



Caring Together for our Communities

Introducing the South West CCAC

On January 1, 2007 the CCACs of the South West came together to form a dynamic new organization. Three months later, we're well on our way to a bright future.

It was a thrilling undertaking: to bring together Ontario's 43 Community Care Access Centres (CCACs) into 14 larger organizations aligned with the boundaries of the Local Health Integration Network – and to do it all on one day!

In fact, the work began more than a year earlier, and the seven CCACs of the South West – Grey-Bruce, Perth, Huron, London and Middlesex, Elgin, Oxford and Haldimand-Norfolk – worked closely together to make the transition smooth and seamless for clients. On January 1, 2007, the day on which the change became official, everything went according to plan.

The re-alignment will help ensure that clients across the region receive consistently high quality care. It will also make it easier to share innovations and best practices, and to integrate care with other providers in the health system. "Ultimately," says Executive Director Sandra Coleman, "our new organization will be able to deliver more consistent care, better, and be ready to play an expanded role in the health care continuum."

The South West is a large and diverse region. Stretching from Tobermory in the north to Long Point in the South, it serves a population of nearly one million people in rural communities, towns and cities.

"Each predecessor CCAC in the South West was innovative, client-focused, and deeply rooted in its communities," says Coleman. "The South West CCAC continues that proud legacy."

Sandra Coleman has put together a team of senior leaders who are experienced, dedicated and excited to be part of the new organization. "Community care has an important role to play in the future of the health system," says Nancy Dool-Kontio, South West CCAC Senior Director Strategic Planning and Integration. "We have a wonderful opportunity to help re-shape health care in Ontario." Adds Gordon Milak, Senior Director Performance Management and Accountability: "This is real transformational change. We can make a difference in the lives of our clients."

Welcome to the South West CCAC Partner Bulletin, designed to strengthen the connection between the CCAC and its many partners – contracted service providers, hospitals, Family Health Teams, community organizations, long-term care homes, health units and others. We share a common goal with each of you – excellent care for our clients and their families.

The South West CCAC

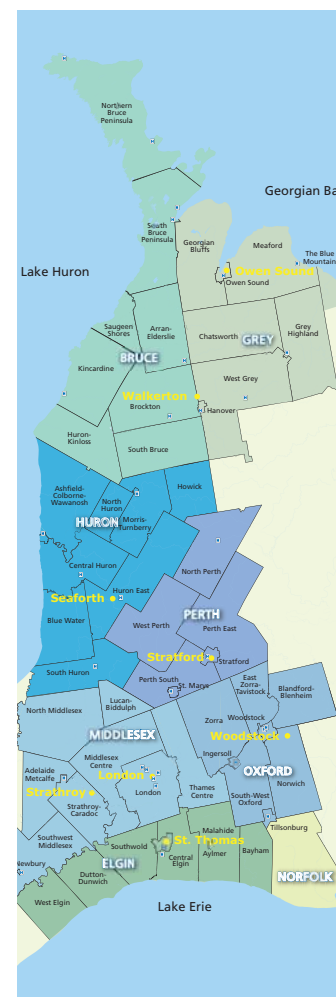
- More than 550 staff
- A budget of more than \$137 million
- Serving nearly one million people across 22,000 sq. km.
- 1.8 million visits per year
- Case load of 16,000
- Serves 50,000 clients per year
- Head office in London, 10 regional offices, plus satellite offices

The South West

- From Tobermory to Long Point
- Nearly one million people
- Nearly 22,000 sq. km.

Our Partners

- 20 hospital corporations
- 65 service provider agencies
- 74 Long-Term Care homes
- 16 Family Health Teams
- 2 Community Health Centres
- Family physicians
- 80 community support agencies
- 46 Addiction and Mental Health Services





Partnering for Success

A Message from Evelyn Harris-Williams, *Board Chair* and Sandra Coleman, *Executive Director*

In his recent book, **Good to Great**, Jim Collins points out, “Greatness is not a matter of circumstance. It’s a matter of choice and discipline.” We in the South West CCAC have made the choice to be great. We are building a strong team, developing leaders, defining performance goals, and committing ourselves to high quality care.

