



Caring Together for our Communities

Working Together for Better Care

The South West Community Care Access Centre (CCAC) is about to launch a dynamic new initiative involving our partner providers, clients and other stakeholders

The South West CCAC believes it is very important we ensure that input from our communities be incorporated into our strategic directions, informing how best to execute service delivery priorities. We have spent much time these first six months doing just that. Now, we are stepping up to the plate with a formal **Community Engagement Plan**.

“The South West CCAC Board of Directors sees community engagement as an effective tool for creating a service delivery model that is shared by those we work with and those we work for,” says Board Chair Evelyn Harris-Williams. She adds that Board members will play an active role in this process by attending community engagement meetings to answer questions and facilitate discussion.

Community engagement is a grassroots approach that involves working with and through groups of people to gather ideas which are then translated into effective policies, programs and practices. We have already begun **Phase 1** of our plan by taking Board meetings on the road (see chart). The meetings are open to the public and provide the chance to better understand South West CCAC issues and goals.

Later this summer and into the fall, **Phase 2** will include:

- South West CCAC staff consultation hosted through team meetings
- Public and system consultation including:
 - 9 public sessions
 - 5 service provider sessions
 - 3 system partner sessions
 - 1 Francophone community session in London
 - Online survey option linked with a web-based presentation

Once the South West CCAC completes Phases 1 and 2, then analyzes information flowing from these meetings, we'll have a better understanding of how to build an organization that is positioned to effectively respond to the needs and concerns of our communities and our service providers. Your input will influence the way we achieve our mission and vision, carry out our established priorities, cope with potential barriers, meet service needs and take advantage of integration opportunities.

Clearly, the Community Engagement initiative is an **important opportunity**

for South West CCAC partners. Says Nancy Dool-Kontio, South West CCAC Senior Director for Strategic Planning and Integration, “In addition to shaping our program direction and objectives, the feedback we get from local meetings and surveys will influence our budget process, Business Plan, LHIN discussions and Performance Measurement Framework.”

We look forward to your continued involvement as we create a model for community care in the South West.

Board Meetings (11:00 am - 3:00 pm)

June 27, 2007	Seaforth
July 25, 2007	Owen Sound
Aug. 22, 2007	Walkerton
Sept. 26, 2007	St. Thomas
Oct. 24, 2007	Stratford
Nov. 28, 2007	Woodstock
Dec. 19, 2007	London

Partner Sessions

Oct. 17, 2007	Owen Sound
1:00 pm - 3:00 pm	
Oct. 19, 2007	Mitchell
2:30 pm - 4:00 pm	Town Hall
TBD	London



Turning Words into Action

A Message from
Sandra Coleman, Executive Director, South West CCAC

"Our passion is health; our strength is our people and our partners; our promise is compassionate care."

Those powerful words introduce the newly developed Mission and Vision for the CCACs of Ontario. As you can see, partners are front and centre in this view of what we do and how we do it. Partnering has always been an important value in the South West, and continues to drive our new organization. Our Community Engagement Plan (see page one) will allow us to tap into the strength of partnership in a more formal way, and I hope you will seize the opportunity to make your voice heard.

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Please take a moment to read and reflect on the rest of our Mission and Vision, printed below. These are words that will guide our thinking, actions and decision making as we move forward together.

The rousing words of George Smitherman, Minister of Health and Long-Term Care, are another source of inspiration for the South West CCAC. "The best health care you can find," he said in a recent speech, "is the care you find as close to home as possible." He noted that CCACs have a key part to play in expanding the capacity of the health system across Ontario. "We must enhance the profile of CCACs in the community

and give them an even more powerful role as wayfinders and system navigators," he said, adding that community care professionals will be "at the heart of the action" in the future health care system.

Words are important, but at the South West CCAC, we are proving that actions speak louder. That was certainly reflected in our success at the *Celebrating Innovations in Health Care Expo* in Toronto in April. Four successful projects – more than any other CCAC – were selected to be highlighted at the Expo. Congratulations to everyone involved, including the many partners who played key roles in these projects.

Our new Geriatric Resource Team (see story page three) is another example of words turned into action. With the experience and help of our partners, we are developing a dynamic new model for delivering integrated care to our senior population across the region. Already, this initiative has demonstrated what is possible by working together. As American industrialist Henry Ford once said, "Coming together is a beginning. Keeping together is progress. Working together is success."

Every day our partners and providers turn powerful words like 'compassion,' 'partnership,' 'integration,' and 'innovation' into action. In doing so, you deliver exceptional care to the clients of the South West CCAC. My heartfelt thanks to each one of you for your hard work, commitment and patience during this time of challenge and change.

Our Mission:

Our passion is health; our strength is our people and our partners; our promise is compassionate care.

On a day to day basis, we are:

- an easy to use gateway to information and high quality health services;
- an innovator seeking to optimize people's health, well being and autonomy;
- an integrator partnering with others to reduce the barriers to access, respect diversity and improve the care experience of people across the health care continuum;
- an employer of choice who believes in the remarkable capacity of our people to continuously learn and make a difference;
- an open communicator who promotes positive relationships; and
- a steward of public resources who is openly accountable and contributes to a sustainable health system.

Our Vision:

To be recognized across the country as Centres of Excellence for integrative community services and health information by 2017.

Partner Input Helps Shape New Team



Geriatric Assessment Team.

