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CCAC **CASC**
Community
Care Access
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aux soins
communautaires
du Sud-Ouest

STAFF BULLETIN



From left to right: Betty Wills, Accreditation Surveyor; Diana Barclay-Neale, Accreditation Surveyor; Ed De Decker, Board Vice Chair; Sandra Coleman, CEO; Donald Keillor, Board Member; Karen Ingebrigtsen, Accreditation Surveyor; Mary Lapaine, Board Chair and Claude Lanfranconi, Board Treasurer

WE DID IT!

South West CCAC hosts successful accreditation survey, meets more than 99% of standards

After more than a year of anticipation, three surveyors from Accreditation Canada arrived at the London office at 8:30 a.m. on Monday, October 22. By Thursday, the surveyors had visited staff and clients at London Health Sciences Centre, St. Thomas Elgin General Hospital, a FlexClinic, a Family Health Team and at home, met with system partners, asked dozens of searching questions of leaders and frontline staff in London, St. Thomas, Woodstock and Stratford, and examined reams of documents. On Thursday morning they debriefed, telling CCAC staff members that they had met all but one of the 344 standards required for accreditation. Says CEO Sandra Coleman, "It's a fantastic result for any organization, and superb as a first time result." The written draft accreditation report is expected by mid-November.

Here are some reflections on accreditation from those directly involved in the survey process.

"The South West CCAC has so many strengths – your beautiful compass, amazing tools and processes to identify and track risk, good emergency planning, practices to ensure client and staff safety in the community, quality improvement tools and data, amazing human resources everywhere, and a unique way of working together. I encourage you to share your story – to explain how you live Client-Driven Care, and how you manage to do it in a way that exudes heart but is balanced with the realities of your environment."

— Karen Ingebrigtsen, lead Accreditation Canada surveyor, during her de-brief to staff on October 25

"It was a very positive experience for me to take Diana

(the surveyor) out to meet three of our clients and see how we're able to plan the care and services to meet their needs. Diana seemed really, really impressed by what we're doing. The CCAC's results are amazing, especially given how vast our geography is. I think it speaks very highly of our organization, and the communication and support we get."

— Ariel Beaudoin, Care Coordinator, London office, South Central team

"In typical South West CCAC fashion, everyone pulled together, came to the table and showed their passion for quality improvement and value-add for our clients. It's just who we are. I was humbled that frontline staff members actually thanked us for the opportunity to meet with the surveyors! And I was energized by the knowledge and passion they displayed."

— Cathy Crane, Regional Client Services Manager

"If accreditation is a journey, I over-packed! I read everything I could find, and crammed for days ahead of time. But as it turned out, Betty (the surveyor) was very easy to talk to and I didn't have to think twice about my answers to her questions. The experience truly solidified all those Compass concepts – building relationships, developing understanding, co-creating solutions. That really is the journey we embark on every day."

— Connie Vandersleen, Care Coordinator in Stratford office, connected with Stratford Family Health Team

"I was really thankful to be part of accreditation, just as a learning opportunity for me. Seeing how impressed Karen

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Shine On!

A Message from Sandra Coleman,
CEO South West CCAC

October 25 is a day I won't soon forget.

That was the day our accreditation site survey came to an end and our team of surveyors presented their preliminary findings.

They were blown away! I know we have a great team at the South West CCAC and that we do great work to benefit our clients and partners, but it was thrilling to hear experts outside the organization confirm that.

Karen Ingebrigtsen, who led the Accreditation Canada survey team, told us that she and her two fellow surveyors wondered what to say in the de-briefing session, because we had done so well! Usually they spend time to review the areas where standards weren't met. Instead, she thanked us for the "wonderful survey experience, providing amazing insight into your organization." She was impressed by our focus on quality and risk, our nimbleness and ability to keep up with the torrid pace of change, and our commitment living the principles of Client-Driven Care through our "beautiful compass."

Perhaps most important, Karen told us that of the 344 standards that apply to us, only one was unmet – testing and review of our emergency plan. (And it's worth noting that we've had plenty of opportunity to road test the plan, especially after the Goderich tornado last year and numerous snow storms and power outages.) What an incredible result for a first-time accreditation survey! She encouraged us to share our wealth of knowledge and best practice at the national level through conference presentations, something we are already committed to doing. She noted that the visit was "amazingly well facilitated," a credit to the Accreditation Steering Committee and Nupee Hardeep Sadra, Ashley Lehman and Cathy Kelly.

The survey team also identified several challenges facing our organization (although none were a surprise to us), and made some suggestions for improvements, pointing the direction for our quality journey to take in the future. There'll be more to talk about when we receive the final accreditation report expected mid-November. Please join us at the All-Staff Announcement tentatively set for November 15 from 1:00 to 1:30 p.m. – we'll share the results with everyone then.

