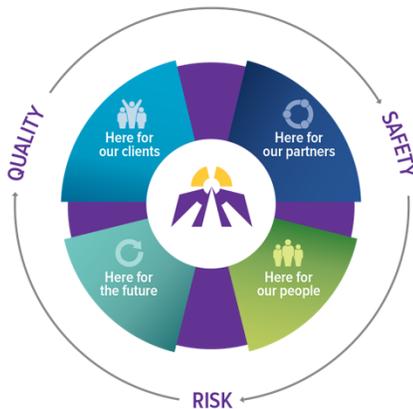


MISSION MOMENT

"A tenant of P.R. Cook Apartments recently passed away. The staff at P.R. Cook coordinated rides so that tenants could attend the celebration of life across town. This is a shining example of how staff treats clients as family and takes care of their needs".

Staff, St. Joseph's Care Group



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

Arts Rehab Project

The Arts Rehab Project, which has taken place at St. Joseph's Hospital since May 2016, held its last session on April 29th, 2017. Through The Royal Conservatory, local artists provided art activities to identified inpatients each Saturday. Activities included visual art, drama and movement. This has been part of a provincial research study to determine whether clients participating in such activities experience an increased sense of hope and optimism, increased sense of future purpose and increased engagement in their rehab.

The program has been a huge success. Along with clients participating in the study, the artists have included many others as well: other inpatients, family members and friends. We look forward to hearing the results of the study. In addition, we are currently working with the students involved in the project, investigating ways to have this type of programming continue.

Leadership Team Report

May 2017



Quality Improvement Plan 2017-18

The Seniors' Health Team had a kick off meeting to implement the 2017-18 Quality Improvement Plan for Bethammi Nursing Home and Hogarth Riverview Manor.

Partnership with Blue Sky Services

The Blue Sky Community Healing Centre, as part of the plan to create a welcoming environment for our Indigenous clients, will come to SJ Hospital once per month to offer a sharing circle with drumming, smudging or music.

Supporting Client and Safety Initiatives through Information Systems

In partnership with Thunder Bay Regional Health Sciences Centre and the Northwest Health Alliance, a consultant was engaged to assess the readiness and cost of updating the Hospital Information System. An upgrade is required to allow St. Joseph's Care Group and partner hospitals to implement solutions that enhance and support client quality and safety initiatives such as computerized provider order entry and bedside medication verification.

The Compliments and Concerns System, developed by Information Systems, is being implemented to support the tracking of client and family concerns and compliments as required by the Excellent Care for All Act (ECFAA).

HERE FOR OUR

Partners

French Language Services Annual Report to the North West LHIN

St. Joseph's Care Group has submitted its French Language Services Report to the North West LHIN. Highlights of the 2016-2017 Report include additional supports for Francophone client and family partners, as well as the availability of Client Relations' publications in French.

AdvantAge Convention – HQO Patient Relations Indicator Pilot

Health Quality Ontario asked St. Joseph's Care Group to participate as a panel member at the AdvantAge (formerly known as OANHSS) convention on April 19, 2017. As a member of HQO's Patient Relations Advisory Group, SJCG participated in a pilot program to test potential Patient Relations Indicators. Kim Callaghan attended, and spoke to a group of approximately 30 participants about SJCG's experiences, and how those experiences will be applied in complying with new reporting requirements under the Excellent Care for All Act.

Mentoring and Teaching About Issues in Mental Health

- Dr. S. Bismil and Dr. J. Haggarty provided education sessions to primary care providers and allied health staff in Sioux Lookout and Atikokan. The sessions were well attended and requests for further learning opportunities have been received.
- Karen Slomke, Social Worker in Mental Health Outpatients is delivering training sessions to the Thunder Bay Police services focused on understanding the effects of trauma.

Ministry of Health and Long-Term Care Opioid Strategy

The Ministry of Health and Long-Term Care has developed a strategy for managing the opioid crisis in Ontario which is based on three main pillars: evidence-based prescription of opioids guidelines for primary care providers, investment in treatment for chronic pain, and investment in treatment for addictions. Two Ministry of Health policy consultants visited a number of programs and agencies in Thunder Bay to gather information on the impact of the strategy.

The Ministry met with staff and clients of a number of Care Group programs including: the Chronic Pain Program, Balmoral Centre, Sister Margaret Smith Centre, the GAPPS team, as well as staff and clients from Thunder Bay Regional Health Sciences Centre, Lucerco (Methadone Management Clinic), Dilico, and the Drug Strategy Coordinator. Reports following the visit indicate that the Ministry staff was impressed with the services they visited and with the strength of the partnerships that exist.

HERE FOR OUR

People

Bethammi Nursing Home Management

Recruitment continues for the Clinical Manager and Administrator at Bethammi Nursing Home.

