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

STAFF BULLETIN June 2014

On-site Staff Meetings

Meet with Senior Leaders to discuss the inaugural Quality Improvement plan, the new provincial budget and how to continue providing the best quality care to patients.

Tuesday, July 8	9 am - 10:30 am	Stratford
Tuesday, July 8	3 pm - 4:30 pm	Seaforth
Tuesday, July 15	9 am - 10:30 am	London
Wednesday, July 16	10:30 am - noon	Owen Sound
Wednesday, July 16	3 pm - 4:30 pm	Walkerton
Thursday, July 17	9 am - 10:30 am	St. Thomas
Thursday, July 17	3 pm - 4:30 pm	Woodstock

Partnerships enable patient to stay home

When 81-year-old Helen Horvath began feeling ill, she wasn't sure what was wrong. Waning energy and issues with mood, memory and mobility were all getting worse. "I told my doctor I'd lost my sexy walk," she said with a sly grin. "I told him, I want it back; help me get it back."

South West CCAC Care Coordinator Hilary Franklin, who had been working with Helen, met with her to discuss the situation. The concerns, which were also shared by the community service providers caring for Helen, warranted a Care Conference, said Hilary. So she gathered the provider partners, including social work, physiotherapy, occupational therapy and a geriatrician, to sit down and meet with Helen and her son John. "She was initially resistant to the idea, but we all had the same goal," said Hilary. "Let's keep Helen living at home."

After an initial referral from Hilary, Helen was accepted to the convalescent care program at London's Elmwood Place long-term care home. Funded through the Ministry of Health and Long-Term Care, the home has 12 allocated beds for rehab, which people can access from hospital or the community for up to three months. The beds enable people to recover from various illnesses and ailments, without the need for hospitalization or a prolonged stay in acute care.

"We jokingly called it her all-inclusive," said John. "She had therapy every day, good meals, and wonderful people. I believe in that type of care, and if it weren't for Hilary and the CCAC we'd never have known about it." Prior to Elmwood, the only option that John and family had been exploring was an expedient admission to long-term care. "I liked it there," said Helen about Elmwood. "The people liked me, and I liked them."

Further testing while in convalescent care identified Helen had thyroid issues. "The doctor told us we could do surgery or try medication," said John. "We tried the pills and they made a huge difference."

And though she won't admit to having fully recovered her sexy walk just yet, Helen is now living back in her own apartment with support from the CCAC while she waits for a spot in long-term care in Bolton, closer to her son. "We had



Left to right: John and Helen Horvath with Care Coordinator Hilary Franklin

the best of the best caring for her," said John. "Everyone met right away and we sat down and hammered out a plan, and now she's home, she's comfortable and she's safe."

It is yet another example of the CCAC working with others to identify goals and provide outstanding care, said Hilary. "Without family support and the support of the partners who came together to care for Helen, her situation could have been quite different," she said. "This was a real success."

Sandra Coleman to Chair OACCAC Board of Directors for second term

On June 10, Sandra Coleman was unanimously elected Chair of the Board of the Ontario Association of Community Care Access Centres (OACCAC) for a second-straight one-year term. The OACCAC is a not-for-profit organization established to represent the common interests of Ontario's 14 CCACs and provide products and services that support member organizations in their work.

"I am thrilled to have been given the opportunity to continue contributing to the OACCAC, their Board of Directors and the Home and Community Care sector," said Coleman. "As Ontario's population ages, home and community care is becoming more important than ever before. I look forward to working further with the dedicated individuals at the OACCAC to continue to champion home care, work with our partners and improve the quality and calibre of care we provide to patients every single day."



A Message from
Sandra Coleman, CEO
South West CCAC

A good head and a good heart

Nelson Mandela once said, “a good head and a good heart are always a formidable combination.” Here at the South West CCAC, we have both of these important elements. And I believe, as Mandela believed, they are the key to success.

