



**Report from the Leadership Team
January 2009**

Client Centred Care

Dementia Care Program Environmental Improvements

Client areas in the Dementia Care Program have been painted and minor renovations in the Tub Room have been initiated to enhance the physical environment. A warm colour palette has been selected for our seniors' population, and will complement new furnishings that have recently been ordered.

Christmas Activities for Mental Health Rehabilitation Programs

A Christmas Dinner held on December 10th for Adult Rehabilitation and Older Adult Rehabilitation inpatient programs was well attended with 100 clients, family and friends participating. Our clients participated in many other Christmas community activities to enjoy the season. Also, the Rehabilitation Outpatient program hosted a Christmas luncheon on December 16th with 40 clients and guests attending.

"Gifts From the Heart" Activities

Outpatient Mental Health Rehabilitation staff delivered 18 hampers and 30 gifts to outpatient clients. We are grateful to all of our staff throughout the Care Group who contributed to fundraising activities throughout the year to support our mental health clients.

Quality Improvement Working Groups

Prospective analysis of high risk health care processes is a useful tool in the work to improve client safety. There are currently two prospective analyses underway at SJCG, each with the goal of identifying areas for improvement in the process. The Process Gap Analysis Working Group (Deb Emery and Penny Anguish as the leads) is reviewing the process for purchasing and implementing medical devices (equipment) that affect more than one client care area. The Medication Administration Process Working Group (lead - Deb Emery) is reviewing the process for administering medications with a view to reducing errors.

Moving on After Stroke (MOST) Program

The MOST Program is excited to have completed the research phase and entered into a best practice program delivery. The research project (held from 2005-2008) enrolled 110 people with stroke and 74 caregivers from Thunder Bay and the NW region. There is ongoing interest in the region and the first two groups scheduled for 2009 have confirmed participants (January: Manitowadge and Sioux Lookout; March: Nipigon and Fort Frances).

Regional Joint Assessment Clinic

We are pleased to announce the launch of a Regional Joint Assessment Centre (RJAC) which began on January 1, 2009. This is a new interprofessional, patient-centered model of care for hip and knee arthroplasty patients in Northwestern Ontario. The program aligns with the Ontario Wait Times mandate to improve patient access to orthopedic surgeons through the development of a Centralized Intake and Assessment Centre. This model of care promotes the use of physiotherapists to provide triage, pre-operative screening and post-operative reviews for hip and knee replacement patients.

Implementation of Medication Safety Self-Assessment Tool

Hogarth Riverview Manor is implementing the Medication Safety Self-Assessment Tool through the Institute of Safe Medication Practices (ISMP). The tool has been designed to promote safe medication administration and management practices within the home. HRM can use the graphs and reports generated from this tool as a quality activity tool to identify opportunities for improving medication administration.

Our People

Annual Health Care Student Reception

The 8th Annual “Home for the Holidays” reception for Students in Healthcare took place on December 30th. The reception, organized by the City of Thunder Bay, was held at Thunder Bay Regional Health Sciences Centre this year. Over 50 students enrolled in various healthcare education programs across the country attended. SJCG was well represented at the reception with Tracy Buckler, Penny Anguish, Allison Hill, Geri Vainionpaa, Susan Colosimo, Michelle Addison and Laurie Broadfoot available to speak to the students and encourage them to consider potential placement and career opportunities at our facilities.

Don’t “Bear” the Flu Campaign

This year’s flu campaign for staff wrapped up with an increased immunization rate of 36% overall, as compared to 34% last year. Although we had significantly more staff immunized the first week of our campaign, this trend unfortunately did not continue throughout the campaign.

The low immunization rates are a common trend throughout our community. In recognition of this, the Thunder Bay District Health Unit has recently announced formation of a task force to discuss how to make the campaign more 'attractive' for community to increase compliance to the flu shot next year. SJCG will participate in the task group and will continue to work on this ongoing challenge.

Christmas Teas

A very special thank you to Mary Anne Porter, Manager, and all of the Nutrition and Food Services staff for the time and effort they put forth to make the Christmas Teas so special. All of our staff members truly appreciate the festive food and the collegial atmosphere of the season.

Collaboration

Fall Injury Prevention in Seniors

Bethammi Nursing Home and Hogarth Riverview Manor, in collaboration with other community health care sector partners in North Western Ontario, submitted a proposal, *Seniors Community-Wide Fall Injury Prevention Program in Northwestern Ontario* to the North West LHIN. The proposal was successful and as the host agency, we will receive three-year funding support totaling \$600,000 to implement the program in Northwestern Ontario to improve falls prevention in seniors.

