



Report from the Leadership Team March 2008

Client Centred Care

St. Joseph's Health Centre – Specialty Services

Specialized services have been established within Community Mental Health Services to meet the needs of people with personality disorders and those with borderline personality disorders. The treatment framework is based on best practices that have been developed to support people with very complex mental illness.

Client Safety Initiatives

Client safety initiatives on our Dementia Care Program include the use of bed alarms and hi-low beds to reduce the use of restraints and the number of falls. Environmental strategies are being developed with the goal to reduce "exit seeking" behaviour.

Integrating Hospital and Community Care

Integrated care protocols are being developed collaboratively with staff of Addiction Services and St. Joseph's Hospital. An educational initiative will be launched in May to provide a four module workshop designed for nursing staff to enhance awareness of substance abuse issues and available resources.

Information Systems/Information Technology – Indicators and Projects

Significant progress was made on the creation of a disaster recovery plan as potential second data centre sites have been evaluated and documentation of the plan is proceeding. Further information will follow.

Staff have started to work on the replacement of older PCs and laptops as part of the annual refresh cycle. Generally 100 PCs and laptops are replaced annually across SJCG.

Outbreak Management

Hogarth Riverview Manor and Bethammi Nursing Home recently had respiratory outbreaks which were monitored by the Care Group's Outbreak Team. The staff is commended for continuing to ensure our residents were well taken care of during this period.

Our People

Employee Recognition

On Friday, February 29th we were pleased to host an evening of recognition and celebration for our employees at the Da Vinci Centre. Following dinner, special presentations were made to the 2007 retirees and all employees were acknowledged and thanked for their dedication to SJCG and our clients. The evening ended with a concert by "Flamenco Caravan".

During March, teams and departments throughout the Care Group are hosting Employee Recognition events to continue to acknowledge and celebrate our staff and to present gifts in recognition of long-term service milestones. The SJCG Milestones newsletter, listing all 2007 retirees and long-term service recipients, is available to view on the Intranet, with hardcopies distributed to all sites and services.

A special thank you to the *Employee Recognition Planning Committee*: Allison Hill (Chair), Anna Grenier, Terri Gurney, Erin Paul, Linda Piscioneri, Kim Haluczak, Sarah Robertson (HR student), Meaghan Sharp, Mark Brassard, and Sharron Owen. Duncan Koza must also be acknowledged as the 'official' photographer for the evening, as well as for his design work in creating the fantastic 'slide show' that ran during the course of the evening.

Volunteer Services

Congratulations to Anna Grenier, Coordinator of Volunteer Services at LPH and HRM, who recently received outstanding results on her recertification paper from both the provincial (Professional Administrators of Volunteer Resources-Ontario) and national (CAVR – Canadian Administrators of Volunteer Resources) professional associations. Anna has agreed to have her paper published.

Nurse: Client Ratios

The Complex Care and Rehabilitation Programs reviewed nurse: client ratios over the past few months and are now moving toward implementation. These changes will enable some of our RN staff to assume clinical leadership positions. The project will be completed by September 15th.

In addition, the management team of the CCC/Rehabilitation Programs reviewed the management structure and identified opportunities to streamline the programs and improve communication and accountability.

Canadian Psychiatric Association Award

Dr. Chi Cheng, a child and adolescent psychiatrist with the Care Group, recently received a national award from the Canadian Psychiatric Association for her work with the Early Psychosis Program. This program, called the First Place Clinic and Resource Centre, is located at the Canadian Mental Health Association.

New RPN Positions

Bethammi and Hogarth Riverview Manor nursing staff met to discuss the best use of the newly-funded RPN positions. Each home received funding for one additional full time position.

Collaboration

Interprofessional Care Initiative

We will be partnering with Northern Ontario School of Medicine (NOSM) on a recently funded Health Force Ontario initiative, "Facilitating Leadership in Interprofessional Care (FLIC)". This project involves the identification of teams in Northern Ontario that are interested in enhancing their ability to deliver interprofessional care.

Specialized Housing Program for People with Dual Disorders

St. Joseph's Care Group is working closely with Options Northwest and other community partners to develop a service agreement regarding the use of the specialized stabilization unit located at Evergreen. This one bedroom unit was established with MCSS capital funding to meet the needs of people with a developmental disorder and a mental illness and/or behavioural issues.

Options Northwest and SJCG are collaborating to provide Positive Behaviour Support Training that includes a train the trainer module to build local capacity within our community in the management of people with complex mental health, development and behavioural issues.

Performance Improvement Project - Streamlined Access to Mental Health Services

An intake/tracking database is being developed for the Performance Improvement Project with the goal to track all referral and intake activities and to support the flow of information between the nine participating community mental health programs.

Cross Border Collaboration

Ms. Stacie York, from the University Behavioural Health Centre in Denton, Texas visited Sister Margaret Smith Centre and Balmoral Centre as part of a "knowledge exchange" initiative. The University Behavioural Health Centre offers mental health and addiction services for both adults and youth along the full continuum of care from intensive treatment to withdrawal management, outpatient services and follow up services. It also offers two intensive treatment programs for self harm and for trauma. Clinical staff from the Care Group visited this facility previously.

Partnering with Youth Service Agencies

Our mental health and addiction services clinical staff are participating in a Youth Suicide Strategy for the City of Thunder Bay in partnership with Children's Centre Thunder Bay. This community agency received funding to support the formulation of a community development plan to address youth suicide in our communities. Other partners include Ministry of Health funded youth services, Community Health Centres, Thunder Bay District Health Unit as well as Education and Youth Criminal Justice representatives.

Regional Electronic Medical Record Rollout

The regional Meditech project has made great progress over the last few months. Eight of nine hospitals are now live with the second phase modules and the ninth will go live shortly. All of this has been accomplished on time and under budget. Phase 1 at Riverside Health Facilities will go live April 1st.

