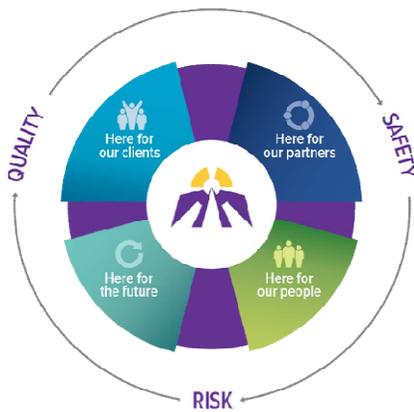


MISSION MOMENT

"We would like to say thank you on behalf of our mother, who passed away in Hospice. From the time of arrival, the staff was so good to her. She had been agitated at the hospital yet at Hospice she was so calm. A special thank you to the nurses who helped us so much. The environment you provide is very special, the care is outstanding, and the compassion helped us deal with what was happening."

- Family Member



As we advance our vision of becoming a leader in client-centred care, we plan through the lens of Quality, Safety and Risk. Our **Strategic Plan 2016-2020** will focus on four key Strategic Directions:

Here for Our Clients

We will address unmet needs through our programs and services

Here for Our Partners

We will collaboratively define our role in the provision of care for our communities

Here for Our People

We will work to advance our culture and continue our caring mission with our staff and volunteers

Here for Our Future

We will plan for continued financial sustainability

HERE FOR OUR

Clients

Adoption of Palliative Care Indigenous Discharge Planning Guidelines

The Regional Rehabilitative Care Program (RRCPP) is working with the inpatient managers and Social Workers to adapt the Palliative Care Indigenous Discharge Planning Guidelines, Checklist and Care Plan for rehabilitative care. The work will be ongoing and is currently at the stakeholder engagement stage.

Practice Change for Total Knee Replacement Care Pathway

The RRCPP and the Regional Orthopaedic Program have implemented a practice change for the Total Knee Replacement Care Pathway. Patients will be given a referral letter at Preadmission Clinic asking them to arrange their own ambulatory physiotherapy appointment within 7 days of their anticipated discharge date. The letter indicates public and private practice options throughout the North West LHIN. It has been rolled out in City of Thunder Bay and is at the form approval stage in Dryden and Fort Frances. The new process is intended to assist with capacity planning and avoidance of gaps in client access to outpatient services, in addition to promoting self management and decreasing workload on acute care physiotherapists.



Hogarth Riverview Manor (HRM) Compliance Inspection

Six inspectors from the Compliance Branch of the MOHLTC were on site at HRM for the annual Resident Quality Inspection (RQI) from April 30 – May 11, 2018. During this time a complaints inspection was also conducted. The report on the complaints inspection received on May 18, 2018 contained no compliance orders. The report on the annual RQI, received May 24, 2018 contained 2 compliance orders. One was related to follow-up on effect of PRN pain medications and the other relates to skin and wound care with compliance due dates of June 12, 2018.

Hogarth Riverview Manor Resident Home Worker (RHW)

A new position has been created, the Resident Home Worker, to support the residents of the home as we continue to try to recruit PSWs. The RHW role entails no personal care and includes portering residents, answering call bells, making beds, tidying rooms, assisting in the dining room etc., thus allowing the PSWs to focus on 'hands on' personal care with the residents. The RHW orientation commenced on April 30 – May 13 on two Resident Home Areas as a trial and has been extremely successful with positive feedback from residents, families and staff. Ongoing evaluation of the RHW roles and responsibilities continues and a formal evaluation is being planned. Recruitment efforts will continue for this role as it will be implemented throughout the home.

Bethammi Nursing Home Operational Review

Extendicare Assist was on site at Bethammi in May conducting an operational review and working with the management team to assist them in meeting a MOHLTC Director's Order. Extendicare Assist's final report is to be submitted to the MOHLTC by June 15th and SJCG is to submit the organization's response by June 29, 2018.

Balmoral Centre Beautification Project

Fifteen members from the Concurrent Rehabilitation Services Client and Family Partner Program joined together in volunteering their time and efforts to the Balmoral Beautification Project. This idea was launched by the Client and Family Partners and through their dedication and commitment, Balmoral Centre's gardens and spaces have been refreshed and revitalized to be more welcoming and open and created an outdoor space in which cultural components of treatment and recovery can be experienced. The last day of their mission is June 10, when new plants and shrubs will be added to signify new beginnings. It was important for the volunteers to create an environment that radiates growth and possibility for any individual who comes through the door.

High Support Housing Summer BBQ

The annual "kick off to summer" BBQ was held at the Villa on Gore home on Friday May 4th. All high support housing clients attended the BBQ and spent the afternoon enjoying food and beverages, playing lawn games, and socializing with one another. Clients expressed their thanks and conveyed how much they enjoyed the event.

