



Caring Together for our Communities

Getting out there

Community engagement sessions bring South West CCAC leaders together with their partners and clients

“For me, the important part is listening to what people are saying. There have been a lot of questions and comments. We listened carefully and if we could, acted on the feedback.”

Evelyn Harris-Williams, Chair of the South West CCAC Board, is talking about the community engagement process. In September, October and November, members of the South West CCAC leadership team and Board met with consumers, providers and partners in a series of town hall meetings across the South West.

The meetings were an opportunity to engage with ‘real’ people and be reminded of the challenges they face, says Nancy Dool-Kontio, Senior Director, Strategic Planning and Integration. “We’re busy running a large and complex organization,” she says. “We don’t get to have this kind of interaction

on a daily basis. With the community engagement process, we heard the stories and local perspectives.”

At each town hall meeting, South West CCAC Executive Director Sandra Coleman explained what the South West CCAC is and does, and then outlined the organization’s proposed strategic directions. “Providing effective, high quality Client-Driven Care” is top of the list, along with “Working well with our partners,” “Being a great place to work,” and “Using our resources wisely.”

The sessions were a chance for people to respond to the strategic directions and contribute their own perspectives and ideas. At an event in Woodstock, a woman with Multiple Sclerosis spoke about her experiences with the South West CCAC and made

some suggestions for improving service. She was followed by Claudia Rochon, Client Service Director Oxford Chapter for Multiple Sclerosis Society of Canada. “We have a variety of programs to help people with MS,” she said. “We depend on South West CCAC case managers to make referrals, and that means they need to be up to date on what’s available. Working together, we can make a real difference.”

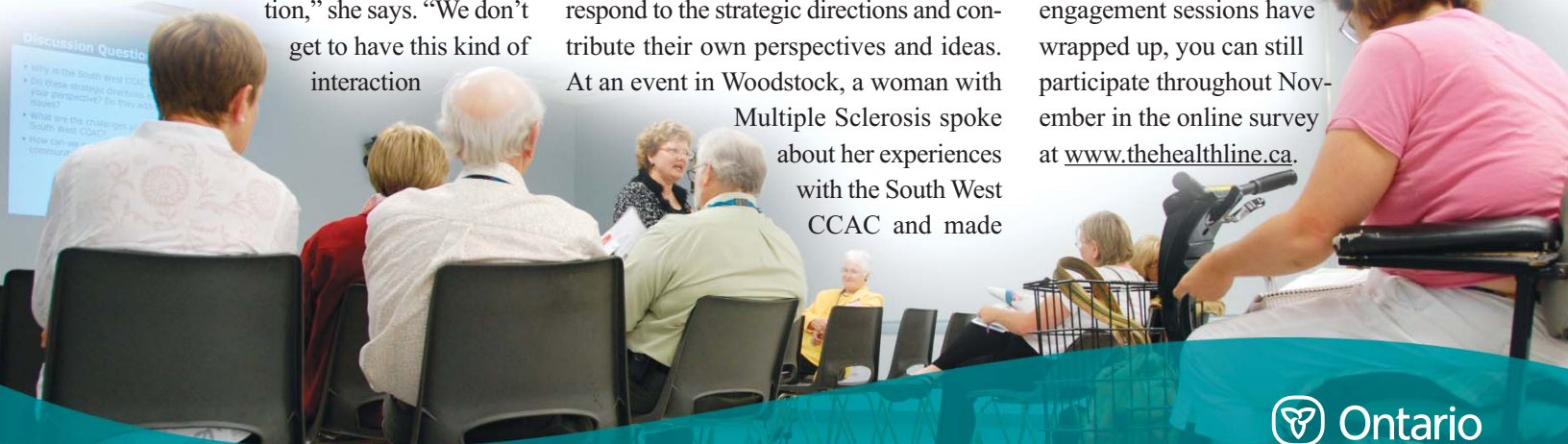


l to r: Claudia Rochon, Client Service Director Oxford Chapter for Multiple Sclerosis Society of Canada, South West CCAC Executive Director Sandra Coleman and Board Chair Evelyn Harris-Williams

Most people attending sessions so far have responded well to the South West CCAC’s proposed strategic directions. There were also many powerful expressions of gratitude from clients and family members who

had received South West CCAC services. “It’s heartening,” says Dool-Kontio, “to hear at first hand about the impact of our work. That’s what keeps us focused and motivated as we move forward.”

