



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

STAFF BULLETIN
September 2013

Virtual access intake tool launched

Access staff members in Stratford and London are now singing from the same song sheet, so to speak, thanks to a new virtual access tool that went live September 17.

The tool is a shared electronic resource that enables staff at both hubs to work off one main list of patients who have been referred to the CCAC, and update that list in real time.

"We still work out of two different office locations, but we now have a tool that facilitates working off one list in a very unique way, as a virtual team," said project lead Jane Clement Spurr. "A patient in central north is now on the same list in Stratford as patients in the south are in London. It's wonderful."

"Everyone has done really well and excelled with the work they've achieved, ... they should take a bow."

Previously, the central north access team in Stratford worked off one referral list, while the south access team in London worked off another.

The start of the patient journey to receive support in the community is with the access team, said Clement Spurr. The team handles referrals on discharge from hospitals and physicians, as well as patients or family members seeking

information or referrals to community resources.

As such, equitable care and services across the region is vitally important.

Clement Spurr and a six-person working group travelled to Ottawa in March to see a similar model in use at the Champlain CCAC. The group has been working on the South West version ever since.

Now that it's launched, patients will benefit from the standardized practice being used across the whole South West.

"It's a journey of learning how to work as a virtual team and making the patient experience the best we can," said Shirley Hughes, Access Care Coordinator and a member of the working group. "We're improving the consistency. Everyone has different strengths and we can now bring those together as a single team."

Things have gone smoothly since the tool was launched, a testament to the staff's hard work.

"Everyone has done really well and excelled with the work they've achieved," said Clement Spurr. "They should take a bow."

Working group members:

- Leanne Baird
- Karen Geoffrey
- Shirley Hughes
- Judie Bossuyt
- Val Vanroessel
- Stephanie Brett





A Message from Sandra Coleman, CEO South West CCAC

A vote of confidence

During our August in person staff meetings across the South West you may have heard me report that the LHIN had received its funding letter for home and community care from the Ministry, and that the LHIN Board would be deciding how to allocate the funds in September.

The decision is in and I am pleased to report the LHIN Board approved recommendations for an increase of approximately five per cent in funding for the South West CCAC.

With these funds we will now put into action the business case we submitted to the LHIN. We will be able to spread Home First to the remaining hospitals where it has not yet been implemented, as well as enhance palliative care and guarantee a five-day-or-less response time for nursing and Personal Support for Complex patients. We are currently working with the Ministry, the LHINs, Health Quality Ontario and our sister CCACs to define the details and public reporting on this commitment.

I am extremely proud that we as an organization have the confidence of the Ministry and the LHIN. It is a testament to the amazing work that takes place here each and every day that we have been empowered to make a difference in the lives of our patients by moving forward with this vitally important work. I look forward to seeing everyone at our All Staff meeting to discuss this further.



Above: Norah Cuzzocrea, Caregiver Exchange Coordinator (left), Andrea Martin, Self Management Program (centre) and Allison Hiller, Care Coordinator (right) at the South West CCAC booth.

Below: Darlene Alexander, South West CCAC Administrative Assistant with Paula Grecco, Client Services Manager and Downie Public School students Eric and Lauren Gibb.



Laurie Mogk visits with Allison Hiller, Care Coordinator. Laurie has used CCAC services in the past and was thrilled to catch up with Allison at the IPM.

South West CCAC visits the International Plowing Match

The 2013 International Plowing Match took place September 17 - 21 in Mitchell, and as always, the CCAC was in attendance.

“We as a CCAC always have a display at these events when they occur in the South West,” said Donna Ladouceur, Senior Director, Client Services. “It goes hand in hand with our mandate to keep the community informed of who we are and the supports we provide and can connect people to in the community.”

The plowing match sees between 80,000 - 100,000 people each year. It is a fantastic venue for the CCAC to provide information, as well as take feedback from the public.

This year’s booth saw hundreds of visitors but then had to be unexpectedly shut down on the Saturday morning after 6 inches of rain on the Friday night which ended the IPM 2 days early – a first in more than 50 years.

Thanks to the Stratford team and everyone else from across the South West who planned for and attended the CCAC booth and were such great ambassadors for the South West CCAC.

**Coming
Soon** 

Heroes in the Home

Don't forget about the upcoming Heroes in the Home events! Events take place:

Wednesday Oct. 9 in Owen Sound | Wednesday Oct. 16 in Stratford | Tuesday Nov. 12 in London

At this point we have received more than 300 nominations. Nominations can still be submitted for the London event until October 11, so be sure to remind your patients and colleagues in London/Middlesex/Elgin to nominate their hero soon! Find a nomination form online at www.southwesthealthline.ca/healthlibrary_docs/Nomination_Form.pdf



Hospice provides new care options for patients, families

Patients in Grey Bruce diagnosed with a terminal illness now have a new option for their end-of-life care.

The Residential Hospice of Grey Bruce, located in a six-bed wing within Season's Retirement home in Owen Sound, offers patients psychological, social, spiritual and practical end-of-life management and support.

"The goal of the hospice is to help patients have the highest quality of life, until the end of their life," said Shannon Yeo, residential care coordinator with the hospice and a former care coordinator with the South West CCAC. "We enable them to be as comfortable and pain-free as possible, all while surrounded by their loved ones."