Inpatient Mental Health Rehabilitation Activities

Barnyard Friends: Inpatient Mental Health Rehabilitation clients participated in a variety of activities at a local farm in Thunder Bay including building a chicken coop, cleaning animal pens, and hauling brush. The clients who participated in the program worked hard to learn new skills while trying something new. Overall, the program was well received with positive feedback from the clients involved.

Leadership Team Report

June 2018



Shelter House: Inpatient Mental Health Rehabilitation clients volunteered their time to prepare and serve lunch for over 80 people at the Shelter House. The clients look forward to volunteering more of their time in the community helping others.

Hiking: Inpatient Mental Health Rehabilitation clients enjoyed a number of hikes with Leisure Life Skills Instructors at various locations in the city, such as Centennial Park, Boulevard Lake, and the Cascades.

Capacity Building in Chronic Pain

ECHO is a capacity building program that helps primary care providers manage complex client issues closer to home. Our first 20-week cycle for ECHO St. Joseph's Care Group Chronic Pain and Opioid Stewardship started in May. This is a "dual hub" ECHO with one hub at SJHC and the other at The Ottawa Hospital. We have 79 individual participants registered from sites across Ontario, with the bulk of the participants from Northern Ontario. There were 4 ECHO sessions in May with the number of participants ranging from 41 to 59 per session. Physicians earn continuing education credits by attending these sessions; total number of CME/CPD Credit Hours Granted was 219.

Dialectical Behaviour Therapy (DBT) Large Group Format

In an attempt to address ever-growing wait lists for specialized mental health treatment, clinicians on the DBT team have developed a large group treatment model. St Joseph's Health Centre South has a large meeting room that will accommodate larger groups. To date, the groups have averaged 25 people and the clients have indicated support for the format and appreciation for the quicker access to care.

Spiritual Care Committee

Steve Robertson, Spiritual Care Associate, has partnered with residents and families to establish a Spiritual Care Committee for Bethammi. The goal is to sustain and encourage a resident centered approach to spiritual care. The wisdom from the Committee is invaluable. They look forward to a sharing group and to bringing in speakers to discuss relevant topics. Hogarth Riverview Manor will also be establishing a Spiritual Care Committee.

HERE FOR OUR

Partners

Placement with Fleming College

The Older Adult Rehabilitation Program (OAR) welcomed a student from Fleming College enrolled in the dual Mental Health & Addictions and Social Service Worker program. Jane Gastmeier, OAR Social Worker, will mentor the student during the student's three month placement.

Balancing Life – Rural Health Fair

Members of the Chronic Pain Management Team presented information at a rural health fair in Kakabeka Falls, sponsored by NorWest CHCs. The chronic pain team has been delivering services on location at NorWest CHCs for almost one year.

*Care
Compassion
Commitment*

Spinal Cord Injury Retreat

As part of our government relations and systemic advocacy, Spinal Cord Injury of Ontario (SCI) held a retreat on April 13 in Toronto. The Spinal Cord Injury Regional Services Co-ordinator Darren Lillington invited Mary Adams, Manager of 3N, as well as Rehab Review Coordinator Denise Taylor to attend. Spinal Cord Injury Alliance meeting focused on 4 areas of spinal cord injury, pain, bladder management, pressure ulcers, and access to primary care. There was representation from all of the spinal cord injury rehabilitation hospitals in Ontario.

HERE FOR OUR

People

Best Article Award Recipients

Randy Middleton Clinical Manager on the 4th floor attended the American Occupational Therapy Association Annual Conference in Salt Lake City Utah on April 19-22, 2018. While at the Conference of 8000 people, Randy accepted the Cordelia Myers AJOT (American Journal of Occupational Therapy) Best Article Award along with Dr. Michel Bedard on behalf of our research team for the recognized article "Using Serial Trichotomization with Common Cognitive Tests to Screen for Fitness to Drive," which appeared in the January 2017 issue.

Hogarth Riverview Manor Management Announcements

On May 8, 2018 Traci Fisher-Zaiser assumed the role of Clinical Manager for Floors 2 and 3. Recruitment for an Administrator is still underway. Lina Johnson has assumed the acting position of Administrator until that position is filled; Lina's responsibilities as Vice President, Seniors' Health have been assigned to other members of the Leadership Team during the interim period.

Training in Trauma Informed Care

Staff from the Program for Community Recovery and Balmoral Withdrawal Management Centre attended a two-day trauma informed supports conference. This training will build capacity and knowledge around the Trauma Informed Care in both community-based services and residential services to support both adults and transitional youth. In follow-up to the Building Capacity Series, a new session was recently added. Kristine Lake and Tracy Puurunen developed and presented a session on Trauma Informed Care for Matawa Learning Centre staff and SJCG Staff. This session was video-taped and will be added to the series and accessible to all staff in the near future.

