

### MISSION MOMENT

"A client and her family generously donated a handmade quilt from the Thunder Bay Quilters Guild which will be used as our 'Dignity Blanket' when a client passes away. We appreciate the sensitivity and thoughtfulness of this gesture to help us best care for our clients and their families."

Staff, Sister Leila Greco Apartments

### Strategic Priorities

*"The focus of our work"*

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

#### Temporary Transitional Care Unit (TTCU) Engagement Session

A TTCU client and family engagement session was held on December 7<sup>th</sup>, 2016. Kathleen Lynch, VP of Rehabilitative Care and Chronic Disease Management, provided an update on the TTCU closure and the time frame for the opening of Hogarth Riverview Manor (HRM). The session was well attended by clients and family members.

#### Successful Transition

A resident was admitted from the community to Bethammi Nursing Home in October 2015. The resident regained strength since admission, in part due to participating in the physiotherapy exercise program. The Resident Counselor assisted the resident in completing a Special Needs Application for Thunder Bay District Housing and has recently accepted an apartment in his home community with Thunder Bay District Housing that is wheelchair accessible, and will be receiving supports from the Community Care Access Centre (CCAC), allowing him to live independently.

#### Blue Christmas Programs

"Blue Christmas" programs were held at Bethammi Nursing Home, Hogarth Riverview Manor, Sister Leila Greco Apartments and P.R. Cook Apartments to pay tribute to clients and residents who had passed away throughout 2016, as well as to offer an opportunity to support those clients and residents who had lost loved ones over the past year.

#### Psychiatry Services Address Wait List

Since last July, four new psychiatrists have joined Community Mental Health – Outpatients. Wait times for psychiatric consults are now the shortest they have been for in five years. Clients are waiting on average two to three weeks for an appointment, which is within established benchmarks. Clients with urgent needs are receiving care within one week.

#### Families in Transition Group

Starting in January, an eight-week psycho-education group for family members with children or youth that identify as transgender is being co-facilitated by staff of Sister Margaret Smith Centre and Children's Centre Thunder Bay. The program is provided at the NorWest Community Health Centres. Our focus in the group is to assist family members to understand the complex issues involved and support them and the youth in their lives. Higher use of substances is often present as people struggle with the transitions; healthier ways of coping with change are offered to the youth and families.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Shared Mental Health Care Expands Service**

Shared Mental Health Care capacity increased with the availability of Dr. Katalin Gyomorey, a psychiatrist who previously worked at Thunder Bay Regional Health Sciences Centre. She is now providing consults to clients at the Superior Family Health Organization. Discussions are ongoing with North of Superior Counseling Programs to expand services to the District of Thunder Bay. Shared Care services have been provided to Marathon Family Health team for many years.

### **Access to Paediatric Endocrinologist Service**

The Diabetes Health Manager and Paediatric Medical Director attended a webinar on December 12<sup>th</sup> to discuss re-establishing outreach linkages with a Paediatric Endocrinologist from Sick Kids Hospital in Toronto. Limited outreach will be provided via telemedicine starting in March 2017.

### **Client Improvement with Berg Balance Scale**

The Berg Balance Scale measures the balance of an older person. Poor balance is associated with increased falls. An improvement in one's score demonstrates an increase in a client's functional mobility and balance. At Day Hospital, all clients are assessed using the Berg Balance Scale at admission and discharge. The goal of the program is to have an increase in the client's Berg score at discharge which reflects an increase in the client's mobility and balance. Twenty-two clients' scores were compared over six months. All these clients' scores increased at discharged from admission by an average of four points.

### **Long-Term Care Education Project**

Corporate Learning coordinated an educational project focused on 'duty to protect' and 'least restraints' for Long-Term Care staff. Between November 21, 2016 to January 18, 2017, Clinical Innovation & Client Safety and Corporate Learning teams facilitated 77 sessions on *Our Duty to Protect: Zero Tolerance of Abuse and Neglect of Residents*. A total of 671 staff attended these interactive sessions. Our education teams also provided 53 sessions on *Least Restraints* for all Long-Term Care clinical staff, with 462 staff in attendance.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Care Stream Model**

The Care Stream Model was implemented at St. Joseph's Hospital on December 12 and the moves went very smoothly. All clients were moved on one day rather than the anticipated 2-3 days. This was a team effort by all clients, staff and families. There will be ongoing monitoring and an overall review of the model in the future to learn from the experience.

### **Rehabilitation Review**

The Rehabilitation (Post Acute) Review was submitted to the NW LHIN in December. Denise Taylor, the lead, is working on edits based on feedback from the LHIN and Leadership Team. We anticipate the report will be finalized in February and released sometime this spring by the NW LHIN. The foundation of the future model for rehabilitation is the Care Stream Model, based on some of the work of the provincial Rehabilitative Care Alliance.

### **Rheumatology Education Night**

RDP team members, Noel Heath, Shana Magee and Chelsea Heath, teamed up with Dr. Fidler and The Arthritis Society, to give a presentation during Rheumatology Education Night at the Victoria Inn to family physicians and nurse practitioners.

### **Automated Dispensing Cabinets**

In cooperation with Pharmacy, Building Services and Nursing, locations on the nursing units for the new automated dispensing cabinets have been assessed and plans for renovations are underway.

### **Peer Council Updates**

Congratulations to Kristine Quaid, Chair of the North Western Ontario Peer Council on her recent appointment as President of the Ontario Association of Patients Council. The OAPC works for positive change in mental health at a provincial level and supports individual peer-led groups in Ontario. The Peer Council also has representation on the Client and Family Partners Committee and will continue to act as a resource to anyone requiring peer input.

### **Healthy Benefit for Staff**

Occupational Health and Wellness, along with the Wellness Committee are pleased to announce that Human Touch full body massage chairs have been purchased. The chairs provide the same health and therapeutic benefits of a traditional massage, including relief of stress, tension, muscle soreness and improved blood flow circulation. These massage chairs are available at St. Joseph's Hospital, St. Joseph's Heritage, St. Joseph's Health Centre, Sister Margaret Smith Centre, Lakehead Psychiatric Hospital and Hogarth Riverview Manor. All staff is welcome and encouraged to access the massage chair at the site most convenient to them. These chairs were purchased in partnership with the Foundation in support of staff to maintain, promote and restore health and wellbeing.

### **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 has been completed including a deficiency review of resident rooms. The South Wing has progressed and is estimated to be completed by mid-February. All millwork has been received and the majority has been installed and final finishes are in progress. Schedule reviews are being completed weekly and we are closely monitoring progress to expedite completion and turnover.

The Central Block area that houses the new chapel and administrative offices has millwork installed and glass panels need are in the process of being installed to complete the office areas. 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 95% complete.

The construction schedule submitted by the General Contractor has not been met and we are estimating substantial completion during the month of February with a final date still to be established. We are confident the addition will be ready for occupancy for April 2017. The Ministry of Health and Long Term Care are scheduled to complete their review of the constructed space on March 28, 2017.

The LINK building is progressing slowly with multiple areas requiring completion. Substantial completion is anticipated for the end of February. Tenant space for the pharmacy has been completed as much as possible and the remaining work is dependent on the base building work being completed. The hairdresser space is projected to be complete by February 10, 2017 and the coffee shop space has commenced fit up and will be completed shortly after the base building construction.

#### 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 are essentially complete. Mechanical and electrical rough-ins are in progress, and interior framing of the building has commenced. Millwork has been installed in a mock up room and reviewed by the construction and clinical teams to establish a standard for acceptance. 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.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. Costs are currently within budget however there is concern over the level of change orders to date.