Since opening on May 29, 2013, the response from the community has been overwhelming, said Yeo. The hospice

ran at 80 per cent capacity over the summer and has been running at 100 per cent – with a wait list – since the end of August. But the care provided isn't just to the patient.

"When we bring a patient in, we're not just thinking about them, but their family as well," said Yeo. "We treat it as a unit and factor everyone into our care."

Services for family members include helping them cope with their loved one's diagnosis, as well as bereavement support after the loved one passes away.

Staff members include registered nurses and personal support workers who have been trained in end-of-life care. There are also numerous volunteers, as well as health professionals including social workers, occupational therapists and nutritionists that are coordinated by the CCAC. The CCAC team also coordinates access and admission into the hospice.

"We provide the best care possible for patients and their families, but we wouldn't be able to do it without everyone

...continued on page 4

South West CCAC team profiles

*This is the first in a five-part series on the five main South West CCAC teams



Lois Beamish Taylor

Team Name	Performance Management and Accountability (PMA)
Team Leader	Lois Beamish Taylor
Main Areas of Responsibility	<i>Quality and Patient Safety</i> • creating a vision of quality and safety and supporting the CCAC to have a culture and practices aspiring to the highest possible quality and safety standards • working on new quality and safety initiatives • monitoring and advancing ongoing quality and safety initiatives, i.e. falls work • working with every team regarding Accreditation <i>Managing new contracts, including:</i> • service providers • procurement • purchasing <i>Quality management of existing contracts, including:</i> • provider performance (monitoring quality indicators regarding providers) • organization performance (monitoring quality indicators, including those reported to the CCAC Board, the LHIN and the public) <i>Risk Management</i> • monitoring complaints and events • responding to feedback on the Ministry's CCAC Action Line • taking accountability and taking action on any and all complaints received, including liaising with all 11 MPP offices • proactively supporting staff to provide great care and manage risks
Staff Number	15
Interesting Facts	The event tracking management system (ETMS) software - which is used by the PMA team to track patient events and complaints, and ensure they are dealt with quickly and appropriately - was developed at the South West CCAC and is now in place in six other CCACs in Ontario.

Hospice care options ...continued from page 3

working so closely, side by side, in these great partnerships,” said Yeo.

Though situated in Owen Sound, the hospice covers a geographical area from Kincardine to Thornbury and as far north as Tobermory. It has admitted 30 patients since opening.

“A hospice should be a home away from home,” said Yeo. “We work to ensure this isn’t at all like a standard hospital ward.”

Rooms are referred to as suites and include sofas and comfortable chairs. Residents are encouraged to bring in items from home and everyone operates on a first-name basis. Staff members even avoid wearing uniforms.

Patient and family feedback has been extremely positive. Many families write to staff after their loved one has passed away and some have even come back to visit.

“This is such a rewarding place to work,” said Yeo. “These patients entrust their lives in our hands. It’s very special.”



Thought Leaders speaker series

South West CCAC CEO Sandra Coleman was recently invited to speak as part of a panel for the City of London’s autumn Thought Leaders event on the future of Health Care.

Along with Murray Glendining, Executive Vice President of Corporate Services at LHSC, and Art Zuidema, City Manager from the City of London, Coleman discussed the importance of strategic partnerships in any type of system transformation.

“No one has the luxury of thinking only of their own organization anymore,” she said. “The CCAC’s heart beat is in every corner of the South West, and we need to work together with everyone in the region to achieve real change.”

Coleman highlighted the work of Health Links, which works in partnership with hospital and community partners to help better connect the five per cent of people using 80 per cent of health care resources with the care they need. She also touched on the future of community care.

“The South West CCAC sees 60,000 patients a year, and as the seniors’ population grows, that number is going to continue to increase. Growth is our biggest challenge, yet also our biggest opportunity. I am excited to continue making a difference by bringing quality home and community care to an even larger number of people.”

Occupational HEALTH AND SAFETY

Fostering a Safe and Respectful Workplace

A healthy workplace, as defined by the World Health Organization, is one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and well-being of all workers, as well as the sustainability and future success of the workplace. One of the ways the South West CCAC works to achieve a healthy workplace is by offering our Wellness Sessions at various times throughout the year.

This September and October you will see two different Wellness Sessions being offered - “STEPS to Safety” and “Building Respect” - which both address the topic of fostering a safe and respectful workplace. The STEPS to Safety session is specially designed for our Care Coordinators to assist in developing self-awareness through critical thinking of what constitutes a real threat to safety, and focuses specifically on verbal and physical threats. The Building Respect session is required for all staff members, and builds on the foundation of Client-Driven Care. This session will review several aspects that help create a collaborative basis of respect, within the workplace and with patients.

You can find more information in the Innovation Update as well as on the intranet in the events calendar.



What more could you ask for?

Dianne Vermunt, Client Services Assistant at the Strathroy office is thrilled to introduce her twin granddaughters, **Jade** and **Jamie**, sisters for their older brother Jordan. The girls were born on mom Karen’s birthday, August 7, 2013. Karen and her husband Nathan live in Calgary and Dianne appreciates Westjet’s direct flight from London!