Recently, we received a Quality Award from the South West LHIN for our Partnering for Quality team’s work with the Owen Sound Family Health Team, as well as two Awards for Excellence from the OACCAC for our eShift model of care and for thehealthline.ca. In each of these cases, the projects were well thought out and well executed with our partners, and had admirable goals and objectives. And in each case, they were incredibly successful.

Our Short Stay team has also been experiencing great success, thanks to the decision to expand its hours of

operation. Begun with the goal of providing better care to patients, the well thought out strategy now has the team answering more phone calls in person, and connecting with more patients, than ever before.

A good head and a good heart have also positioned us well for future success. In the June 12 provincial election, all 11 MPPs that represented South West ridings before the election were returned to Queen’s Park. We have worked hard in the past to connect with each of these members and impress upon them the tremendous work we do at our organization. Now, thanks to that effort, we have solid relationships with which we can move forward.

We are also anxiously awaiting details of the latest Provincial budget, due to be introduced July 2, so that we can once again thoughtfully plan out a business case that enables us to achieve our goals and continue making a difference in the lives of our patients.

In order to discuss all this and more, members of the Senior Team and I will be visiting each of our office locations in July. We will be in Stratford and Seaforth July 8, London July 15, Owen Sound and Walkerton July 16 and Woodstock and St. Thomas July 17. We are eager to discuss how we can continue moving forward with a good head and a good heart to provide the very best care for our patients. I am excited for the opportunity and look forward to seeing you all next month.

Short Stay team expands hours to better serve patients and partners



Callers to the South West CCAC’s Short Stay team are more likely than ever to get a live person on the phone, thanks to their expanded hours of operation. Formerly operating from 8 a.m. to 6 p.m., the team is now working 8 a.m. to 8 p.m., seven days a week, in order to better support patients and partners.

The Short Stay team, as the name implies, works with patients who stay on service with the CCAC for a short amount of time, usually three months or less. Patients have less extensive needs than longer-term CCAC patients and don’t require face-to-face visits from Care Coordinators.

“Our Care Coordinators do assessments with patients to get the proper information right over the phone,” said Anita Cole, Regional Client Services Manager and lead for the Short Stay team. “Then they work with the patient to

develop the best care plan possible to meet their needs.”

Patients and service providers call the short stay team with any questions. Since switching to longer hours in mid-April, the Short Stay team has been able to live-answer more than 95 per cent of received calls and is now exceeding all of its targets for live-answer calls.

“We’re providing better access for patients and families who are often working and unable to get home until after 6 p.m.,” said Cole. “Now they can arrive home from work and still have plenty of time to call the CCAC to talk to someone about their questions.” The new hours help the CCAC be more responsive to what’s going on in the community.

The decision to expand the team’s hours was modeled on the South West CCAC’s Access team, who had already switched to longer operation hours. Based on the success seen by the Access and Short Stay teams, Community Care Teams are now exploring expanding their operating hours as well.

Short Stay team stats:

- 16 Care Coordinators
- 11 Client Services Assistants (CSAs)
- 6,300 patients cared for each month
- Patients are divided into sub populations: wound, acute care, oncology and rehab

South West CCAC wins LHIN Quality Award for third-consecutive year

The annual South West LHIN Quality Awards were handed out May 14, and for the third year in a row, the South West CCAC was part of an award-winning project. The CCAC's Partnering for Quality (PFQ) Team was recognized for supporting the Owen Sound Family Health Team (FHT) and Diabetes Grey Bruce on their diabetes strategy in 2013/2014.

"As always, our success is tied directly to our wonderful partners," said PFQ Quality Improvement Coach Andrea McInerney. "It is an honour to share this award with them."

The PFQ team supports primary care and system partners to improve chronic disease prevention and management by helping them better utilize their electronic medical records (EMR) and by helping them find efficiencies through streamlining internal processes.

They supported the two organizations in a variety of ways, including with an eHealth Coach who helped the teams complete comprehensive searches in their EMR, and with a Quality Improvement (QI) coach who helped identify value-added processes and clarify roles and responsibilities.

