

Leadership Team Report

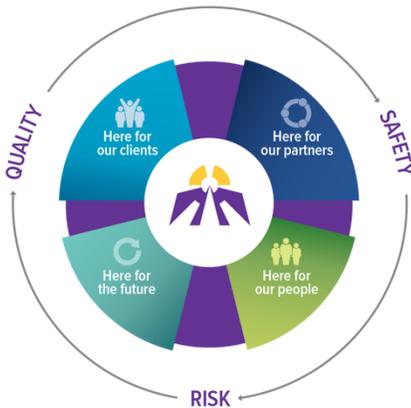
June 2017



MISSION MOMENT

"I have not eaten this well in a long time. It was an absolute paradise to be a patient here. I could not work in geriatric care like your staff does. I'm sending a small donation to St. Joseph's Foundation but wish it was a million dollars. Everybody here exemplifies excellence. Thank you for my stay with you".

Inpatient, St. Joseph's Hospital



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

Preparing for Successful Discharge

The Medically Complex Interprofessional team, led by Respiratory Therapist Jennifer Woodbeck, worked diligently with a long-stay client, his family and private workers to prepare for discharge home. This client has been in St. Joseph's Hospital for a year and a half and was initially not anticipating being able to return home. The discharge planning process included in-hospital training of care providers and family to allow for this care to occur at home.

Geriatric Education

Geriatric education was completed with all full-time, part-time and float nurses and other health care professional staff who work on the fifth floor: Geriatric Assessment and Rehabilitative Care. There was a significant change in staffing and an increase in the number of GARC beds as part of the Care Stream changes in December 2016.

New Furnishings

A donation was made to St Joseph's Foundation, resulting in the purchase of new furniture for Evergreen, a High Support home. Foundation members visited Evergreen. The clients are appreciative of the new furniture.

Care
Compassion
Commitment

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Strategic Plan/Clinical Services Plan

The outpatient rehabilitation teams participated in a retreat to renew program goals to align with the new clinical services plan (developed from the new) strategic plan. The retreat also featured a panel of past and current clients from the programs who participated in an interactive feedback discussion about their experiences while receiving outpatient rehabilitative care.

Facility Assessments

SJCG received notification that the Ontario College of Pharmacists (OCP) Healthcare Facilities assessment team will be assessing St. Joseph's Hospital and Lakehead Psychiatric Hospital sites on June 20 and 21. The OCP, through provincial legislation, provides assessments to ensure that Ontario hospitals strive towards achieving and maintaining an extensive set of standards regarding medication management to provide a safe client experience.

Addiction Services – Family Education and Support Group

The Family Education and Support group was held May 24-27, 2017 and attended by 15 family members of people struggling with addictions. Our focus in the group is to assist family and caregivers to understand the issues and to develop healthy coping skills. Topics include Boundaries, Stress Management, Control and Powerlessness.

Hogarth Riverview Manor (HRM) Addition - Residents Move In

Admissions began to the Resident Home Areas of Birch and Spruce in the HRM Addition on Saturday, May 13th. Ten residents transferred from the new expansion tower to their original rooms in the addition over the first weekend. Community and hospital admission began on May 15th. We are continually assessing staffing requirements to ensure we can provide safe quality care to meet our residents' needs as they are admitted.

HERE FOR OUR

Partners

NOSM Student Shadows Pharmacy Staff

Taylor Lamarche, second year NOSM student, spent two mornings shadowing pharmacy staff as part of the school's community learning initiative. Pharmacy staff benefited from this experience as we learned about the training that today's medical students are receiving.

Community Seniors' Health

As part of detailing the new Seniors' Model, Lisa Petersen, Dr. Tegan Sacevich, Charlene Burford, April Johnstone, and Colette Proulx conducted site visits to Providence Health Care in Toronto and with the Regional Geriatric Programs of Eastern Ontario. The goals of the visits were to explore and be informed on services similar to the programs within Community Seniors' Health. As part of this, staff had the opportunity to observe staff in their roles as Geriatric Assessors in the Ottawa area.

Diabetes Health Partners with Superior North EMS

Marianne Kulp, Manager Diabetes Health and Clinical Support Services, has connected with Superior North EMS to share Diabetes Health's list of outreach clinics. EMS will distribute to clients who require diabetes care.

HERE FOR OUR

People

Indigenous Cultural Safety Training for Staff

Melissa Berry completed the Indigenous Cultural Safety training put on by The Provincial Health Services Authority in British Columbia.

Chronic Pain Management Program at the Canadian Pain Society Annual Meeting

Members of the Chronic Pain Management Team presented 3 posters at the annual meeting of the Canadian Pain Society: "*PACE IT: A Creative, Flexible, Interprofessional Model for Rural/Remote Access*"; "*Chart Audit Investigating High Frequency Emergency Department Users, Their Health Demographics for Chronic Pain and Practice Patterns of Opioid Provision*"; "*Charting Knowledge Into Practice: Assessing Opioid and Chronic Pain Management Performance in ECHO Ontario, a Retrospective Chart Review*". All three posters attracted a great deal of interest.

