

MISSION MOMENT

“Before moving to Thunder Bay, I suffered severe depression. For thirty years, I worked with professionals who I thought were the best, even though they just talked to me and symptoms persisted. In Thunder Bay, I was paired with a staff member who took me through my thoughts and how to process positively. She got to the root of my problems, leaving no stone unturned. The process was well thought out and many symptoms disappeared. This staff member is the best I have ever met.”

Client, Mental Health Outpatient Program

Strategic Priorities

“The focus of our work”

Client-Centred Care ♦ Mental Health & Addictions ♦ Seniors' Care ♦ Chronic Disease

Care Stream Model Education

In preparation for the change to the Care Stream Model in December 2016, front-line providers received extensive education throughout October and November. In addition to in-class sessions, nurses spent orientation shifts on the units to which they'd be moving. Physicians, expert clinicians, education coordinators and clinical managers were involved in providing modules.

Reassessing Clients Waiting for Long-Term Care

The functional status of clients waiting in St. Joseph's Hospital for placement to long-term care is regularly reassessed. A client on the Temporary Transitional Care Unit (TTCU) made significant strides to increase her independence. Her mobility and ability to perform activities of daily living improved sufficiently to allow her to transition to supportive housing instead.

Celebrating World COPD Day

“Every Breath Counts” Lung Support Group celebrated World COPD Day on November 16th, 2016. On this day the world comes together to reflect on the importance of health and breathing, and raise awareness of COPD. Dr. Biman presented a “Talk with Doc”, answering many questions about different lung diseases.

Regional Speech Program

The planning phase of the Regional Speech Program has been completed and Krissy Stubbs, the SLP who is coordinating this service, is now providing speech services to clients in the region in the following communities: Atikokan, Ear Falls, Geraldton, Keewatin, Marathon, Manitouwadge, Sioux Lookout, Sioux Narrows and Vermilion Bay. The following communities were either visited or teleconferenced by Krissy for input; Dryden, Sioux Lookout, Red Lake, Kenora, Fort Frances, Atikokan, Schreiber, Terrace Bay, and Geraldton. Krissy also met the Stroke team at TBRHSC to discuss access to the service.

Senior Psychiatry Day Program Update

Senior Psychiatry Day Program (SPDP) staff have been working with long-stay clients to establish goals to facilitate discharge from the program. Staff have been assisting and engaging clients in community programs to support their leisure needs. A Seniors' Implementation Steering Committee has been established to assist in the rolling out of the new Seniors' Model. Two clients from SPDP have agreed to participate in this steering committee.

Franklin Manor High Support Home

Restoration work began in August to repair damage caused by a fire in March 2016 at Franklin Manor. Clients from Franklin Manor have been living temporarily at LPH and look forward to returning to their newly restored home on January 12, 2017.

High Support Housing Newsletter

The High Support Housing newsletter *The NORTH Star* was recently released. The newsletter is organized and edited by a client living in high support housing with very special editing and publication skills. Content for the newsletter is obtained by the editor using interviews with tenants of high support housing. Material for the publication is client driven and focused on their lived experience in high support housing including achievements, participation in various community events, and interests in the arts, music, food, and culture and new developments in high support housing.

Remembrance Day Services

Both senior's housing sites held Remembrance Day programs for clients who were not able to attend a service in the community. SLGA had the Colour Parade host the event, complete with bagpipes and representatives from the Legion; veterans of SLGA laid the ceremonial wreath and read "In Flanders Field" in full uniform. Services were also held at Hogarth Riverview Manor and Bethammi Nursing Home.

Caregiver Support Group

Resident Counselors from both Long-Term Care Homes with the Alzheimer Society will be working together to organize a Caregiver Support Group in the new year, for caregivers of residents with Alzheimer's disease and related dementias. The purpose of the group will be to offer support and education. The sessions will cover various topics such as understanding the psychological and physical aspects of Alzheimer's disease and related dementias, coping techniques and adjusting to long-term care.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Temporary Transitional Care Unit

To assist with system pressures regarding client flow, the Temporary Transitional Care Unit (TTCU) will remain open until March 31, 2017 and has added four beds. The unit now has 30 clients on a consistent basis. The clinical team has worked well together to absorb this increase in census without added staffing.

