



Report from the Leadership Team February 2008

Client Centred Care

Electronic Documentation Evaluation

An evaluation of implementation and use of the electronic documentation component of Meditech is underway in partnership with Healthtech Consulting. Surveys, focus groups, observation/shadowing and chart audits will be utilized to evaluate the effectiveness of electronic charting.

Substance Abuse Working Group

The Substance Abuse Working Group, comprised of internal clinical staff, developed a number of recommendations to improve the quality of care provided to inpatients with complex medical needs, including substance abuse issues. A pilot project has been established to implement collaborative care protocols between Addiction Services, Complex Continuing Care and Physical Rehabilitation Programs.

Men's Breakfast Club

A new program, entitled the "Men's Breakfast Club", is being established for older adult males to support the development of social and life skills. This new program will be housed at Sister Margaret Smith Centre and is scheduled to start the first week in February.

St. Joseph's Health Centre – Evening Groups

Evening groups for mental health clients of St. Joseph's Health Centre who are at work, school or have family commitments during the day are now being offered. The floor plan of St. Joseph's Health Centre, with group rooms close to the entrance and registration, supports the provision of these groups in a safe and secure environment.

High Support Housing Initiative

Five clients were recently discharged from the adult mental health rehabilitation inpatient program at our Lakehead Psychiatric Hospital site to live in the community in our new high support home, Evergreen. Adult Mental Health Rehabilitation staff will be providing additional support for clients during the first month of transition and will be available afterwards as a resource for clients and staff of Evergreen.

Best Practice Guidelines Implementation

The managers of Bethammi Nursing Home and Hogarth Riverview Manor are part of the collaborative network (IC3) which focuses on best practices in continence care in long-term care homes.

Palliative Care in Long-Term Care

Hogarth Riverview Manor has initiated a palliative care team comprised of multidisciplinary staff. To enhance palliation services to the residents at Hogarth Riverview Manor, education on implementing pain pumps is planned for February 2008.

Information Systems Projects

The printer consolidation project is intended to lower the overall cost of printing by replacing higher cost printers, scanners and facsimile machines with multi-function units that automatically print on both sides of the paper. These units are being piloted in Administration and one of the clinical program areas.

Replacement of the telephone system at the St. Joseph's Hospital site with a Voice Over IP system has been initiated.

Moving on After Stroke – Telehealth Remote Project

The "Moving on after Stroke-Telehealth Remote" (MOST-TR) project is nearing completion. This self-management program is delivered using telehealth to community stroke survivors and their care partners in Thunder Bay and across Northwestern Ontario. Since the first pilot in April 2006, 11 nine-week sessions have been delivered to 47 stroke survivors and 35 care partners in Thunder Bay and 29 stroke survivors and 21 care partners in the region. A proposal is being developed to apply for funding to allow for continuation of this successful program.

Our People

Evergreen Staff

Two RNs, six Case Workers (RPNs), and two Community Support Assistants have been selected to be the onsite staff at Evergreen, our new high support home. Training took place in conjunction with developmental service agency workers with a goal of creating a strong core group of staff specialized in working with clients with a dual diagnosis.

Ontario Psychiatric Association – President Elect

Dr. Mulzer has been elected to the Ontario Psychiatric Association (OPA) as president-elect as of February 6th 2008; he will move to the role of president in 2009. Dr. Mulzer is also currently the Psychiatrist representative from the OPA to the Ontario Medical Association.

Complex Continuing Care/Rehabilitation

We welcome Dr. Terry McDonald and Dr. Crystal Cannon to the team of health care professionals providing care and service at the St. Joseph's Hospital site. Dr. Cannon will be developing potential models for physician care at St. Joseph's Care Group.

Leadership Training

The managers and two staff members from Bethammi Nursing Home and Hogarth Riverview Manor have completed the final phase of the Leadership Program at the Dorothy Wylie Nursing Leadership Institute in Toronto.

Information Management Team

The Information Management Team is in the process of creating a plan to address the information needs of the staff. Providing necessary access to electronic systems and training requirements are being addressed.

Collaboration

Aging and Driving

Dr. Michel Bédard was an invited witness to the Canadian Senate Special Committee on Aging regarding aging and driving. The mandate of the Committee is to "examine and report upon the implications of an aging society in Canada". Dr. Bédard spoke about the challenges associated with the maintenance of mobility for older adults, and particularly about the importance of safe driving to maintain independence and quality of life.

Ministry of Community and Social Services

Meetings continue with the developmental service agencies to plan for the specialized accommodation unit at Evergreen. Our close collaboration with agencies funded by the Ministry of Community and Social Services has received positive recognition by MCSS and service agencies in Northeastern Ontario.

Employment Options Partnership

A reciprocal working partnership has been established with the Canadian Mental Health Association and the March of Dimes in an effort to provide a continuum of services and options for employment for people with a serious mental illness.

