



Report from the Leadership Team October 2008

Client Centred Care

Support Services

The Support Services Program at the P. R. Cook Apartments has received funding of \$105,933 from the NWLHIN to provide enhanced support services to clients. The Manager, LTC Community Support Services Program, will develop plans to expand services with the goal of maintaining clients in their homes for as long as possible.

Client Satisfaction Survey

An overview of the results of the Seniors Community Psychiatry Program (SCPP) and Seniors' Psychiatry Day Program (SPDP) Client Satisfaction Survey was provided to program staff by Dr. Ed St. Pierre. Overall results of the survey demonstrate a high level of client satisfaction.

Access to Primary Care

Clients within our Mental Health and Addiction Outreach Programs without family physicians are now receiving primary care services as a result of expanding Nurse Practitioner services. Many people with mental health and addiction issues also have complex medical and health concerns.

Social Skills Activities

Going out for dinner has taken on a new meaning for many tenants living in High Support homes. High Support Housing staff and tenants have initiated hosting dinner parties for one another. This opportunity to socialize in another home setting has been very successful for both the guests and the hosts. As a result, the three homes are in the process of planning a Hallowe'en party to be held at Franklin Manor.

Decreased Waiting Time to Access Mental Health Services

Research suggests that clients are much more likely to become engaged in mental health treatment if they are seen within 2 weeks of referral. Mental Health Outpatient Programs intake staff have reduced the time from referral to intake and intake to treatment, with an average wait time from referral to intake of 26 days, down from about 90 days in January 2008. The programs continue to work towards increasing timely accessibility to service, with a goal to achieve the 14 day target by the end of this year.

Our People

Project Management Certification

Andrew Wehrstedt, Project Coordinator within Information Services, recently received certification as a Project Management Professional (PMP), the most widely recognized certification in that profession.

Sister Margaret Smith Centre (SMSC) Mock Evacuation

A mock evacuation exercise for the SMSC was conducted on September 30, 2008. A debriefing session held immediately following the exercise provided feedback regarding the effectiveness of current policies and procedures for the Code Green and identified changes or revisions to improve current procedures.

Staff Education Opportunities

Dr. Carole Cohen, Geriatric Psychiatrist and Clinical Director of Community Psychiatry Services for the Elderly at Sunnybrook Health Sciences Centre provided a presentation to the community teams of Seniors' Mental Health Programs on 'Psychosis in the Elderly.' Following the presentation, an informative discussion took place about the operations of similar seniors' psychiatry services provided at Sunnybrook.

Canadian Psychiatric Association Award

Congratulations to Dr. Paul Mulzer who was awarded the “Paul Patterson Educational Leadership Award” at the Canadian Psychiatric Association’s annual conference in Vancouver. This award is one of the most prestigious awards of this national organization and is named after a great child and adolescent psychiatrist who pioneered collaborative care.

Psychosocial Rehabilitation (PSR) National Conference

Twelve mental health staff from Adult Rehabilitation, including the PSR Coordinator, attended a national conference in Winnipeg. It was a successful learning experience with knowledge gained and many new connections were created with other programs across Canada.

Theatre in Clinical Programs and Recovery

Colin Stewart, a social worker and actor, developed *The Sanity Project*, which is a theatre group comprised of clients with a mental illness, who use theatre in their recovery process. *The Sanity Project* has been supported by Rob McLeod’s Capitol Players.

“Livin’ on the Edge” is an original play, created in partnership with the NorthWest Community Health Centre, the Fetal Alcohol Spectrum Awareness Committee and Rob MacLeod’s Capitol Players. The play was developed with the input of local foster parents all of whom were biological relatives of FASD children/adults. Maureen Parkes (FASD Coordinator – Norwest Community Health Centre) envisioned and spearheaded the creation of the play.

Canadian Blood Services “Partners for Life” Program

St. Joseph’s Care Group has joined the Canadian Blood Services “Partners for Life” Program. By joining the program, St. Joseph’s Care Group has made a commitment to save lives by donating blood as a team. Throughout the summer, the Canadian Blood Services offered “What’s Your Type” clinics at five of our larger sites. The response was described as “absolutely terrific” with a total of 191 participants. Together we can save more lives.

Family Fun Day

The first Family Fun Day was held on Sunday August 24th at Evergreen Park. Families enjoyed a beautiful day of picnic lunches, ice cream cones, face painting, temporary tattoos, games and prizes. Thank you to Marie Murray, Linda McDonald and Gary Duguid for organizing the event and to our “super duper ice cream scooper” volunteers Sharron Owen and Allison Hill.

Staff Golf Tournament

The first annual SJCG Wellness Staff Golf Tournery was held on September 14th at Emerald Greens. The response from staff was overwhelming with 84 participants (21 teams) and 28 hopefuls on a waiting list. The afternoon was chilly but the enthusiasm of the golfers more than made up for the cold temperatures - 9 holes of ‘Best Ball’, followed by a BBQ dinner, with prizes awarded based on best and worst scores, as well as good and bad golfing talent. Special mention for two teams with the best spirit and costumes: The “Naughty Knickers” and the “Sultans of Swing.” Thanks to the organizing committee: Allison Hill, Kim Haluczak, Erin Paul & Loretta Turpin.

Collaboration

Friends of the Gardens – Hogarth Riverview Manor (HRM)

When people come together in partnership, wonderful things happen. This spring and summer, Volunteer Services (Anna Grenier) and Spiritual Care (Stepan Bilynsky) collaborated to recruit, train and support people from our community who joined the “Friends of the Gardens” project at HRM.