In just three months, we have recruited a great Board of Directors – community leaders representing communities across our region—and a very strong leadership team, full of energy and great ideas. Ontario’s 14 CCACs have developed powerful vision and mission statements to guide us. Naturally, much of our time has been spent putting people and systems in place, and

we still have some work to do. Please be patient with us – the building process takes time.

At the South West CCAC we are focused on two major themes. Client-Driven Care is our commitment to work with our clients to understand their needs and, with the support of our care partners, help them achieve their goals. Performance management is our commitment to be fully accountable for the tax dollars invested in community care and use them to produce the best possible outcomes.

A key factor in realizing the potential of our new organization is partnership. Never has it been more important for health organizations to work together collaboratively, sharing information and

ideas, and finding new and better ways to serve patients and clients.

Among several partnership activities, we held a Leadership Summit with our contracted care provider agencies and gathered staff and providers from across the region to discuss Client-Driven Care. We also connected with all Family Health Teams to discuss how we can support them. CCAC staff members are participating on the LHIN Priority Action Teams. Our hospital partnerships, including case managers in Emergency Departments, continue to flourish, and we are providing leadership support to several partner committees throughout the South West.

As we move forward, we will be looking for new opportunities to work with you, our care partners. As a first step, many of you will be receiving a survey to gather your input on what’s working and how we can improve. We are always open to informal dialogue, too.

Visit our new website www.sw.ccac-ont.ca for more information about the South West CCAC.



South West CCAC Board Members

Front row - left to right: Dr. Deborah Fitzsimmons, *Vice Chair*; Sandra Coleman, *Executive Director*; Evelyn Harris-Williams, *Chair* and Bonnie Monteith; Back row - left to right: Jean Peacock; Ed De Decker; Ric Murray, *Treasurer*; Joy Warkentin; Glen Elliott; Don Keillor; Mary Lapaine, *Secretary*; Dr. Claude Lanfranconi and Cate Patchett, *Corporate Liaison*

Client-Driven Care — a better way to deliver care

Turning words into action

On February 27, 2007 South West CCAC staff and service providers gathered in London to take the next step in establishing Client-Driven Care as the central theme around which care is organized in the South West.

Client-Driven Care is an approach based on developing special relationships between clients and care providers – relationships built on trust, connection, sharing, mutual respect and partnership. Twenty years of research, much of it conducted in the South West, has shown that the approach results in more confident and capable clients, and more satis-

fied health care providers, and costs less.

The February 27 meeting marked the beginning of the second stage of a research project led by UWO nursing professor Dr. Carol McWilliam. In early 2006 she worked with 38 care providers from across the South West to develop strategies for implementing Client-Driven Care, and then sent them out to conduct pilot projects. At the recent meeting, they reported back on their experiences, and then participants identified 4 key Client-Driven Care strategies and committed to implementing them over the next seven months.

Researchers will monitor their progress and another workshop will be held to report the results.

Donna Ladouceur, Senior Director Client Services for the South West CCAC, was delighted by the success of the meeting. “In the South West we are coming together from seven different corporate cultures,” she says. “Client-Driven Care gives us a common language and culture – a structure to work within as we search for new and better ways to deliver care.”



Making Primary Care More Accessible

The South West CCAC is supporting the development of Family Health Teams

Across the South West, a new form of primary medical practice is springing up, with the potential to improve the quality of primary prevention and care and access to these important services. Family Health Teams (FHT) bring together family physicians with allied professionals such as case managers, nurse practitioners, therapists and dietitians to provide holistic and comprehensive care. Ultimately Family Health Teams will relieve the pressure on family physicians, allowing teams to accept patients who don't currently have family doctors.

In all, 16 Family Health Teams are under development in the region. The South West CCAC will be supporting all of them by providing access to home and community services to FHT patients, and has played a key role in the development of many.

The Thames Valley Family Health Team (TVFHT), for example, has now recruited 69 physicians, completed its first business and operating plan and has been incorporated. The Team will begin recruiting a CEO and allied health professionals within the next month or two. Sandra Coleman, Executive Director of the South West CCAC, co-chaired the TVFHT Steering Committee and now sits on the Board of Directors. The CCAC will be supplying the 'back office' functions for the TVFHT, and provide office space for the administrative staff. “At the South West CCAC we're delighted to share expertise, experience and infrastructure with the new Family Health Teams,” says Coleman. “After all, we have always worked in interdisciplinary teams, so we understand the power of this approach.”