I want to thank all those who helped prepare for accreditation and interacted with the surveyors while they were with us. By sharing your passion, compassion and professionalism, you truly shone for the survey team. Now let's keep shining, for our clients, our partners, ourselves.

WHAT'S THE BUZZ?

CCACs Respond to RNAO Report

As you know, the Registered Nurses Association of Ontario published a report in October calling for the elimination of CCACs. Subsequent support for the work of the CCACs has been strong from ONA, the Family Practice Nurses, the Ontario Home Care Association and numerous other partners. There has been little or no media reporting on the issue. Last week, we shared some key information refuting the RNAO report with all of our partners, including:

- Core administrative costs of Ontario's CCACs are 4.6% of the total budget, and even taking into account IT and facilities, are just 8.2%.
- CCACs overall reduced spending on administration from 8.6% to 8.2% over the past three years.
- Across all 14 CCACs, the total number of CCAC employees earning more than \$100,000 is less than in a single medium-sized Toronto hospital.
- In the past two years, CCACs have reduced wait times between community referral and a first service visit by 21% for 90% of their clients.
- In the past two years, the CCACs' new "Home First" initiative has resulted in a 21% increase in the number of patients who received care at home instead of waiting in the hospital. In the South West hospital ALCs waiting for LTC have been reduced by 40 to 50%.



PBCDC Update

Implementation of the new Population-Based Client-Driven Care (PBCDC) approach is moving forward in Grey Bruce. Community care coordinators have now had an opportunity to express their interest in being part of a Chronic Care or Community Independence team. The current Supportive Care Resource Team care coordinators will become Complex Care coordinators.

A comprehensive tool kit is currently under development and extensive resources are available on the Intranet homepage. Communication about the new approach will begin soon with clients and community and system partners. Each physician and Family Health Team will have a CCAC care coordinator as their primary contact. The primary care coordinator will liaise with and facilitate the involvement of other care coordinators as necessary.

Grey-Bruce is expected to fully implement PBCDC in late November. At the same time work has begun with the Huron-Perth-Oxford QILT, and January 10 has been set for the first QILT engagement with the London-Middlesex-Elgin QILT.

Many Hats, One Purpose

The IT and Facility Services team is focused on supporting outstanding care – every person, every day

“What we try to do is provide high quality, uninterrupted service for all staff, whether they’re working in the main offices, in a hospital, or out visiting one of our clients. If we do our job, they can do their jobs better.”

That’s Dave Speedie, Regional Manager of Information Technology and Facility Services, talking about the commitment that drives his team of 26 employees. The team handles some 750 service desk calls and more than 1,000 service tickets every month. Speedie says he was “warmly welcomed” when he joined the CCAC two years ago, and continues to enjoy the relationships he has developed throughout the organization. “When there’s a challenge, everyone is more than willing to help and provide guidance,” he says. “It’s a great team environment.”

Speedie is ably assisted by Eric Hoffman, IT Manager, and Anthony Koncan, Facilities Manager. Koncan is responsible for everything from leasing and office layout to supplies, furnishings and cleaning at all CCAC sites. “I really enjoy being part of a team that makes change in the community,” says Koncan.

Eric Hoffman joined the CCAC in September, bringing an extensive background in IT and a passion for health care. “Every family benefits from the health care system. It’s very meaningful to me to be part of that.”

Most CCAC employees interact with IT and Facility

Services through the service desk. Iolanda Locker, who works at the St. Thomas site, says the service desk handles a wide range of calls – everything from cell phone, computer and iPad questions to concerns about new software, CHRIS functionality, and outages. Luu Hong Phong, who works on the London service desk, takes pride in his work. “It’s not just about fixing the problem,” he says. “My passion is ensuring that users are happy when I’m finished working with them.”

Speedie says one of the major challenges facing his team is dependency on applications run by the OACCAC and eHealth Ontario. “We’re working to build strong relationships with our IT partners, and to help them understand that when there’s an outage or an upgrade, it’s important we get our system back up quickly.” Among upcoming projects, the team is implementing the Information Technology Infrastructure Library (ITIL), an international framework for IT service management, and developing a catalogue of services available to staff.

Speedie is proud of what his team has achieved. When he arrived at the CCAC only 51% of calls to the service desk were “live answered”: today it’s more than 85%. The South West CCAC network is up 99.8% of the time, also a significant improvement. “It’s not ‘business as usual’ around here,” he says. “We are all working hard to ensure that CCAC staff members have uninterrupted access to their technology tools.”

Enhancing Health Literacy

CCAC staff members have a responsibility to ensure that clients understand health information

The statistics are startling: 60% of adult Canadians and 88% of Canadian seniors have low health literacy skills. That means they aren’t able to manage their health between appointments because they don’t understand the instructions they’ve been given.