Thanks to the Master Gardeners of Thunder Bay, led by Linda Lahtenmaa, who brought together other local gardeners and ensured the volunteers had the training to do a quality job; Volunteer Thunder Bay, a group of 10 teen volunteers, as well as Mary Anne Seabrooke, Aboriginal Spirit Volunteer Coordinator, along with 3 other aboriginal volunteers, who made a commitment to the project.

Some of our residents of HRM, volunteers and family members also participated to make the project a success. The result? The HRM Gardens have never looked better!

Volunteer Publication

St. Joseph's Care Group, along with Abitibi-Bowater and the Chronicle Journal, were the main sponsors this year for the "2008/09 Volunteer Opportunities" booklet, produced by the Thunder Bay Association of Volunteer Administrators (TBAVA) and distributed within the Chronicle Journal on Monday, Sept 29. Thanks to Erin Paul, Communications Assistant, who worked with Anna Grenier and Loretta Turpin, Coordinators of Volunteer Services, on this special project.

OHA Leadership Development Institute

In the spring of 2007, the Ontario Hospital Association (OHA) launched a process to help develop a leading edge, accessible and sustainable Leadership Development Institute (LDI) – one that would provide the leadership capacity required for the future of Ontario's healthcare system.

In its fully developed state, the LDI will provide talent management support; deliver leadership development programs, make available resources and supports in areas including assessment, mentoring, coaching, secondments/leadership exchanges; research and tools; and, conferences and networking opportunities.

In August, the OHA sought expressions of interest amongst its members for participation in the development of a talent management framework for the LDI. We are pleased to have been selected, along with 6 other hospitals, as a pilot site for this initiative.

Performance Improvement Project

The results of the Common Intake Project have been accepted to the Leading Practices Electronic Display at OHA's Health Achieve 08. This project involves multiple community mental health agencies/hospitals.

Specialized Accommodation Unit

The first referral to meet the criteria for accessing this unit at Evergreen was received by the Network facilitator. Matt Shute, the Clinical Supervisor and the Evergreen staff are working closely with OPTIONS Northwest, Avenue II and Community Living Thunder Bay to develop a detailed plan for this client to utilize the unit.

Vocational Provincial Network

Doug Dowhos participated in the beginning development of a provincial network comprised of vocational service providers specializing in supporting people with a mental illness. They are also looking at vocational best practices and innovative initiatives with respect to the field.

Transitional Age Youth

Transitional Age Youth (ages 16 to 25) clients often fall between the cracks, fitting in neither the child nor the adult mental health system. Mental Health Outpatient Programs has begun two collaborative initiatives with Children's Centre Thunder Bay to address this issue.

Grief Counseling

Spiritual Care staff is working with staff at the Canadian Mental Health Association to continue to offer a suicide bereavement treatment group. The focus of this group will be expanded with the help of the Anishnawbe spiritual care worker, who will co-facilitate the group.

LHIN e-Health Lead – Aboriginal Diabetes Registry

A component of the Ministry's e-Health strategy involving the Northwest and Northeast LHINs is the implementation of a diabetes registry in the aboriginal population. The diabetes registry is more than just a listing of all individuals with diabetes, as it also includes the creation of a provider clinical viewer, a patient portal for self reporting and monitoring, the sharing of best practices and the increased use of electronic systems in physician offices. There have been some very preliminary conversations on how to engage the Aboriginal communities and leaders from the start of the project.

Teaching & Research Identities

Student Placements

Third year nursing students began placement for the September/October session with the Mental Health Rehabilitation Programs, Dementia Care Program, Seniors' Community Psychiatry Program, Seniors' Psychiatry Day Program, and our Mental Health Outreach Programs.

A fourth year medical student worked with Drs. Czolpinska and Vandenberg through September and gained valuable exposure to the assessment and treatment of clients with severe mental illness.

Gerontology Workshop

Mental Health Rehabilitation Program Occupational Therapy staff attended a gerontology workshop at McMaster University promoting the prevention of physical and cognitive deconditioning in the frail, older adult.

Occupational Therapy Annual Conference

Rehabilitation Occupational Therapy staff attended the Occupational Therapy Annual Conference in Niagara Falls with workshops related to mental health, advanced Occupational Therapy practices and regulatory issues.

Mental Health and Patient Safety Conference

Program Managers and clinical staff attended an OHA Conference regarding patient safety in mental health. The conference provided valuable information about specific and unique safety issues in mental health and strategies to address those needs. It was also evident that the Care Group is doing excellent work to safeguard client safety in our multiple and diverse settings.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

Progress continues on construction of our new SMSC, with the work continuing on schedule. Paving and curb work along Lillie Street and the east parking lot has been completed with sidewalk, boulevard landscaping, and parking area landscaping to follow.

A SMSC Transfer Committee meeting was held in September to further develop the plans associated with the move from the present to new facility.

Mental Health Rehabilitation Program (MHRP)

SJCG has provided the Ministry with functional program clarifications which the Ministry is reviewing while sketch plan design costing proceeds.

Centre of Excellence for Integrated Seniors Services (CEISS)

Master planning and functional programming portions of the project are being finalized. Schematic design is progressing to completion for costing phase. SJCG continues follow up with the Ministry to address the updated project budget requirements with relation to the required project elements.

Honeywell Energy Retrofit Project

Installation of new lighting fixtures is progressing on the basement level of the hospital site. Removal of equipment from the fifth floor penthouse continues in preparation for installation of new boilers. The project is progressing on schedule at the hospital site with minimal disruption to staff and clients.