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Heroes in the Home honoured

Orville Klea lives at home with his daughter, who suffers from multiple sclerosis. Each day he helps her with laundry, cleaning and cooking. He ensures she has the things she needs and that she is as comfortable as possible.

Klea's kind acts are certainly worthy of recognition, which he received October 16th as a nominee at the 2013 Heroes in the Home event in Stratford.

"This is just amazing," said Klea at the event. "This is one of the nicest things that's ever happened to me in my whole life."

But his actions become truly remarkable when one final piece of information is considered: Klea is 99 years old. "I actually just had my birthday," he said with a smile. "This is a wonderful way to help celebrate."

More than 200 caregivers have been presented with awards at events in Owen Sound and Stratford so far this year, and that number will double after the final Heroes celebration in London on November 12.

The Heroes in the Home awards celebrate individuals who

dedicate their time to caring for and helping others in the community.

Nominees are recognized with a memento pin, a Heroes in the Home certificate and copy of their nomination. Award recipients include health professionals, care coordinators, personal support workers, friends, volunteers and family members, like Klea.

But though he had clearly gone above and beyond what anyone would expect of him, Klea remained quite unwilling to take all the credit.

"It's really a family thing," he said. "I've done what I can, as best I can, but others help too. I don't deserve all the recognition alone."

People like Klea are the reason the Heroes in the Home events, first held across the South West in 2008, continue to be a success year after year. As CEO Sandra Coleman noted in her speech, hosting the Heroes events each year is the most important work the CCAC does. Board members also attend each event, calling it the highlight of their year to be able to see all of the amazing caregivers who make it possible for the CCAC to do what it does every day.

Staff members take team building up a notch



TOUGH MUDDER Teammates: Mary Lou Albanese, Manager, Middlesex-London Health Unit; Niki Lauzon, End User Support; Jennifer Jackson, Director of Operations, Ontario Stroke Network; Elizabeth Haney, Emergency Physician, London Health Sciences Centre; Dan Fenton, Manager, Facilities; Beth Stover, Client Services Assistant; Dave Speedie, Regional Manager Corporate Services and Susan Hocking, Regional Manager Client Services. Absent: Maeve Armstrong, Care Coordinator

Susan Hocking, regional manager, client services and her teammates pulled themselves through a 60-foot-long, water-filled cage with only six inches of breathing room. They scaled a 15-foot wall using only a slick, muddy rope. They crawled through tubes filled with cold mud and completely submerged themselves in a giant tank of ice. Over the span of four hours they conquered these obstacles and many others just like them. And when they were done, they ran through a 50-foot field of dangling wires surging with 10,000 volts of electricity.

"That," said Hocking, "was unpleasant."

But this was Tough Mudder – a course of 25 obstacles designed to physically, mentally and emotionally challenge participants – and

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A Message from
Sandra Coleman, CEO
South West CCAC

But each day I see wonderful collaboration taking place at our organization and in our community. I see and hear stories about people who are working to improve the lives of others around them. I meet people dedicated to a cause in which they truly believe. These selfless people and selfless acts are cause for reflection, and cause to be thankful that such people exist.

In this month's newsletter you are going to read about our Heroes in the Home events and meet some of the wonderful people who were recognized. You will see concrete examples of collaboration inside and out of our organization and you will see a group of people dedicated to working together to overcome their fears.

And you will, I hope, be as inspired and as thankful as I am.

Time to give thanks

Having recently enjoyed the extended Thanksgiving holiday weekend, I had the opportunity to reflect on all the things for which I am truly thankful. With summer over and the busy fall season now well upon us, it can sometimes be tough not to let the inevitable stresses that come with busier times at work and at home take over.

New Service Initiation Time tool to improve care quality, safety

Teamwork and collaboration have resulted in a new tool that will greatly enhance communication between the South West CCAC and its partners, ultimately leading to a higher quality of care and safety for patients.

Care Coordinators at the CCAC use a service priority rating tool to communicate with contracted service providers around what type of care patients need, and how quickly they need service. Priority levels are assigned to each service for each patient.