Health information at your fingertips

Looking for the location of a walk-in clinic? Info about Alzheimer day programs? End-of-life services?

Thehealthline.ca is a great place to start. The popular web portal includes more than 2,000 searchable records from across the South West. Launched with the CCAC as a founding partner, it is an important tool for CCAC case managers and a valuable resource for other health professionals. It's also a great way to learn more about health organizations in our region.

Thehealthline.ca is also a quick and easy way to get the word out about health information, events, activities, achievements and job opportunities. Visit the homepage, click on the “Submit your Content” button and follow the instructions.



thehealthline.ca

Meet the South West CCAC

We have assembled a strong leadership team, committed to working with our partners across the region to provide outstanding care and support to our clients

South West CCAC Senior Directors



Donna Ladouceur, *Senior Director, Client Services* – most recently Director of Client Services for CCAC of London and Middlesex



Nancy Dool-Kontio, *Senior Director, Strategic Planning and Integration* – 14 years in management positions in public and private sectors, and former manager with CCAC of London and Middlesex and Elgin CCAC



Gordon Milak, *Senior Director, Performance Management and Accountability* – over 20 years experience in health care, including as Executive Director of VON Middlesex-Elgin and VON Chatham-Kent



Terry Simpkin, *Senior Director, Corporate Services* – most recently Director of Finance and Operations for the CCAC of London and Middlesex and Acting Executive Director



Richard Hulley, *Senior Director, Human Resources and Organizational Development* – 16 years of human resources and labour relations management experience, most recently as Director of HR, County of Huron

Regional Client Services Managers

Gwen Vanderheyden, *Client Services for Hospitals*

Megan Nichols, *Client Services for Access/Children's*

Mary-Lynn Priestap, *Client Services North*
(for Owen Sound, Seaforth, Stratford, Walkerton)

Anita Cole, *Client Services South*
(for London, Strathroy, Woodstock, St. Thomas)

Strategic Planning and Integration

Phillipe Veneseon, *Regional Manager, Integration*

Performance Management and Accountability

Darlene Bogie, *Regional Manager Quality*
(for Grey, Bruce, Huron, Perth)

Rachel Labonte, *Regional Manager Quality*
(for London and Middlesex)

Kim White, *Regional Manager Quality*
(for Elgin, Norfolk, Woodstock)

Kimberly LeMare-Matthews, *Regional Procurement Manager* (for Supplies, Equipment, Therapy)

Shirley Koch, *Regional Manager Procurement*
(for Nursing and Personal Support)

Corporate Services Regional Managers

Hilary Anderson-Halliday, *Decision Support*

Craig Hennessy, *Information Technology Business Solutions*

Ron Hoogkamp, *Finance and Payroll Services*

Rob Schonberger, *Information Technology and Facilities*

Human Resources and Organizational Development

Judy Loblaw, *Regional Manager*

Jason Spalding, *Regional Manager Labour Relations, Health and Safety*

People Development Managers

Michelle McKeller, *South, People Development Manager*
Joanna Makinson, *Interim People Development Manager*

Client Services Managers

London

Lynne Hammond (*Community*)
Ann Rickwood (*Community*)
Anne Smith (*Community*)
Rae Nylander-Martin
(*Access/Children's*)
Sherry Fletcher (*Hospitals*)

Owen Sound

Sheila Dowler
(*Access/Children's*)
Carol Merton (*Hospitals*)

St. Thomas

Nancy Johnson (*Hospitals*)
John McClelland (*Community*)

Stratford

Jane Clement-Spur (*Hospitals*)
Nancy Shaff (*Community*)

Seaforth

Cathy Kelly (*Community*)
Sherri McRobert
(*Access/Children's*)

Walkerton

Linda Martin (*Community*)

Woodstock

Marilee Garner
(*Access/Children's*)
Donnabeth Sweetland
(*Community*)

London.....519 473 2222
Owen Sound.....519 371 2112
Seaforth.....519 527 0000
Stratford.....519 273 2222
Strathroy.....519 245 3233
St. Thomas.....519 631 9907
Walkerton.....519 881 1181
Woodstock.....519 539 1284

www.sw.ccac-ont.ca
www.thehealthline.ca