Enhanced Nonviolent Crisis Intervention

Staff members from the Adult and Older Adult Rehabilitation teams continue to participate in recertification training in Enhanced Nonviolent Crisis Intervention. Recertification training takes place every two years for staff working in the inpatient Mental Health Rehabilitation Programs to ensure adequate knowledge, skills and safety in managing crisis situations.

New Medical Director

Dr. Supuneet Bismil has been appointed as the Medical Director for the Community Mental Health Program. Dr. Bismil brings a wealth of new ideas to the service.

New Online Job Application System

Human Resources launched eRecruit on Monday, April 17, 2017. This new online application system is expected to create overall efficiencies in the job application process, while providing a quick and simple experience for applicants, and a more timely process for managers.

2016 Employer Champion Award

St. Joseph's Care Group is the recipient of the *2016 Provincial Partnership Council Employer Champion Award*. This award acknowledges our outstanding commitment to providing experiential learning opportunities to Ontario high school students. Loretta Turpin accepted the award on behalf of the organization at an award ceremony in Toronto on April 23, 2017.

Leadership Team Report

May 2017



Gentle Persuasive Approach Training

Karen Shaffer, Corporate Learning Facilitator, completed the Gentle Persuasive Approaches (GPA) Instructor training, and has now facilitated both initial GPA sessions and GPA Recharge sessions.

Management Training Sessions

Corporate Learning launched the St. Joseph's Care Group Management Training Program on March 28, 2017. This six-session program, facilitated by our corporate managers, is being offered twice between March and June 2017. All new management staff have been encouraged to attend. Response to this training program has been exceptionally positive.

HERE FOR OUR

Future

Enhancing System Security and Processes

Two software products are currently being trialed to enhance system security: Advanced Malware Protections and Umbrella. Advanced Malware Protections is a replacement of anti-virus software that further protects patient information and data from "zero-day" attacks. Umbrella protects patient information by preventing any spread of a ransomware attack and redirects web site queries to a central repository that will validate the website to ensure that it is clean and valid.

Data Centre Update

Construction on the new data centre has commenced and is expected to be completed by November 2017. Information Systems has also taken on the development of the Business Intelligence System and has begun work to further develop information dashboards to provide better data and information for management.

Ontario Case Costing Initiative

At March 31, 2017, St. Joseph's Care Group successfully completed the implementation of the Ontario Case Costing (OCC) Initiative related to hospital inpatient programs. This initiative is a culmination of efforts to combine clinical and financial data to allow St. Joseph's Care Group to view costs at the individual client level. This level of reporting will allow analysis of integrated health information and further enable evidence-based decision making.

St. Joseph's Care Group is now one of over 50 hospitals in Ontario that have implemented Ontario Case Costing. The remaining hospitals will be phased in over the next few years. The Ministry of Health & Long-Term Care uses Ontario Case Costing data within the hospital funding formula. St. Joseph's Care Group will now inform the funding model with our hospital case costing data.

Implementation of case costing within St. Joseph's Care Group will enable us to continue to improve data quality and use information from the costing data to assist with clinical program design. The end result is effective and efficient care for our clients.

Leadership Team Report

May 2017



Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is almost complete on the Hogarth Riverview Manor (HRM) Addition and the LINK with deficiency corrections and completion of exterior works being the main outstanding items. We have received our occupancy permit from the City of Thunder Bay for both areas. The MOHLTC conducted their pre-occupancy review and identified 11 minor items to be addressed and conducted a follow up visit on May 2, 2017. There were no items of concern noted. The exterior finishes to the Addition, the main entrance canopy and the LINK are still in progress and should be completed over the next 2 months.

The LINK is complete and undergoing the deficiency review process. Life safety systems have been verified, are operational, and building systems commissioning is in progress. Tenant space for the pharmacy and hairdresser are being finalized and the cafe is under construction with an estimated completion date of July 2017.

East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced two years ago this month. The general contractor has issued progress certificates for work to date showing a 65% project completion to the end of March 2017.

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 is being revised based on feedback from the owner and design teams. The team station is being reviewed and feedback will be provided to the contractor. This is important to establish the construction standard. The second floor client area has progressed substantially with drywall completion and final painting. Flooring installation commenced May 3, 2017 and final finishes will follow as areas are ready.

The 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. This area is fairly complex and has slowed due to a number of coordination and design issues. An interim move of the Central Equipment, Material Distribution and Purchasing Departments was completed to allow for the turnover of space to the general contractor for the pharmacy expansion.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. The most critical area seems to be the freight elevator and loading dock redevelopment due to the coordination issues with existing systems. Costs are currently within budget; however, there is concern over the level of change orders to date.