



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**  
March 2014

## Home First now launched in all hospitals in South West

More patients than ever before are going to be returning to the comfort of their own homes from hospitals in the South West. As of March 31, the Home First approach to care has been launched in every hospital in the region.

The Home First approach to care has been enabling patients to return home from hospital since it was first implemented at London Health Sciences Centre in September 2011.

"This is a tremendous achievement that is really going to help patients, hospitals and the health-care system itself," said Access to Care Director, Sue McCutcheon. "We're just thrilled to have reached this milestone."

Home First is an approach to care based on the idea that when a patient enters the hospital, every effort should be made to help him or her return home upon discharge. The Home First approach to care has been enabling patients to return home from hospital since it was first implemented at London Health Sciences Centre in September 2011.



Olga Brauer was able to wait comfortably at home for a spot in long-term care, thanks to Home First.

## Caring like a Star

This year's spring event was a tremendous success. We gathered together to be inspired, commit to quality client-driven care, and to honour our amazingly dedicated staff.



See page 4 for the full list of the 2014 Years of Service recipients.

**Congratulations on 35  
Years of Service**

(left) Peggy Curnoe and (right)  
Cheryl Jermyn.

Since that time, Home First has saved the health-care system more than \$10 million a year by reducing the number of people waiting in hospital for a spot in long-term care by more than 50 per cent, and by enabling 800 people with complex needs to stay in their own homes each month.

Hospital physicians, the South West CCAC, community partners and the South West LHIN worked together to implement the approach to care at each hospital.

"Home First was always implemented and launched collaboratively," said McCutcheon. An implementation team made up of CCAC Care Coordinators, hospital staff members, and other team members worked at each hospital to make Home First a success. The Home First implementation team was the recipient of the 2014 Client-Driven Care award in the team category.

"It's that team that made Home First a reality each time," said McCutcheon. "They would look at process changes and behaviour changes; what should happen on the ground at the hospital and in the community; what education and engagement needed to happen to ensure everyone at the hospital understands the approach, what changes were needed in the community, how to ensure appropriate supports and communication."

More than two thirds of all Home First patients are able to remain in their homes and out of long-term care once they leave hospital, while others ultimately decide long-term care is still the best option. Home First enables people to make these types of decisions and wait for spots in long-term care from the familiar environments of their own homes.

Thanks to the spread of Home First, the entire South West region can now look forward to experiencing these types of benefits for patients, hospitals and the health-care system.



A Message from  
Sandra Coleman, CEO  
South West CCAC

## We are valued, we are strong, we are moving forward

This has no doubt been a trying month for all of us at the South West CCAC. Never before have we as an organization been scrutinized and dissected in such a public way. Both individually, and as a group, we have been put to the test. There have been columns written, there have been articles published, there has been discussion at Queen's Park. And through it all, both

### Thank you letter from patient

March 7, 2014

Dear Charlotte,

I am writing on behalf of Martha's family to express our deep gratitude for the care Mom received and the support we were given over the past six months. When she left the hospital last August, Mom decided the best place to be was at home. Our concerns were really quite simple: could we ensure that Mom would be comfortable and content and that Dad's relative good health and well-being would not be in jeopardy? We all thought the time would be short... how wonderfully wrong we were! As you know, once she was home and adjusted to her circumstances, Mom improved dramatically and she joyfully celebrated the birth of a great-grandson, Thanksgiving, Halloween, Christmas, and Valentine's Day.

This was only possible due to the combined efforts of our family, Mom's GP and most significantly, the dedicated, capable, and caring people who delivered the CCAC programs and services. We will forever hold in our hearts the names of CCAC, RCCP, and VON personnel.

The 'system' was certainly not simple nor without its challenges. The result, however, was world-class home health care for Mom and immense support for her family. The assistance and recommendations you personally provided, Charlotte, were of immeasurable worth to all of us. If possible, please pass this along to the RCCP and VON teams who cared for Mom. If we can ever be of any assistance with SW LHIN or MOHLTC funding advocacy, please call upon us.

Sincerely,

*Peg*

provincially and locally, I could not be more proud of the way in which we have responded.