“Health literacy” refers to the ability of clients to access information, understand it, and use it to manage their health. “It’s not just about reading and writing,” says Sally Boyle, Program Lead for the South West Self-Management Program. “Even university-educated people can have trouble understanding and remembering what

they’re being told in the midst of a health crisis.”

Boyle says there are special guidelines to make written communication such as brochures and leaflets easier to read and understand. When it comes to verbal communication, she recommends the “teach back” technique. Once a provider has given instructions to a client about, for example, taking a medication, she should ask him to tell her in his own words how the medication is to be taken. Then if there are any misunderstandings, she can clear them up right away.

Boyle will be offering a *free* Health Literacy Workshop in Stratford on November 15 and in London on November 23.

For more information:
www.swselfmanagement.ca/trainingssessions



Mystery Caller Revealed

Gord Milak, Senior Director Performance Management and Accountability, is passionate about the CCAC's commitment to "live answer."

As a part of the team that developed the CCAC's Information and Referral strategy, Milak was concerned when he heard staff members saying that some clients were not reaching a live person when they called the CCAC. To find out more, he became a "mystery caller," phoning every VIP number once or twice over a two-week period – a total of some 30 calls. He called Monday, Wednesday and Friday, in the early morning, at lunch, and near closing time.

The results were reassuring: two-thirds of the calls were answered immediately, and one-third were queued and then answered within 10 seconds. Although data from the phone system suggests that live answer happens 94% of the time, Milak's experience was 100%. More work is needed to understand why some clients were not receiving live answer.

Milak says the "mystery shopper" approach is one tool that can be used to assess client experience at the CCAC and expects it may be applied in other areas.

HALLOWEEN



Wicked Woodstock

Front row (left to right): Krista Doan, Deb Gilbert, Donnabeth Sweetland; Back Row, Left to Right: Angela McCann, Sharon Broadhurst, Mary Joan Kivell, Karen Peat, Melody Williams (our winner), Becky Nichols, Gail McMillan, Stephanie Brett, Donna Making-Beres.

Melody Williams, CM donned a complete cat ensemble (including the tail) to win the Halloween hat/costume contest at the Woodstock office. She walked away with a lovely Halloween themed potted plant. Lots of treats that day!



Birth Announcement

Karen Wynja, CM in Seaforth, gave birth on Monday, October 29th to her baby girl **Leigha Rachel**, weighing 9lbs 8oz. Congratulations Karen and welcome Leigha.



Connecting with the community

Recently, Nancy Myers (photo) and Gwen Vaughan, CMs in Woodstock, connected with a group of approximately 20 people, mostly seniors, at Bethany Lutheran Church in Woodstock to talk about and present information about CCAC services.



Congratulations Nancy Downard, Placement Case Manager at the London office is pleased to announce the marriage of her daughter Jamie Evans to Scott Dolson on August 25, 2012. The happy couple lives in Windsor where Scott is in his final year of school at the University of Windsor and Jamie is following her passion for animals, working at the Windsor Humane Society.



Sorcerers in the Sound

Left to right are Sue St. Pierre, CSA, Jennifer Lobban, CSA, Bernadette Robertson, CSA, and Cindy Stevenson-Fair, CSA.

Erie Elgin Chili

A Halloween United Way Chili lunch was enjoyed by South West CCAC staff at the Elgin office raising \$100.

Left to right: Michelle Foster, Jennifer Thompson, Cheryl Jermyn, Tolanda Locker.



Occupational HEALTH AND SAFETY

During the month of September, your local Joint Health and Safety Committees (JHSC) completed the annual *Occupational Health & Safety Staff Survey* (JHSC). The JHSC randomly selected staff members and asked three multiple choice questions related to the South West CCAC's Occupational Health & Safety Policy.

We have evaluated the results of the survey and are very pleased to announce that 89% of those staff members surveyed answered the questions with 100% accuracy. Of those that did not answer all the questions with a correct response, there was only one question answered incorrectly. A big thank you to those staff that participated in the survey, the local JHSC's for administering the survey, and all staff for your commitment to ensuring a health and safe work environment!

A friendly reminder that the Occupational Health and Safety policy is required reading, and was re-promoted in June 2012 for all staff. Please take a moment to review the policy if you haven't already done so.



WE DID IT...continued from page 1

(the surveyor) was with our quality processes and technology reminded me what a great job we do. The accreditation result is something we should all be very proud of. No one person could have done it on her own: it was a collective team experience."

— Stephanie Brett, Document Specialist, Corporate Services, Woodstock office

"I started as a care coordinator with the CCAC, so I always knew we had it in us. Watching it all come together for the accreditation survey was the fun part for me. Now that we are confident the basic building blocks are in place, it's a matter of reflecting on how we're doing and refining processes."

— Nupee Hardeep Sadra, Accreditation Co-Lead