However, priority levels for each type of care have varying definitions. For example, "high" priority for nursing means patients must be seen within 24 to 48 hours, and "high" priority for personal support means patients must be seen within 72 hours. For therapy, high priority means anytime within seven days. Because of this confusion, more than 30% of all service offers have contradictory information about when the first visit is to occur.

"We have developed a simpler model that puts the focus on patient needs and will also be a valuable asset in our delivery of five-day response times."

In order to reduce confusion and the potential for error, a group of leaders, care coordinators and business intelligence staff from the South West CCAC recently met with our service provider partners to help identify problems with the existing model and develop a new model that better served everyone involved.

A new tool was needed that would apply to all patient populations and would also be an asset as the CCAC works to guarantee a five-day-or-less response time for nursing and personal support for complex patients which is a condition of new funding received this fall.

With a common goal in mind, the group got to work and have now developed a new service priority tool that will soon be implemented.

"This work is the result of amazing collaboration between a number of different partners and stakeholders," said Lois Beamish Taylor, senior director of Performance Management and Accountability. "We have developed a simpler model that puts the focus on patient needs and will also be a valuable asset in our delivery of five-day response times."

In the new model, priority levels for each type of care are simply expressed in time from the date of service authorization. For example, "by end of day tomorrow" or "within five days." Labels such as "high priority" are no longer used.

"Everyone agreed this is a great solution," said Beamish Taylor. "The quality of patient care will really improve."

A change management team is set to support implementation of the new tool and training for staff will be offered during the month of November. Watch for specific training dates.

South West CCAC team profiles

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



Nancy Dool-Kontio

Team Name Strategic Planning and Integration

Team Leader Nancy Dool-Kontio

Main Areas of Responsibility

Strategic direction and community engagement

- Engaging patients, caregivers and key stakeholders to shape and inform strategic objectives for the South West CCAC
- Engaging with the LHIN regarding their strategic directions which they call their Integrated Health Services Plan
- Participating in activities that support the transformation of the broader health system by facilitating partnership opportunities with all of our system partners

Project Management office

- Infusing the concept of project management across the CCAC by educating and equipping employees with project management skills that enable them to lead projects and successfully implement change and quality improvement

eHealth strategy

1. Support the overall eHealth strategy of the CCAC
 - facilitating eHealth enablers for the CCAC, both internal and with partners, i.e. e-referral, e-notification, e-screener, etc
2. Connecting South West Ontario (cSWO) project
 - acting as the delivery partner for the South West in the provincial initiative to establish and support an integrated eHealth strategy that will electronically connect all providers in Erie St Clair, South West, Waterloo Wellington and HNHBB.

System-level programs

1. Partnering for Quality
 - working with Primary care and broader health system partners using a quality improvement approach to chronic disease prevention and management to improve care for patients with chronic conditions.
 - Facilitating effective use of technology and information management by physicians to optimize care delivery
2. South West Self-Management Program
 - Supporting patients and caregivers to improve their skills at managing chronic conditions
 - The patient and caregiver portion of the self-management program is led by more than 90 volunteers, each living with a chronic condition
 - Working with health service providers to support their understanding and application of self-management skills when supporting patients

Staff number 21, only 4 of whom are funded from the CCAC core budget

Interesting facts

The Strategic Planning and Integration team works to promote the many strengths of the South West CCAC – partnerships, relationship development, human resources and a strong, mobile work force – and to advance business opportunities for the organization. CEO Sandra Coleman calls Nancy her “advance scout” – working to expand the role and scope of the South West CCAC.

The Team started with three people in 2007. By promoting the organization’s strengths and attracting various independently-funded business opportunities, the department has grown to a staff of 21.

Many of the programs and partnerships listed above are unique to the South West CCAC and are not found at any other CCAC in the province.