When columns critical of the home care sector and the CCACs first ran in February, both the Minister of Health and Long-Term Care, Deb Matthews, and OACCAC CEO Catherine Brown, wrote public responses to address the criticisms, correct factual errors and provide new and relevant information. Ms. Brown also conducted an interview with the columnist, Bob Hepburn, to discuss the value the CCACs bring to the health-care system in Ontario.

When the provincial opposition requested the Auditor General of Ontario audit the province's 14 CCACs, the CCACs welcomed the opportunity to work with the auditor, discuss our good work, and to implement any recommendations that would enable us to improve the delivery of our top quality care to the people of Ontario. After all, our patients are the reasons we do what we do every day.

Locally, when articles critical of our organization, our leadership, and our Care Coordinators ran in our local newspapers, we did not let it distract us. We carried on, knowing the immense importance and the enormous value of the work we do and the care we provide to the people of the South West.

We continued initiatives like working with Hospital physicians and community partners to spread Home First to hospitals in the South West. And as of this month, we have done it; Home First is now in every hospital in the region! We continued working to make direct connections with our Physician partners, and now have Care Coordinators on site with more than 600 physicians across the region. And we continued providing outstanding care to patients every single day, leading numerous patients to personally contact our organization with letters of thanks.

We are now integrated in every hospital and with nearly every doctor in the South West, and we are so critical to the happiness of our patients that they take the time to personally thank us over and over again. This overwhelming acceptance of the South West CCAC by our region's health-care system and residents is some of the strongest possible evidence that our partners and patients value us and the difference we make in the lives of those we serve.

These successes speak for themselves, and I urge you all to focus on them, to keep your momentum, to keep the tank on full and to continue to be a model for what is possible.

The South West CCAC literally changes people's lives for the better every single day. We are valued. We are strong. And we are moving forward.

Thank you all for your dedication.

## Connecting with our partners – CCAC launches Physician hotline

It will soon be easier than ever for community physicians and primary care providers to contact the South West CCAC.

A new dedicated phone line built specifically for physicians has now been launched, enabling the South West CCAC to build further on our relationships with important physician partners and to further improve their understanding of the CCAC.

Physicians and primary care providers in the community who want to discuss a common patient, or who have patients with acute or chronic care needs that are not being met with their current treatments can simply call 1-844-CCAC-4MD (1-844-222-2463) to immediately talk to a Care Coordinator and begin coordinating care for their patients in the home and community.

“Our Care Coordinators can also provide physicians with information on things such as applying for a spot in long-term care, and on community-based services like Meals on Wheels and Adult Day Programs,” said Client Services regional manager Jennifer Fazakerly. “It’s going to be a

fantastic resource to help us communicate more effectively and more efficiently, and will help further improve the care provided to people in the South West.”

The phone line will be monitored from 8 a.m. to 8 p.m. in order to help accommodate physician schedules that are typically busy during regular business hours.

“And if a call comes in and all the Care Coordinators happen to be busy with other calls, the physician will be able to leave a message and is guaranteed to have the call returned by the end of the business day,” said Fazakerly.

The South West CCAC is now directly connected with more than 600 physicians in the region, which is roughly 90 per cent of all physicians in the entire South West. The new physician hotline is yet another tool to be utilized to support our goal of continually improving communications with our physician and community partners.

You know those patients you worry about? Call us, we're here to help!

South West CCAC Physician Hotline  
1-844-CCAC-4MD  
(1-844-222-2463)

We're listening!

If you are a primary care provider, the South West CCAC can help by coordinating your patients' care in the home and the community. We're improving communication, access and linkage to your CCAC and community services.

It's easy - one number access to all community information:

- Ask about a patient currently on our caseload
- Refer patients with chronic and complex needs
- Connect with a Care Coordinator
- Find out about all community services

Speak to a real person and discover the resources that are available to you and your patients. With live answer, we are there to help you provide better care to your patients. Let's work together!

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travaillant avec vous  
South West  
CCAC CCAC  
Health Link  
Community Care Centres  
Centres de soins  
communautaires  
de Sud-Ouest

www.healthcareathome.ca/southwest



## CCAC Quality Report released

The fourth-annual CCAC Quality Report tells the story of how Ontario's 14 CCACs are progressing on their commitments to improving

quality of care, patient experience and patient safety in homes and communities across Ontario.