LHIN eHealth Lead

In conjunction with the NE LHIN, a proposal related to Chronic Disease Management (specifically diabetes management), using e-Health as an enabler was submitted and selected to proceed to the next step. The proposal involves development of a unique patient identifier system and a best practice care plan for diabetes care. A patient portal could provide patient self-monitoring capability and education while a provider portal will improve the communication and sharing of health information between providers. Telehomecare is being examined and we also want to determine if the data from patient home testing equipment can be downloaded into one or both of the portals. All of these activities are in keeping with the LHINs' eHealth Tactical Plan and would help build foundational elements for other activities in that plan.

Thunder Bay Housing & Homelessness Coalition Group

Vickie Scholtens, Housing Manager, joined the Thunder Bay Housing & Homelessness Coalition Group and the Housing & Supports Group in January. Both committees are made up of agencies providing services to 'difficult-to-serve' clients.

Elder Continuum of Care – Sioux Lookout

St. Joseph's Care Group has been invited to join the Elder Continuum of Care Committee of the Sioux Lookout Meno Ya Win Health Centre to help develop improved services for their region (with 85% of the population being First Nations people). Paulina Chow and Mieke Busman visited the Health Centre in February to share best practices.

Communication & Advocacy

Sister Margaret Smith Centre Communications Plan

A communications plan and dedication ceremonies planning are underway both for the closure of Sister Margaret Smith Centre and the ground breaking for the new Sister Margaret Smith Centre.

OHA Member Engagement Session

The newly appointed President & CEO of the Ontario Hospital Association, Tom Closson, was in Thunder Bay to meet with OHA members and discuss issues of concern to hospitals across the province. CEOs and Board Members from across the North West engaged in this discussion, centering around the need for additional Alternate Level of Care supports (interim beds, additional community care), transportation, funding challenges/accountability agreements, as well as the ongoing evolution of the relationship between the LHINs/MOHLTC and Hospitals.

Teaching & Research Identities

Making a Difference: 2008 Showcase of Applied Research

In February, St. Joseph's Care Group proudly hosted their 3rd Annual Research Showcase welcoming 112 registrants from a diversity of Thunder Bay organizations. This community wide event provided an opportunity for researchers to share the knowledge generated on a variety of topics relevant to the clients served through health services in Northwestern Ontario. Special thanks to the Planning Committee for a very successful event!

Regional Conference

The Building Bridges Conference, with a focus on Aboriginal Youth, is scheduled for March 27 and 28. The Care Group has supported this region-wide educational event with coordination and planning supports, as well as funding. More than 250 people have confirmed attendance.

Expansion of Previous Research Projects

Two research submissions are forthcoming for extension of previous research projects. The first involves further investigation into the demographic and clinical features of problem gambling clients, which will be conducted in partnership with Lakehead University. The other initiative involves an extension of our research on clinical effectiveness of Eye Movement Desensitization and Reprocessing.

Research Presentation

Dr. Michel Bédard, Director of Research, presented at the International Conference on Aging, Disability and Independence in St. Petersburg, Florida in February. His presentation was titled "Understanding the difference between clinical and statistical significance in predicting driving abilities."

CAN-STRIVE Project

Hogarth Riverview Manor and Bethammi Nursing Home have been selected by the University of Waterloo to participate in the Canadian Staff Time and Resource Intensity Verification (CAN-STRIVE) project. The CAN-STRIVE will capture the staff time spent in caring for residents and will study other elements of resident care. This study ensures that residents cared for in our homes factor into the validation and refinement of the RUG-III and also into the Ontario-specific case weights for funding. The outcome of this research will help to ensure proper payment for care and advance our knowledge of current practices.

Capital Project Updates

VOIP (Voice Over Internet Protocol)

A new VOIP phone system is currently being implemented at the St. Joseph Hospital and Sister Margaret Smith Centre sites. TBayTel is preparing to install the new equipment in preparation for a late-March switch over. Training will be set up for all staff prior to the switch over by IT and TBayTel.

Honeywell Energy Retrofit

The Honeywell design team presented the planned projects for St. Joseph's Hospital, St. Joseph's Heritage, Hogarth Riverview Manor, Balmoral Centre, and St. Joseph's Health Centre sites to the core energy decision group on February 11th. The next steps are to finalize contracts to begin the next phase of design working drawings and identify details and costs.

ORC Capital Project Update

The Ontario Realty Corporation (ORC) is as the owners of our LPH site are continuing with a number of projects including the installation of new atrium windows in the laundry, installation of two new fire alarm panels in the building services and power house buildings, and the installation of the new facility power transformer.

Director, Capital Planning & Development

We are pleased to welcome Jerry Tichy to the position of Director, Capital Planning & Development for the Care Group. Jerry has a background in engineering as well as significant experience in project management. He will assume responsibility for overseeing the three capital projects listed below, as well as other development and future capital planning throughout our corporation.

Sister Margaret Smith Centre

The construction contract was awarded to FinnWay General Contractors Inc. of Thunder Bay. A formal Construction Kickoff Meeting was held and work on the site is already underway. The construction period will be 14 months in duration (end of May 2009).

Mental Health Rehabilitation Program Addition

The Block Schematic Report is in the final preparation stages, to be submitted to the Ministry of Health and Long-Term Care (MOHLTC). Work continues on the design and sketch planning documents, as we wait for the next step of approval from the MOHLTC.

Centre of Excellence for Integrated Seniors Services (CEISS)

Requests for proposals for Architectural and Project Management services were reviewed, and letters of intent have been sent to each. Given the compressed timelines on this project, site visits to other Long-Term Care Homes of this magnitude are being planned immediately.