Book Chapter Published

Heather Boynton, Manager of Mental Health Outpatients, and Jo Ann Vis, faculty in the Department of Social Work at Lakehead University, had a book chapter published: Boynton, H.M., & Vis, J. (2017). Spirituality, trauma, grief and loss: Impacts and therapeutic considerations across the lifespan. In B. Crisp (Ed.), *Routledge handbook of religion, spirituality and Social Work*.

Sister Margaret Smith Centre - Noon Walk Break

Staff members of the Wellness Committee revived the Walk Break at Sister Margaret Smith Centre. Staff is invited to take part in a 20-minute walk on trails around the Centre to encourage people to get outside, do some activity at their own pace and spend time with their colleagues in a healthy way. The 'Common Ground' garden in the courtyard is also taking shape as both staff and clients are planting, weeding and watching the ducks nesting.

2017 Safety Leadership Award

We are very pleased to announce that Pia Heikkinen has been awarded the "2017 Safety Leadership Award", which is presented by the Ontario Trial Lawyers Association. The awards were established in 2011 to honour individuals and organizations that have made remarkable and extensive contributions towards enhancing safety in their communities. Pia is a Youth Worker with Youth Addiction Programs and currently serves as the Program Coordinator for the CHOICES program that provides education and early intervention for young people at risk of substance use and mental health issues. Pia has clearly and consistently demonstrated her care, compassion and commitment to the CHOICES Program and will be traveling to Toronto to accept the award on behalf of the CHOICES Program and the partner agencies of UTURN. Congratulations!

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Vice President, Seniors' Health

We are delighted to announce the appointment of Lina Johnson to the VP, Seniors' Health role, effective June 26, 2017. Lina has over 25 years of experience in nursing and progressive health care management and a breadth of clinical and administrative experience to draw upon in her new role with St. Joseph's Care Group.

Most recently, Lina was the Director of the Waterloo Wellington Health System Decision Support Centre. This new centre was developed as a region-wide resource, and was created and led by Lina during her tenure at Cambridge Memorial Hospital where she was previously the Director of Quality and Decision Support.

Lina is a Registered Nurse with a Bachelor of Science in Nursing from McMaster University and a Master of Business Administration (with honours) from the Schulich School of Business at York University. Welcome Lina!

Director/Administrator Bethammi Nursing Home

We are pleased to announce the appointment of Trevor Giertuga to the role of Director Seniors' Health/Administrator, Bethammi Nursing Home effective May 25th. Trevor was the Deputy Superintendent Administration at the Thunder Bay Correctional Centre and holds the Canadian Nurses Association Certificate in Psychiatric and Mental Health Nursing. This, combined with his management experience, makes Trevor an exceptional asset to our director team.

Clinical Managers Hogarth Riverview Manor (HRM)

Effective, May 15th, we are pleased to announce the appointment of Sandy Young to the role of Clinical Manager at HRM. She will be accountable for the 4 Resident Home Areas in the Addition. Since 2008, Sandy has held various management roles in LTC related to Nutrition and Food Services. She holds the LTC Administrator Certificate and her expertise in LTC will be valuable to SJCG.

We are pleased to also be welcoming Dieter Kreps to HRM as the Clinical Manager for the 4 Resident Home Areas on the 4th and 5th floors. Dieter joined us May 29th. Dieter was a Clinical Nurse Specialist at TBRHSC. He is currently completing his MSc Nursing - Nursing Administration and Management. His extensive experience in clinical education and nursing will be an asset to the Seniors' Health portfolio.

Appreciation

A sincere thank you to Lisa Beckwick who assumed the interim VP, People, Mission & Values role, while Myrna Holman assumed the responsibility for the Seniors' Health portfolio. We are also indebted to Myrna, who will resume her VP, People, Mission & Values role as of June 26, 2017.

Our thanks to Denis Nault who kindly stepped in as the interim Director Seniors' Health/Administrator Bethammi Nursing Home. His support for Bethammi, PR Cook and Sister Leila Greco Apartments and the Manor House has been exceptional.

Kristen Wojtalik has taken on the Clinical Manager role for the Addition until June 9th when she will return to her permanent managerial role at Bethammi Nursing Home. We're very appreciative of her exceptional support.

Library on Location

On May 23 Lorelei Anderson and Jane Varley provided a one-day, specialized, pop-up library for staff at Sister Margaret Smith Centre. Books, journals and other Library resources were on display. Thanks to all staff who took advantage of the event!

HERE FOR OUR

Future

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is nearing completion at Hogarth Riverview Manor (HRM) Addition and the LINK with deficiency corrections and completion of exterior works being the main outstanding items. The exterior finishes to the Addition, the main entrance canopy and the LINK are still in progress and should be completed over the next month.

The Janzen's Pharmacy space in the LINK opened on May 29, 2017. The Robin's Donuts outlet and the hairdresser are expected to open in the next few weeks.

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 71% project completion to the end of April 2017.

Structural steel erection, roofing, concrete and the finishing of the exterior of the building has been completed. Exterior windows are essentially complete. Mechanical and electrical rough-ins are well underway in all areas and interior framing of the building has been completed in most areas of the building with the exception of construction lay down areas. 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 flooring being laid and ready for ceiling grid and final painting and finishes.

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. 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 and the space has been remediated and demolition has commenced.

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.