"Andrea was able to come in and almost be a mediator for the two teams," said Debbie Kean, IT Support and Communications for the Owen Sound FHT. "She learned both sides of our processes and showed us how we could better link them together."

South West CCAC wins two Awards for Excellence

The South West CCAC was honoured to receive not one, but two awards at this year's 2014 OACCAC Awards for Excellence banquet. The event – held June 10 at the OACCAC's annual spring conference – recognizes individuals and teams from the province's CCACs for achieving excellence in patient care, system partnerships and overall health-care system improvements.

The South West CCAC's eShift model of care was recognized as the winner in the Systems Partnership Award category, which recognizes a one-time or extended project where its nature and scope create the opportunity to make systemic improvements. Won in conjunction with our partners the Victoria Order of Nurses (VON), Red Cross Care Partners (RCCP) and Sensory Technologies, the award recognized the benefits eShift brings to palliative patients, caregivers and the health-care system itself.

Thehealthline.ca deployment team was selected as the winner of the Sector Innovation Award category, which recognizes the efforts of a sector team that has demonstrated outstanding leadership in developing and implementing



Officials from the South West LHIN presented the South West CCAC's Partnering for Quality team and the Owen Sound Family Health Team with the LHIN Quality award for their diabetes strategy work.

PFQ helped the two teams identify gaps, look at their referral process and ultimately get more patients in for appointments in a quicker manner. "They helped us better identify our population with regard to diabetes education and we're now going forward with more patient involvement and engagement," said Louise Armstrong, Diabetes Nurse Educator with the Owen Sound FHT.

PFQ services are tailored to meet the needs of individual primary care practices. Ultimately the team is seeking to instill these skills and techniques into every primary care practice in the South West, to improve patient care. Currently there are over 250 physicians and 350 stakeholders working with PFQ team.

The South West CCAC has previously won LHIN Quality Awards for working with regional hospitals on the Home First approach to care, eShift, the regional hip fracture project, and for helping reduce ED wait times at St. Thomas Elgin General Hospital.



Members of thehealthline.ca deployment team at the OACCAC Awards for Excellence banquet.

initiatives driven from the sector strategy. The deployment team worked tirelessly over the past year to deploy thehealthline.ca, which began here in the South West, across all 14 CCACs in the province and put a wealth of electronic health service information at the fingertips of every Ontarian.

"It is truly humbling to have our hard work and dedication recognized at a provincial level by our peers," said South West CCAC CEO, Sandra Coleman. "The success of both of these projects is due entirely to the cooperation between the South West CCAC and our wonderful partners in the health-care system."

Occupational HEALTH AND SAFETY

Awareness Training

Effective July 1, 2014, employers in Ontario are required to ensure that all workers and supervisors have completed a basic occupational health and safety awareness training program that meets the requirements set out in Regulation 297/13 of the Occupational Health and Safety Act.

In order to make certain that we are meeting the new regulatory requirements in our training program, all employees are required to complete the new module – "Worker Health & Safety Awareness in 4 Steps" – in the eLearning Centre.

Instruction on specific topics for workers and additional topics and requirements for supervisors as outlined by the Regulation are included in the training program. The South West CCAC has adopted the training module created by the OACCAC in consultation with legal advice to ensure that we fully comply with the regulation.

Using the eLearning Centre technology enables us to maintain a record of the occupational health and safety awareness training, as required in the regulation, and enables us to provide documentation and proof of the completion of training if requested by the Ministry of Labour.

All other mandatory requirements under the Occupational Health and Safety Act continue to apply, including the workplace violence and harassment program (Respectful and Safe Workplace Policy & Procedure) and the Joint Occupational Health & Safety Committees. As such, occupational health and safety awareness training programs will be supplemented with other existing health and safety policies and procedures specific to our organization.

Marriage celebrations!



Hospital AA Meghan Williams and Solomon Backtash were married on May 24 at Bellamere Winery and also celebrated with a Nikah (traditional Afghani ceremony) on May 20.



Ferne (3rd from left) with her daughter Donna and granddaughters Delia and Ella.