Performance Improvement Fund - Common Referral Process

Our Community Outreach Program staff continues to work with staff of Thunder Bay Regional Health Sciences Centre - Assertive Community Treatment Teams, Alpha Court and Canadian Mental Health Association to enhance our common referral process to mental health and addiction case management services. Approximately 344 referrals have been processed since the establishment of the partnership one year ago. This is leading to decreased wait times for clients and improved matching between client need and

the most appropriate service provider. Improvements to this process have been supported through the "Performance Improvement Fund" of the Ministry. This project will be drawing to a close at the end of March, with a final report due in May.

Eating Disorder Training

The Eating Disorders Team provided Eating Disorders training for the Family Physicians in training from McMaster University.

Shared Mental Health Care – Spence Clinic

Management and clinical staff of Community Mental Health Services met with physicians at the Spence Clinic early in January. Shared mental health care services for three physicians will be initiated in February 2008.

Mental Health Care Pilot

Community Mental Health Services urgent care clinicians met with Thunder Bay Regional Health Sciences Centre - Mental Health Assessment Team nurses and Alpha Court Rapid Response staff and managers to review the urgent care pilot and to develop new processes that will facilitate early response to clients presenting in emergency. Admission to inpatient mental health care at TBRHSC can be diverted if the client can be seen within 72 hours in our urgent care program. We are continuing to evaluate the effectiveness of this system.

Heart Failure Management Pathway

Hogarth Riverview Manor will be one of three facilities, in conjunction with CERAH, supporting Dr. Heckman's initiative to implement heart failure guidelines in long-term care. Workshops will be held and the pathway will be implemented and undergo preliminary evaluation.

LHIN eHealth Lead

The MOHLTC has re-written the eHealth strategy from a Chronic Disease Management (CDM) perspective, viewing eHealth as an enabler to better health care, better access to care and improved outcomes. The initial focus will be on diabetes and the province is looking for two or three LHINs to take the lead. The NW LHIN is working with the NE LHIN to create a CDM proposal to submit to the Ministry. There may also be an opportunity for additional funding from Canada Health Infoway.

The shared Project Management Office is working on the creation of a security and privacy policy. It is expected that this policy will guide all health care agencies when they have questions about sharing patient information with other providers.

Communication & Advocacy

Branding Project

A session was held in Toronto last month, jointly with the Catholic Health Association of Ontario (CHAO) and the Catholic Health Corporation of Ontario (CHCO) to review the findings and provide additional input into CHAO's Brand Articulation Project. This project is intended to provide clear articulation of the role, identity and 'value-addedness' of Catholic Health Care in the province of Ontario.

Teaching & Research Identities

NOSM Students Technology Requirements

Information Services management staff recently met with senior eHealth people from the Northern Ontario School of Medicine (NOSM) to begin discussions about the technology aspects and requirements of the charter class of students from NOSM, who will soon be in hospitals across the North.

Nursing Scope of Practice

Planning is underway to provide in-house training for nursing staff within the mental health and addiction services division with a goal to increase nursing scope of practice.

Seeking Bimaadiziwin Training Manual

The need to create a film to support therapeutic intervention with Aboriginal youth was inspired by Dr. Paul Mulzer, a psychiatrist with the Care Group. Seeking Bimaadiziwin or 'Seeking the Good Life', deals with the

tough issues of depression, suicide and racism, and has been honoured with many awards since release. A companion training manual and a second film designed to help health workers become more culturally competent will be completed in early 2008.

Student Placements

There were student placements at Bethammi Nursing Home and Hogarth Riverview Manor this month from Lakehead University's Schools of Nursing and Social Work, and the Northern Ontario School of Medicine.

The student room at St. Joseph's Health Centre is fully occupied with students from Social Work, Psychology and Occupational Therapy. The student room provides an opportunity for students in different health care disciplines to interact and develop a better understanding of the areas of practice in each discipline.

Research Publications

Erin Puhalski, Denise Taylor and Tina Poulin (Amputee Clinic) were informed that their practice based research project has been accepted through the Journal of Prosthetics and Orthotics and will be published in the near future.

Maggie Bellefontaine's, (Diabetes Health Thunder Bay) article "*Identifying the Continuing Diabetes Education Needs of Acute Care Nurses in Northern Ontario*" was published in December issue of The Canadian Journal of Diabetes.

Assistant Editor Appointment

Sophie Regalado has recently started her role as Assistant Editor of the Journal of the Canadian Health Libraries Association and submitted her first column providing an overview of recent research relevant to health care librarians.

Capital Project Updates

Sister Margaret Smith Centre

We continue to wait approval from the MOHLTC to award the contract to the General Contractor who was successful in bidding through the tender process. Once this contract is awarded, the contractor can begin to plan for a start to the construction as early as possible in the spring.

Centre of Excellence for Integrated Seniors Services (CEISS)

In order to begin a focused effort on planning for the CEISS, a request for proposals has gone out for both Project Management and Architect services.

Development agreements for both the 336 long-term care beds and the 132 supportive housing units are currently being prepared by the Ministry of Health and Long-Term Care and the Ministry of Municipal Affairs and Housing, respectively.

The LHIN-sponsored CEISS Steering Committee continues to meet and coordinate various initiatives to support the development of a true 'centre of excellence' model.