Although community engagement sessions have wrapped up, you can still participate throughout November in the online survey at www.thehealthline.ca.





GPS for the Health System

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

During the past two months, I've had the opportunity to travel across the region, talking to community members and care providers about the South West CCAC. I've also had the great privilege of hearing from clients, family members, personal support workers, nurses, doctors, and many others who are giving and receiving community care every day. It's been wonderful to connect in such an immediate way with the people we serve and work with.

Throughout this community engagement process, one thing has become clear: our

partners and clients see the South West CCAC as a critical component in the regional health system. Participants noted that our population is aging, and more people are living longer in our communities with chronic disease and the CCAC and its providers and partners help people live with safety, comfort and respect in their own communities.

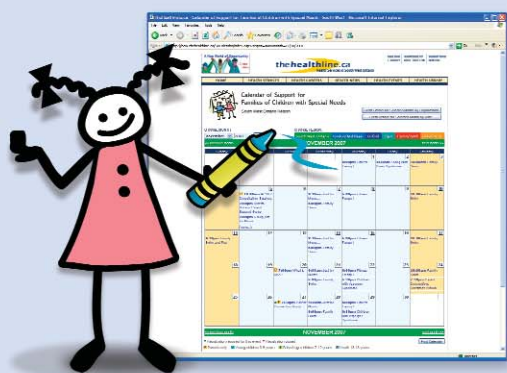
One client remarked, "The CCAC is like the GPS for the health care system, helping me know where to go for care". We also heard from our hospital and community support service partners that they value what our CCAC case managers and

team do and want us to provide them with even more support in an expanded role as a local point of access to health information and services.

Aging at home is what we all want, for our loved ones and for ourselves. The South West CCAC is working with our partners to make it happen in this region. Our expertise in case management, system navigation and information sharing is essential to making our complex health system work well.

The South West CCAC is bringing together care providers and health care partners to work for more coordinated and seamless care. Now more than ever, partnership is the way forward. I look forward to working with you to help make aging at home a reality for the people of the South West.

Children's Calendar takes shape on www.thehealthline.ca



It started with a simple idea: a calendar to help service providers get the message out about programs for children with special needs and their families. It has blossomed into a new feature on *thehealthline.ca*, and a model for future collaborations.

A group of representatives from several service provider organizations – Thames

Valley Children's Centre, Autism Ontario, CPRI, Community Living London, London Down Syndrome Association and the South West CCAC – came up with the idea. "We needed a common space," explains Rhonda Teichrob of Thames Valley Children's Centre, "a place that families could easily access and see at a glance everything that's going on." The group also saw a community calendar as a way to support joint planning and avoid "double booking" events.

The group met with Lisa Misurak, Manager of *thehealthline.ca*, and the project was soon under way. "From our perspective," says Misurak, "this project is what we're all about – helping people share information."

thehealthline.ca staff worked closely

with the group to understand their information needs. "They understood what the users wanted," says Misurak. "It's great when clients or service providers are able to lend us their expertise." The calendar is now in the testing stage. *thehealthline.ca* staff will maintain it on an ongoing basis.

"We have lots of people offering wonderful programs for children with special needs and their families," says Megan Nichols, South West CCAC Regional Client Services Manager. "The calendar is a great way to share information and ultimately, build a sense of community."

Organizations throughout the South West are welcome to submit events to the calendar by going to www.thehealthline.ca/sncalendar/.

thehealthline.ca





Partnership the way of the future

Gord Milak works with providers to find innovative solutions to community care challenges

Gord Milak knows all about partnership between provider agencies and the South West CCAC. Milak is now the South West CCAC's Senior Director of Performance Management and Accountability. Before joining the South West CCAC, he was Executive Director of VON Elgin-Middlesex. "I was impressed by the partnership approach of the London-Middlesex CCAC. I felt respected. It was amazing what that did for me and my staff."