As Ontario's population continues to age, our current health-care system will continue to evolve to better address the needs of this changing population. Ontario's CCACs are working with partners – hospitals, community support services, primary care, community health centres, service provider organizations and long-term care homes – to help build a health system that works for Ontarians.

The 2012-13 fiscal year was tremendously successful and saw Ontario's residents benefit greatly from the province's CCACs. Collectively they supported more than 650,000 Ontarians with home and community care. They also helped bring 192,000 patients home from hospital, cared for more than 300,000 seniors at home, delivered health services at school to 82,000 children and youth and provided end-of-life care in the home to 25,000 Ontarians.

The *How We Care* report focuses on the quality of care provided by CCACs and efforts towards improving that care.

CCACs continue to strive to provide:

- better access to care for people in homes and communities in Ontario by providing intense support for people with the highest care needs
- better care by working as a team to innovate to improve care and participate in new approaches and models for caring for patients, including Health Links
- better value by creating efficiencies to improve the patient experience and facilitating successful transitions to deliver the care that people need, now and in the future

All CCACs are committed to continuing improvement in quality care over the next year. In the South West, we have developed our first Quality Improvement Plan (QIP) by working with staff, our Board and partners, to set our quality improvement priorities and commit to targets and outcomes for the upcoming 14/15 fiscal year. This QIP is now posted on our website and the next staff newsletter and upcoming all staff meetings will provide additional information.

All of Ontario's CCACs are committed to continuing to find new ways to improve the quality patient care. To learn more about this commitment, read the 2012-2013 CCAC Quality Report online at

[healthcareathome.ca/southwest](http://healthcareathome.ca/southwest)  
**>> Our-Performance**  
**>> Quality-Improvement**





### Laci Marie

Amy Peeters, Usability Design Specialist at the Seaforth Office, her husband, Nico and daughter Emma welcomed a new addition to their family on February 18, 2014. Laci Marie was born weighing 10lbs 8oz. The whole family is doing great!



Pam Steingard, Casual Care Coordinator surprised the staff at the Stratford office on Friday afternoon with beautiful violin music. It made for a lovely afternoon!

### Luck at the All Staff meeting



With St Patrick's only just past, and thinking that her "new outfit" shouldn't go to waste, Donnabeth Sweetland (left) played the part of leprechaun, spreading a little joy, necklaces and gold coins for luck at the All Staff meeting. She was serenaded with a little Irish music and joined by Justin Henry (right) – since she just happened to bring along a second little outfit.

### St Patrick's Day

Members of the South West Access team in Stratford dressed the part on St Patrick's Day. Left to right, front: Sheila Rolph, Lynda Clarence and Karen Schneider; Back: Leanne Baird, Maryanne Turner, Carolyn Deloyer, Janet Heinbuch and Eleanor Devereaux



## Occupational HEALTH AND SAFETY

### WHMIS – Canada's right-to-know hazard communication standard

The Workplace Hazardous Materials Information System (WHMIS) is a Canada-wide system designed to give employers and workers information about hazardous materials and controlled products used in the workplace. Under WHMIS, there are three ways in which information on hazardous materials is to be provided:

1. Labels on the containers of hazardous materials
2. Material safety data sheets (MSDS) to supplement the label with detailed hazard and precautionary information
3. Worker education programs

WHMIS gives all working Canadians uniform and appropriate information about hazardous materials used in the workplace. In Ontario, WHMIS applies to all workplaces covered by the Occupational Health and Safety Act (OHSA), and to all federal government workplaces.

The South West CCAC's WHMIS policy, 4.4.10, commits to providing a safe working environment and to meeting the requirements of the OHSA with respect to workplace hazards by ensuring that employees:

- participate in the education and training of workplace hazards and controlled products upon hire and annually
- handle WHMIS controlled products only after appropriate training
- wear appropriate personal protective equipment when handling hazardous materials and understand 4.4.5 Policy Personal Protection Equipment (PPE) and 4.4.6 Policy Occupational Health and Safety
- complete and submit to HR an annual WHMIS quiz following annual WHMIS policy and guide review

The WHMIS policy is refreshed annually, at which point staff will complete and submit their quiz. Further info will be provided.