ECHO Chronic Pain awarded research grant

The ECHO team was awarded a research grant from the Northern Ontario Academic Medicine Association (NOAMA) Clinical Innovation Opportunities fund. Objectives for the project are the following:

- 1) Evaluate implementation of evidence-based recommendations to improve Chronic Pain care and opioid stewardship among PCPs participating in ECHO (interviews and chart review)
- 2) Understand factors facilitating and impeding health provider behavior change with regard to the application of evidence-based recommendations with patients
- 3) Evaluate pre-post changes in clinical outcomes for patients of PCPs utilizing ECHO.

President of Peer Connections speaks at national conference

Kristine Quaid, president of Peer Connections attended the National Conference on Peer Support in Calgary and was invited to speak at the closing ceremonies. Kristine had set a goal of speaking at this national conference when she attended her first conference six years ago. She noted the importance of setting goals in life. Prior to attending the conference, Kristine had been in Toronto, reviewing grant applications for the MOHLTC as a peer advocate.

National Nursing Week

St. Joseph's Care Group celebrated National Nursing Week from May 7th to May 13th, 2018. The focus of Nursing Week was built around the theme '*Nursing is a Work of Heart*'. Numerous initiatives were hosted during Nursing Week such as free coffee and pastry day, thank-you cards from managers, a Nursing Week and Best Practice Spotlight Organization (BPSO) Open House celebration and Peer Recognition Awards. This year, staff nominated their nursing peers to recognize the good work, talent and contribution they provided to each team. Over 186 heartfelt nominations were received for the following awards: Leadership, Florence Nightingale, Teamwork, Calm under Pressure, Humor in the Workplace, Going the Extra Mile, Daisy and, Sunshine.

Indigenous Cultural Health

On May 28, St. Joseph's Care Group welcomed Carla Shawayhamaish who joined us in the role of Indigenous Cultural Health Associate. Carla was previously a Community Wellness Worker with the Whitesand First Nation. She has worked in a variety of roles including Aboriginal Diabetes Site Coordinator with the Ontario Native Women's Association and as a Health Promotion Coordinator with the Anishinabe-Mushkiki Aboriginal Health Centre. Carla is located at St. Joseph's Hospital.

Accessibility Public Consultation

The Accessibility Steering Committee is currently developing a new five-year accessibility plan for St. Joseph's Care Group in compliance with the Accessibility for Ontarians with Disabilities Act. In the month of May, six open houses were held along with an online survey that received over 100 responses. The information received will be integrated into the five-year plan, expected to be finalized in Fall 2018.

HERE FOR OUR

Future

Manor House Adult Day Program Presentation to the North West LHIN Home & Community Care

To provide awareness of upcoming changes with Community Seniors' Health and promote the Manor House Adult Day Program (MHADP), Lisa Petersen, Manager and Howard Nistico, Family/Client Support Facilitator for MHADP presented to the North West LHIN Home and Community Care, Managers and Care Coordinators on the services provided within Specialized Geriatric Services.

Strata Referral System Optimization

The Strata Referral System is used by St. Joseph's Hospital to receive inpatient service referrals electronically from referring health care providers. The original implementation excluded referrals from community. An optimization initiative to extend Strata Referral System functionality has now been completed. This initiative was a joint project with Planning & Performance, Informatics, Strata and St. Joseph's Hospital Central Registration staff. The improvements included development of a community referral form to include community referrals and creation of new wait time reports. This new functionality allows St. Joseph's Hospital to track inpatient referral status and wait time completely within the Strata system, eliminating previous manual tracking processes.

Capital Updates

East Wing Project

The East Wing Project at St. Joseph's Hospital commenced in June 2015. The general contractor has issued progress certificates for work to the end of April 2018 showing a 96% project completion. The Contractor has been working through the detailed occupancy requirements and progress has been made, however the deadlines established have not been met. There are a number of critical items that are required prior to occupancy and a brief status update is provided below:

- Fire alarm verification is still outstanding. The verification process is approximately 95% complete and is expected to be finished by June 15, 2018;
- Sprinkler systems will be completed by June 8th and will be finalized once fire alarm verification is completed;
- Installation of the living wall has been completed minimizing disruption after occupancy;;
- Deficiency completion is underway and progressing well;
- Final cleaning has commenced and a schedule to meet occupancy dates has been established;
- Exterior finishing of the building is 99% complete with the exception of penthouse siding.
- Landscaping and exterior work has progressed and will be nearing completion prior to occupancy

A detailed work plan has been agreed to with the Contractor to achieve occupancy however requires certain milestones to be achieved. We are targeting June 25th for the client move and the first occupancy of the building. The move will be completed by the end of June. This will be dependent on obtaining an occupancy certificate by June 22, 2018.

Amethyst House

Construction is in the final stages and we are scheduled to achieve substantial completion by the end of June 2018. Occupancy of building and the client move will occur during the months of July/August. A zoning application has been filed to increase the allowed number of client spaces to 12.