sandra Pitters, visited the London site and interviewed staff members at all levels, providing a realistic picture of what the actual visit will be like in October. At the end of the day, she de-briefed with the accreditation steering committee.

Pitters was impressed by the preparations that had already taken place and said she found the CCAC staff members she spoke with very well prepared.

She also passed on some tips about how best to answer questions in October. "She told us that interactions with the surveyors should be a conversation, not a quiz," says Cathy Kelly. "She reminded us that this is our time to shine – to talk about all the things we do to effect excellent client care."

In the weeks ahead, the accreditation team will de-brief with staff members about the mock survey and continue preparation for the October site visit.

New Oneida Long-Term Care Home Well Under Way

It's taken time, but Tsi'Nui: Youantle Na'Tuhuwatisni, the new long-term care home on the Oneida reserve near London, is open and fully occupied.

The South West's first ever culturally designated long-term care home was approved by the Ministry of Health and Long-Term Care several years ago. Problems in the construction phase led to delays but the home, which has 64 beds all in private rooms, was completed earlier this year and received its licence on February 1. "It's a beautiful and welcoming place," says Cathy Crane, Regional Client Services Manager. "Everything is brand new and state-of-the-art, and the staff members are very caring."

As a culturally designated home, the Oneida facility gives a higher priority to people of First Nations descent and their spouses. Oneida approached the CCAC to take on the admissions process role, an agreement was struck, and the partnership has been working hard ever since. Crane said it took a little longer than usual to fill all the new beds, but by the end of April the home was full. It hasn't had an idle bed since, and by late June, had a waiting list of five. Crane says that's due in part to the home's willingness to accept a diverse range of residents, including those with mental health and addiction issues. "The Oneida home has been very accommodating," she says. "It has welcomed with open arms some people who might have been seen as challenging."

Occupational HEALTH AND SAFETY

Looking for a great resource for wellness and healthy living ideas? Then check out the Family Services Employee Assistance Program (FSEAP) Healthy Living website. The website provides employees of the South West CCAC and family members with access to numerous articles, on-line assessments, activities, calendars, wellness plans, on-line apps, webinars, employee challenges, and much more. New resources are being updated weekly! Additionally, the website provides information on what services FSEAP offers, and how you or your family members can access these services.

You can access the website from the South West CCAC Intranet through the Extras Tab located in the teal bar at the top of the page, then clicking the FSEAP Healthy Living All Staff link. You can also access the website from home by visiting www.fseap.ca and use the following login information, Username: TO-HL-E-71203 and Password: healthyliving (note: the login and passcode are case sensitive).

Stay tuned for more information in the coming months.



100 and Onward! On June 18, the Home First initiative passed a significant milestone: the 100th patient supported to leave hospital and return home with intensive case management and up to 24 hours of home care. Since the project began in Sept. 2011, hospital patients newly designated as ALC waiting for long-term care have dropped from an average of 40 per month to 12 and ALCs at LHSC have dropped from approximately 120 to a new low of 63 in late June, an almost 50% reduction! *Congratulations to everyone working in London, Middlesex and Elgin to make this happen.* We look forward to launching in Tillsonburg early July, Owen Sound in September and Woodstock later this fall.

Roofless in Mitchell On the evening of May 3, strong winds blew through the town of Mitchell around dusk. The winds ripped the roof off a rent-geared-to-income seniors residence where five CCAC clients live. Staff in Seaforth and Stratford went to work quickly, checking ERL codes, providing assistance to the residents and informing care provider agencies. One client had to leave her apartment, but chose to stay with a neighbour in the same building.

"The good news is that our processes kicked in very well," says Cathy Crane, Regional Client Services Manager. "Everybody stepped up to the plate to ensure that our clients were safe and well cared for." Crane gives special credit to Stratford AA Darlene Alexander and CSA Leah Fink.



DINNER & A Flower Arranging Lesson

On May 31, Seaforth case managers celebrated ONA week with dinner and a lesson on flower arranging at Samuels in Saltford.

Left to right is Jennifer Nyman, Caroline McWhinney, Hellen Beasley, Johanna Steegstra. Background Sharon McClenaghan, Dianne Murray (hidden) and Mary Morley.



Left to right: Jane's daughter Lisa, Jane and Sara (a nurse from Walkerton) pose after completing a clinic day.

FOTOCAN Jane Downey (Supportive Care CM in Stratford) and her daughter Lisa shared the experience of participating with a FOTOCAN (Friends of the Orphans Canada) medical team to Nicaragua, supporting the NPH Orphanage there. The volunteer team of 32, came from the Stratford area, St. Marys, Walkerton, Brantford, Kirkland Lake and Calgary, Alberta. Jane volunteered as a triage nurse, assessing for health issues-providing health teaching and vitamins or parasite medications and referring to the teams' NP, dietician or MDs for further assessment or treatment. Lisa assisted the dental hygiene team with teaching children about brushing their teeth, distributing toothbrushes and toothpaste as well as offering fluoride hygiene care. Look up FOTOCAN.org for more information.

HURRAY IT'S BABY TIME



With lots of love and excitement Roelie (AA at the Woodstock site) and Cor Dank would like to announce the birth of their son. Cornelis Albertus Dank, Cornelis was born on April 15, 2012 weighing 7 lbs, 4oz.



Wendy Smith, Finance Co-ordinator at the London office is thrilled to introduce her new granddaughter Ava Grace Fraleigh, born on Mother's Day, May 13, 2012 and weighing 7 lbs, 1oz and 20 inches long. Congratulations to Kristy (Wendy's daughter) and Rob Fraleigh.

On Friday, June 15 staff celebrated Amy Peeters (Usability Design Specialist, IT & Facilities Services at the Seaforth office) with a farewell cake in anticipation of her baby's arrival. Amy's sister Lisa (at right) is also expecting a baby later this summer.



Congratulations to Stratford's Client Services Assistant Jenna Prouse on the birth of her son Calder. He was born on May 30 weighing 8lbs, 14oz.



Samphire's Bavarian King aka "Rudy" gave Geriatric Resource Team CM Debbie Beauchamp a special Mother's Day gift by earning his Canadian Championship title on May 13, 2012. Rudy is a 2 year old Labrador Retriever, Deb's first show dog. Bestowing the title is esteemed judge Mr. Norman Kenney of Massachusetts, who has judged at the prestigious Westminster Dog Show. Rudy was handled by his breeder, Karen Georgeoff. Deb and Rudy are now working towards owner-handled obedience and Canine Good Neighbour titles.