Milak has carried that experience into his work with the South West CCAC. The Performance Management and Accountability portfolio is responsible for collecting and analyzing performance data, supporting continuous improvement, and managing the procurement process. "We're building the infrastructure to collect data," says Milak. "In the future we will share the data and then sit down and

"The one thing we all have in common is the goal of providing high quality care for our clients."

figure out what it means and what we can learn from it. Ultimately it's about all of us using this information to enhance care."

A major challenge facing Milak and his team is the shortage in some health professions. There are fewer people to provide care at a time when the demand for services is growing. Partnership, says Milak, is the only way forward. "We have to work together to find new ways

to be innovative, to use what we have and to sustain our resources effectively. And we have to do that in an environ-

"Partnership is not just possible, it's absolutely critical."

ment where transformation is happening at a pretty good clip."

The Inter-Agency Leadership Partnership (IALP) reflects the South West CCAC's partnership approach. It brings together leaders from provider agencies with Milak's team to discuss issues and develop solutions. The IALP, says Milak, illustrates the South West CCAC's "Compass" – an approach based on building relationships, developing shared understanding, and co-creating strategies. "The one thing we all have in common is the goal of providing high quality care to our clients," says Milak. "The IALP provides a forum where that becomes real."

One "quick win" for the South West's partnership approach is the innovative new "FlexClinic" project. Launched as a pilot with CarePartners,

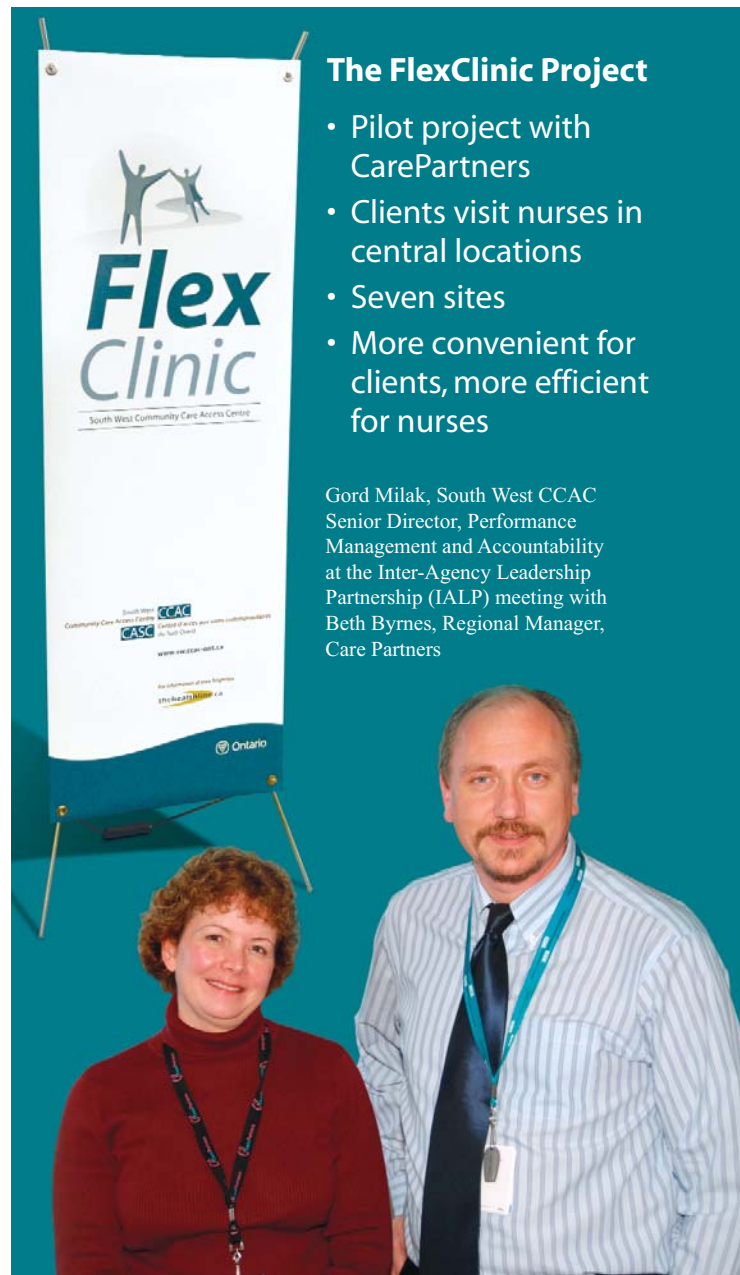
the clinics allow clients who are well enough to visit a central location in their community for nursing care. Convenient for clients, the clinics also allow nurses to see more clients in the same time. The clinics are established as needs are identified, using existing space. FlexClinics have been established in Owen Sound, Tillsonburg, Woodstock, Hanover, St. Thomas, Belgrave and Mitchell.