Telephone Triage Model

Rheumatic Disease Program (RDP) is trialing a telephone triage model for clients referred for rheumatic disease therapy services. To date this has assisted in streamlining clients to the most appropriate services and resulted in more client-centred care planning that better accommodates schedules and goals.

Good Life with Osteoarthritis

Erin Puhalski, PT, and Shana Magee, PT, delivered presentations to the outpatient physiotherapy department and to physiotherapy QPC on the GLA:D (Good Life with Osteoarthritis in Denmark) program training they had attended in September 2016.

Education and Observership – Memory Clinic

Community Seniors' Health team members involved in the City of Thunder Bay Memory Clinic participated in education and an Observership with Dr. Lee and her team. Participants had the opportunity to observe Dr. Lee and her team conducting an assessment on a client of Dilico Family Health Team who was referred to the Memory Clinic.

Working with Emergency Services

The GAPPS (Getting Appropriate Personal and Professional Services) team is a multi-agency team that includes staff from the Canadian Mental Health Association, NorWest CHC and St. Joseph's Care Group. The service mandate of this team is to work with people who have difficulty connecting with the mental health and addictions system, to stabilize the situation and to connect people to appropriate services. The team works closely with many community agencies, including Superior North EMS. The coordinator of this team, Alaine Auger, presented information to EMS staff in December in order to promote more seamless transitions between EMS and GAPPS.

Lunch and Learn

The '3 Factor Framework', which helps to guide decisions regarding nursing practice, scope and assignment, was presented as a Lunch and Learn to the 4th floor nursing staff. The education focused on the College of Nurses of Ontario Practice Guideline "RN and RPN Practice: The Client, the Nurse and the Environment." The education was facilitated by Nursing Professional Practice Leader, Danielle Lesschaeve and Director, Collaborative Practice, Shelley McAllister.

Effectiveness of Interprofessional Mental Health Care

Research conducted by Gregory Tippin (Lakehead University), Amanda Maranzan (Lakehead University and SJCG) and Mary Ann Mountain (SJCG) was published in the Canadian Journal of Community Mental Health in December. The article entitled *Client Outcomes Associated with Interprofessional Care in a Community Mental Health Outpatient Program* describes the effectiveness of an interprofessional approach in reducing symptoms associated with mental illness based on a review of treatment outcomes of 183 clients.

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction continues on the Hogarth Riverview Manor (HRM) Addition that will add 32 beds to the original home area. The West Wing is nearing completion with final finishes being completed. The South Wing has more work to complete which will be expedited once the work force can be redeployed. Millwork installation has commenced however there are still some outstanding supply issues that the general contractor is working to resolve. Schedule reviews are being completed weekly and we are closely monitoring progress to expedite completion.

The Central Block area that houses the new chapel and administrative offices is ready for millwork installation as soon as it arrives on site.

Areas vacated by the General Contractor have been cleaned and are being set up with equipment and any required maintenance of the rooms.

The procurement plan for furniture and equipment plan is approximately 85% complete.

The construction schedule submitted by the General Contractor has been revised showing additional delays and a revised substantial completion of January 27, 2017. This is being discussed with the related Health partners to determine the impact to system plans.

The LINK building is closed-in and mechanical and electrical systems are being installed. Tenant space has been turned over to allow for their fit-up renovations to commence. The most recent schedule has been revised to show completion by the end of January 2017.

East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced on May 12, 2015. The general contractor has issued progress certificates for work to date showing a 60% project completion to the end of December 2016.

Structural steel erection, roofing, concrete and the finishing of the exterior of the building has been completed. Exterior windows are being installed and the building will be completely closed in by the end of January. Mechanical and electrical rough-ins are in progress, and interior framing of the building has commenced. Interior renovations for connection to the existing hospital are also in progress with the focus on the new loading dock and receiving area and freight elevator.

A detailed review of the current schedule has been completed with the contractor and key milestones have been identified for the achievement of the October 2017 substantial completion date. Progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. Costs are currently within budget.