Meet the Board Ferne Woolcott

This month's featured Board member is Ferne Woolcott. Ferne is a retired elementary school principal and has been actively involved with a variety of organizations and agencies throughout Oxford County. In the past, she has served as a Director on the South West LHIN Board, as a Board Member on Echo: Improving Women's Health in Ontario, as Chair of the South Western Ontario Stroke Steering Committee and as Vice Chair of the former CCAC Oxford.

Currently, she is a member of the Transitional Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists.

Q. What inspired you to become a Board Member of the CCAC?

A. As a senior, parent, grandparent and caregiver to aging relatives, quality, accessible care is increasingly important. I want to actively participate in the transformation of health care to ensure it is there to meet our needs now and in the future. The role of the CCAC is ever increasing and I am optimistic it will continue to be a major player going forward. By being part of this organization, I can be cognizant of our health system and hopefully contribute to change going forward.

Q. What are you passionate about?

A. My family and community are very important to me. They are so closely intertwined that by contributing to one, the other benefits as well. Our daily plans and activities seem to revolve around both of these things.

Q. What do you like to do for fun?

A. Our grandchildren contribute so much energy, enthusiasm and excitement to our lives. As dairy farmers, travel and relaxation have not always played a major part in our daily activities. However, with fewer demands on us now, my husband and I are taking time to explore more of Ontario and Canada. In addition to the dance, swimming, choir, and gymnastic recitals and competitions of our grandchildren, we also enjoy availing ourselves of the many theatre performances throughout the area.

Q. Do you have a mentor or someone who has greatly influenced your life, and if so, in what way?

A. My parents played a major role in who I am and what I value, and always encouraged my five siblings and me to do our best. If a job was worth doing, it was worth doing well. Contributing to the church and the community was of utmost importance and it didn't matter how much or how little we had, we were expected to share whatever resources – time, materials, skills, talents, etc. – we possessed. It was important to be respectful of everyone and to treat them with sensitivity and dignity.

My Surprise Proposal

by CSA Vimmy Persaud

It happened at my birthday party in front of my family and friends. After the cake was cut there were speeches and then my friend said "what about the lovely fiancé?" I turned to her and said "no, he's not yet."



Then, in walks my boyfriend with a gift basket. Inside the basket was a t-shirt that said "The future Mrs. Memraj." As I was trying to read what the shirt said, I looked up to see him down on one knee. It was totally unexpected.

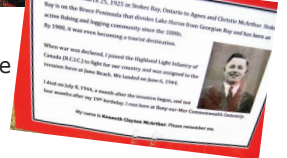
He told me that he knew I was the one he wanted to spend the rest of his life with. All I could manage to do was squeak "yes." And so begins the start of my happily ever after.

A Magic Moment

Stratford Access Team CSA Karen Schneider's sons Jake and Mason are pictured here



at the Bény-sur-Mer Canadian Cemetery where the boys were laying a wreath on their Great Great Uncle Kenneth McArthur's grave. As they were doing so, a man was also there to place a placard about Kenny. The man was on an educational tour and he had to research a fallen soldier. He was placing his research there. The boys explained their relationship to Kenny and learned that the man lives in Stokes Bay, the same small village where Kenny was born and raised.



Welcome New Staff

London Dayle Allan, Jobyna Bell, Chelsie Girard, Rebecca Ryan, Julia Smith, Kim Staikos, Katherine Haines, Marlee Hicks, Sachindri Wijekoon, Luigina Silvestri, Amanda Muise, Christopher Merrifield and Karen Kamenar, CCs; Deanna Guernsey, Client Services Manager; Kayla Schoentier, Client Services Assistant **Owen Sound** Susan Archibald and Julie Duncan, CCs **Stratford** Saul Caceros, CC **Woodstock** Alexandra Osatchuk, CC **St. Thomas** Bonnie Rochus, CC **Seaforth** Melanie Preszcatior, Rapid Response Nurse **Walkerton** Jennifer Hachman, Client Services Manager