Welcome New Staff

Huron Sharon Westburg, Client Services Manager **London** Shannon Watt, Paula Bradley, Cathy Lowery, Joan McKinnell, Miranda Micoli, Paula Thompson, Care Coordinators; Leanne DeGroot, Client Services Assistant; Daryl Nancekivell, Client Services Manager; Alison Clark, Nurse Practitioner **Perth** Peggy Procter, Care Coordinator **St. Thomas** Deborah Wall, Client Services Assistant

Occupational HEALTH AND SAFETY

Flu shot clinics

According to early reports from the Public Health Agency of Canada, last year's flu season saw more than 8,000 reported cases of Influenza A in Ontario alone. As this year's flu season rapidly approaches, we are encouraging everyone at the South West CCAC to get a flu shot in order to protect our staff and our patients. Dates, times and locations of flu shot clinics in every community will soon be announced. In the meantime, read on to learn more about the flu.

What is the flu?

The flu is a highly contagious respiratory infection, caused by a virus, that can affect people of any age. It lasts from two to seven days, and can lead to more serious complications, such as pneumonia, that may require hospitalization.

What are the symptoms?

The major signs and symptoms of the flu are cough, fever, chills, sore throat, headache, muscle aches, runny nose and fatigue. In some individuals, diarrhea, nausea and vomiting may occur.

How does the flu spread?

The flu is easily spread from person to person through coughing, sneezing and poor hand hygiene. Cover your mouth when coughing or sneezing and clean your hands often with soap and water or alcohol-based hand sanitizers to help kill and reduce the spread of the virus.

Who is at risk?

The influenza virus is highly contagious. Anyone can contract the flu, though elderly populations, young children and individuals with long-term health issues are at particular risk.

Who should get a flu shot?

Anyone wishing to reduce their chances of contracting the Influenza virus should get the flu shot, especially those at risk of complications from the flu. We strongly encourage all CCAC employees to attend this year's flu shot clinics.

How long does the shot take to start working?

The vaccine will begin to provide protection about one to two weeks after you receive the vaccine, with immunity decreasing after several months. Annual flu shots are recommended for the best protection.

Fundraising

In Seaforth on October 3, 2013, CSA Laura Johnston organized a raffle with gifts and many yummy baked goods donated by staff. Prizes included: pickles, a crock pot, a candle, preserves, a wine glass and a wall hanging. The Seaforth Social Committee organized the Thanksgiving potluck luncheon and together \$118.61 was raised for the Alzheimer Society. Thanks so much to everyone who donated and/or gave to a great cause! **Way to go Huron!**

Left to right: Tracy Harley, Care Coordinator and Sharon Westburg, Client Services Manager enjoying the sweets during the potluck luncheon.



Team Building *Continued from page 1*

with the finish line on the other side of the wires, she and her teammates weren't about to let a little mild electrocution stand between them and success.

"We knew it was likely going to hurt," said Hocking. "But there was no way we weren't going through."

Tough Mudder events are held in countries across the globe. They raise money to support wounded veterans from this generation, through the *Wounded Warrior Project*, and since most obstacles cannot be completed alone, participants often sign up in teams.

Hocking and her teammates participated in the Toronto-area competition on September 28. Spread over 19 kilometres up and down Barrie's Mount St. Louis Moonstone ski hill, the course practically demanded teamwork.

"I think everyone had their own moments where they thought 'this is going to be impossible,'" said Beth Stover, client services assistant. "But we really came together to help each other through."

"We always went as a team," added Hocking. "Each obstacle we'd wait for everyone and then go together; it was really important to have that team dynamic."

Made up of staff from the South West CCAC, public health and London Health Sciences Centre, the team trained together for months.

Though when the group first came together,

not everyone really knew each other.

"The team was made from a client services group and a corporate group – we amalgamated as one team, and then took on a few others," said Hocking. "It was a great way to get to know people from our organization."

The teammates quickly bonded at their weekly training sessions. At the main event, it was the support they offered each other that got everyone through.

"Each of us had different fears we wanted to overcome," said Stover. "So it was amazing to have that group support. I'm certain I couldn't have done everything I managed to do if I'd been by myself."

Another thing the group did together was get really, really dirty.

"We started clean, but by the end we were equally covered in mud on our clothes, in our hair, in our ears; you name it," said Hocking.

The team plans to participate again next year, with the goal of beating this year's course completion time. They're also planning to participate in the 30-kilometre Round the Bay race in Hamilton in March.

"We really came together as a group," said Stover. "This truly was an excellent team building activity, so we're looking forward to seeing what else we can accomplish together."



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