Standing back row, left to right: Debby Weppler-Wardrop, Nancy Schaff, Anne Smith, Hazel Sands, Nancy Tolman, Anita Cole and John McClelland. Standing middle row, left to right: Leah Barnes, Suzanne Gascho, Deb Gilbert, Elaine Palmer and Cathy Pressey. Kneeling left to right: Dianne Fox, Valerie Presseault and H  l  ne Walton.

At a June 23, 2007 meeting in Seaforth hosted by the South West CCAC, our case management staff heard about our partners' unique styles and strengths in this region's geriatric services sector. As we build a new Geriatric Resource Team for the South West CCAC, the groups are co-creating a shared identity.

It was a day of camaraderie, discussion and a very important realization. That is, even though we may provide a variety of geriatric services, we are all working first and foremost for the sake of our many clients. Bringing together representatives from six former CCAC geriatric service teams along with many of our regional partners, the Seaforth meeting proved an ideal opportunity for gathering input and ideas to be used by the South West CCAC's new Geriatric Resource Team.

The day opened with a presentation from the Southwestern Ontario Geriatric Assessment Network (SWOGAN) on its program, mandate and philosophy. Other partners present included Specialized Geriatric Services, Regional Mental Health Care, Ontario's Strategy for Alzheimer Disease and Related Dementias and the Ministry of Health and Long-Term Care.

Following SWOGAN's presentation, the group took stock of current South West CCAC geriatric services, identified services that don't need to be continued and explored strategies for becoming one program within the entire organization. "There is still much work to do and we have only begun to uncover our shared vision and understanding of who we are and who we will become," says Anita Cole, South West CCAC Regional Client Services Manager South.

Case Managers in the program are now known as Geriatric Resource Case Managers. They will continue to work in all parts of the South West and build on work being done at the six South West CCAC sites that presently house geriatric programs. They'll also share ideas and mentor Case Managers at sites where programs are not yet in place. Over time, we plan to strengthen our partnerships by promoting the expansion of care capacity among long-term care staff, PSWs and physicians.

Watch for future meetings throughout the region where, with our partners, we'll continue to develop our vision for integrated geriatric care and explore ways to promote best practices throughout the South West CCAC.

Keeping Track

In March 2007, the South West CCAC launched an Occurrence Report Tracking System (ORTS). So far, it's been a handy tool to have on hand

Since April 2007, ORTS has acted as a single repository for all reports and compliments, quickly proving its worth as a method for developing Continuous Quality Improvement (CQI) within the South West CCAC.

Here's why. Not only is ORTS a quick and easy-to-use method by South West CCAC staff for managing individual client complaints and incidents, it also captures data pointing to collective trends over time. By sharing this data and collaborating on problem-solving throughout the entire area, we are developing a dependable formula for bringing consistent improvement to client care and the quality of practice.

Performance Management and Accountability (PMA) Regional Managers for Quality – Darlene Bogie, Rachel LaBont   and Kim White – are buoyed by how well ORTS has caught on with staff across the area. By establishing a consistent language between staff and service providers, ORTS is also facilitating integration and other important objectives of the South West CCAC.

Partner Power

Five years ago, the South West CCAC joined with other health care partners to launch *thehealthline.ca*. Today, the site is a dynamic example of the good that comes from working together

Dedicated to collaboration and community building, *thehealthline.ca* illustrates partnership at its best. *Thehealthline.ca* works closely with health, social services and other organizations to identify and meet information needs here in the South West. The site lists over 2,000 service records describing organizations and programs and also includes health event announcements, health news and regional health sector job opportunities. In short, *thehealthline.ca* is an efficient hub at the centre of a busy information and referral network, with over 1.2 million visitors in 2006.

“Over the years, *thehealthline.ca* has more than expanded,” says manager Lisa Misurak. “It has evolved.” Misurak points to innovative and cost-effective initiatives such as hosting the Information London social services website and a series of “mini-sites” providing

smaller organizations with a credible online presence. Last year, *thehealthline.ca* added mini-sites supporting the South West LHIN’s Hip and Knee Initiative and the Child and Parent Resource Institute (CPRI). Over the last three years, The *South West End-of-Life Care Network* mini-site has been a key regional integrator for palliative care services and attracted more than 25 thousand visitors in 2006. Adding value to this site, *thehealthline.ca* collaborated with the *South West End-of-Life Care Network* to produce a video helping families explore the issue of dying at home. There have been other videos too, including *A New World of Opportunity* promoting careers in community health care.

Opportunities for innovative partnerships continue at *thehealthline.ca*. This year, a Southwestern Ontario Geriatric Assessment Network (SWOGAN) mini-site will be added in addition to a



Community Calendar for special needs children. A proposed seniors’ mini-site is also being explored. As well, *thehealthline.ca* now shares its data beyond our region by helping to support the growth of similar online information sources across Ontario.

Consumers and providers alike value *thehealthline.ca*. In fact, here at the South West CCAC our Case Managers find it to be a key resource for helping clients navigate this area’s rich but complex health services sector. Supported by the South West CCAC, *thehealthline.ca* has proven to be an effective integrator and a positive communicator. An indispensable tool for South West clients – and partners.

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For information at your fingertips:

thehealthline.ca

Connect with local health care services at **www.thehealthline.ca** plus find local health careers, news and events ...

www.sw.ccac-ont.ca