Milak says new ideas like this one, developed with providers, are the way of the future. "Going forward, partnership is not just possible, it's absolutely critical. We can only succeed by being better partners."

The FlexClinic Project

- Pilot project with CarePartners
- Clients visit nurses in central locations
- Seven sites
- More convenient for clients, more efficient for nurses

Gord Milak, South West CCAC Senior Director, Performance Management and Accountability at the Inter-Agency Leadership Partnership (IALP) meeting with Beth Byrnes, Regional Manager, Care Partners



Breaking the ice

Guided conversations help Client-Driven Care happen

Getting clients to converse openly with their care teams helps build the trusting relationships so essential to Client-Driven Care. For this reason, a group of care providers and South West CCAC case managers will soon be trying out pre-selected conversation starters with a number of clients. "Guided conversations help providers and case managers make meaningful partnerships with their clients," says South West Regional Client Services Manager Anita Cole.

The initiative is part of a two-year project supported by the Canadian Institutes of Health Research investigating the impact of dynamic client-care team partnerships on service costs and requirements. Eventually, a UWO research team headed by Dr. Carol McWilliam will measure results against stats from a CCAC not using guided conversations.



Client-Driven Care: The Movie

For months, many South West CCAC staff and partners have been at work on a new video that brings Client-Driven Care to life. Based on the research of Dr. Carol McWilliam, the video reminds us that, "Client-Driven Care doesn't mean spending more time with your clients: it's a way of getting the most benefit out of the time, people and resources available. Ultimately it's about building warm, human relationships with your clients and the other members of the care team."

For more information about using the video contact Gord Milak, South West CCAC Senior Director, Performance Management and Accountability.

To view the video log on to www.thehealthline.ca/video3.asp.



Smoothing the transitions

South West CCAC and hospitals collaborate on discharge planning

The South West and two hospital corporations – Grey Bruce Health Services (GBHS) and South Bruce Grey Health Centre (SBGHC) – have agreed to combine the roles of hospital case manager and hospital discharge planner at several locations. Based on the success of a six-month trial at Markdale Hospital, the two positions will become one, financed jointly by the hospitals and the South West CCAC. The participating hospitals include SGBHC's Kincardine site and GBHS's Wiarton, Southampton, Markdale and Meaford sites.

"This is going to be a wonderful partnership," says Gwen Vanderheyden, Regional Client Services Manager (Hospitals). "It's a great example of the good that comes from integrating health services."



Left to right, Back row: Anne Wehrstein, Debbie Fischer, Donna Eagles, Betty Ann Drew, Gwen Vanderheyden, Patti Boron, Jeanette Rankin, Val Marcella, Elaine Burns, Susie Furlong, and Grace Wilson. Left to right, front row (seated): June Dudgeon, Carol Merton, Dianne Waram, and Sherrie Douglas. Not pictured: Sandra Coleman, Pat Campbell, Mary Jane Dandeno, Sue McCutcheon, Linda Porter, and Paulette McCulloch

T¹P Doc

South West CCAC Medical Advisor recognized

Dr. Irene Cohen, a passionate advocate for community care, has been named South West Family Physician of the Year by the Ontario College of Family Physicians. Recently, Cohen helped develop the Thames Valley Family Health Team, bringing primary care providers together from a range of disciplines.

Several years ago Cohen headed a pilot project, Integrating Physician Services in the Home. The project created the framework for the CCAC's Advanced Home Care Team, which cares for people with short-term acute or complex illness at home, instead of in hospital.

Cohen's leadership is widely recognized and is especially valued at the South West CCAC, London, where she is Medical Advisor.