## 2014 Years of Service Recipients

The South West CCAC's devoted staff helps ensure our patients receive the best possible care each and every day. The following staff members celebrated years of service milestones in 2014. Congratulations!

|                 |            |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>35 YEARS</b> | Elgin      | Cheryl Jermyn                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>35 YEARS</b> | London     | Peggy Curnoe                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>30 YEARS</b> | London     | Katherine Stark                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>30 YEARS</b> | Owen Sound | Lynne Scott                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>25 YEARS</b> | Huron      | Darlene Bogie                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>25 YEARS</b> | London     | Carolyn Attridge, Diane Dodge, Lois Gilchrist, Janice Isobel Weeks                                                                                                                                                                                                                                                                                                                                                                  |
| <b>25 YEARS</b> | Oxford     | Roelie Dank                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>20 YEARS</b> | Elgin      | Godlief M Devaere                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>20 YEARS</b> | London     | Margo Miller, Lorraine Odorizzi, Janice Sewell, Elizabeth Uzdravis, Gwen Vanderheyden                                                                                                                                                                                                                                                                                                                                               |
| <b>20 YEARS</b> | Owen Sound | Lorna Laverigne, Lori McKinnon                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>20 YEARS</b> | Perth      | Karen Gibb                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>20 YEARS</b> | Walkerton  | Marian Septer                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>15 YEARS</b> | London     | Craig Hennessy, Mary McAlpine, Tracey Ouellette, Walter Franklin Rogers                                                                                                                                                                                                                                                                                                                                                             |
| <b>15 YEARS</b> | Oxford     | Julie Harde, Mary Joan Kivell                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>15 YEARS</b> | Perth      | Kathryn Muir, Cheryl Renecker, Eva Schreiter, Sandra Stewart                                                                                                                                                                                                                                                                                                                                                                        |
| <b>10 YEARS</b> | Elgin      | Terri Cryderman, Peggy J Gillespie                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>10 YEARS</b> | Huron      | Thomas Bedard, Vicki Campbell, Dianne Fox, Laura Johnston                                                                                                                                                                                                                                                                                                                                                                           |
| <b>10 YEARS</b> | London     | Lucy Cotton, Gloria Dalke, Lisa Depencier, Kathleen Faulds, Sherry Fletcher, Cynthia Fodor, Christy Erin Lewylle, Cheryl Lee Moores, Gail Michelle Silverthorn, Joanne Elizabeth Teutloff, Janet Verberne, Steve White                                                                                                                                                                                                              |
| <b>10 YEARS</b> | Owen Sound | Jane Dunham, Lorna O'Neill, Jenn Ottewell, Stephanie Brett, Brenda Jepson, Vicky Kielesinski, Gail McMillan, Patricia Todd                                                                                                                                                                                                                                                                                                          |
| <b>10 YEARS</b> | Oxford     | Michael Williamson                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>5 YEARS</b>  | Elgin      | Judy Brown, Iolanda Locker, Melissa Remy, Catherine Anne Young                                                                                                                                                                                                                                                                                                                                                                      |
| <b>5 YEARS</b>  | Huron      | Karen Damsma Wynja, Anne Melady, Helene Moore                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>5 YEARS</b>  | London     | Wendy Badgerow, Ariel Beaudoin, Margaret Callaghan, Joanne De Brabandere, Deborah Elliott, Holly Fenn, Myrna Finley, Kendra Gillick, Rebecca Joanne Gregor, Jennifer Hoffmann, Rob Ikeda, Susan Leblanc, Cathleen Lester, Barbara Longhurst, Mary McIntyre, Jacqueline Mockler, Lynda Neil, Suzanne Noel, Kristin Percy, France Riviere-Quintanilla, Dennis J. Sweet, Bonita Thompson, Diane Thrasher, Tanya Willems, Jodi Woodrich |
| <b>5 YEARS</b>  | Owen Sound | Jennifer Coghlin, Susan Barbara Robertson, Patricia Schnurr, Susan St. Pierre, Shelley Torrie, Alisa Wilson                                                                                                                                                                                                                                                                                                                         |
| <b>5 YEARS</b>  | Oxford     | Stephanie Depaape                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>5 YEARS</b>  | Perth      | Nancy Joan Bernhardt, Carolyn Deloyer, Colleen Klingenberg, Marlene Patton, Lisa Wolfkamp                                                                                                                                                                                                                                                                                                                                           |