Interprofessional Collaboration Funding

Bethammi Nursing Home and Hogarth Riverview Manor, in collaboration with Lakehead University, Janzen’s, Active Health Management, and Confederation College, received three-year funding support, totaling \$450,000, from HealthForce Ontario, for a proposal entitled *Creating and Implementing and Accountability Framework for Regulated and Unregulated Health Care Providers in Long-Term Care*. This project will allow the homes to develop interprofessional roles around the client-centred care model.

Ethics Workshop Sponsorship

SJCG co-sponsored a workshop on the *Ethics of Human Research* in conjunction with the Centre for Health Care Ethics, Thunder Bay Regional Health Sciences Centre and Lakehead University Research Ethics Board. The workshop had 58 attendees overall, showing there is significant interest in research ethics across the region.

Safety Group Works to Ensure Safe Workplaces

SJCG has again joined the Ontario Hospital Association (OHA) Safety Group along with other Ontario healthcare facilities. Linda McDonald is our representative on this group and she is working on five elements to improve the health and safety at our workplace. This Safety Group is an excellent venue for networking, collaboration, and working with our peers across Ontario in an endeavor to ensure safe workplaces.

LHIN e-Health Lead

Representatives of the NW LHIN, the NE LHIN, the ONeHealth Steering Committee and the Northern Project Management office staff recently met with Sarah Kramer, in her newly appointed role as President and CEO of eHealth Ontario.

The NW LHIN is currently recruiting for a CIO/eHealth Lead to provide eHealth leadership across the North West on a full time basis. TBRHSC and SJCG will continue to play a key role in that agenda as we provide some key resources and services to many providers in our region.

Pilot Project in Mental Health & Addictions

Funding for the GAPPS project (Getting Appropriate Personal and Professional Services) was announced in December by the North West LHIN. This two-year project is a collaborative effort between St. Joseph's Care Group, Alpha Court and Canadian Mental Health Association to provide services to a group of clients with mental health and addictions issues who experience difficulty engaging with the formal health care system and appear not to benefit from traditional community and clinic-based programs. We are recruiting staff and projecting admission of clients mid-February.

Provincial Diabetes Strategy

The North West LHIN has been invited to participate in the initial work of the provincial Diabetes Strategy. An invitation was extended to St. Joseph's Care Group to participate in the Steering Committee for this project. Maggie Bellefontaine, Manager Diabetes Health will be our representative in this work.

Sandy Lake First Nation

The chief and band council of the Sandy Lake First Nation presented physiotherapist Denise Taylor with a beautiful painting to honour our partnership with this remote northern community. Denise will assist the people of Sandy Lake to develop and deliver a stroke prevention program in their home community. The picture hangs in the 3 Centre Client Lounge.

Communication & Advocacy

Leadership Thunder Bay Events

On December 10, 2008, Tracy Buckler was the keynote speaker in Leadership Thunder Bay's "Fireside Chat". This is an annual event held to bring together Leadership Thunder Bay (LTB) Alumni in a social gathering and to hear thoughts from a community leader with respect to leadership.

On December 11, 2008, St. Joseph's Care Group hosted the 2008-09 LTB class at Lakehead Psychiatric Hospital. Janet Sillman presented information on mental health and addictions services for SJCG leading up to the eventual closure of Lakehead Psychiatric Hospital. Brook Latimer, Public Education Coordinator shared information about the anti-stigma program, 'with an OPEN mind.'

Crime Stoppers Visit

On December 17, 2008, Santa and Mrs. Claus, Crime Stoppers Board Members, RCMP, OPP and City Police Officers visited with clients on Hospice/Palliative Care, tenants of P.R. Cook Apartments and residents of Hogarth Riverview Manor. The P.R. Cook tenants and HRM residents enjoyed caroling by the Rafiki Youth Choir prior to Santa's visit. This visit has become an annual tradition since 2005.

United Way Employee Campaign

On December 18, 2008, Santa and Mrs. Claus (Karen and Dan Gilbert) delivered a cheque to Matthew Oliphant, Chair of the 2008 United Way Campaign on behalf of the employees of SJCG. The Employee Campaign was an overwhelming success, raising \$31,815.00 to assist the United Way. Over \$150,000 has been raised by SJCG employees since this partnership began in 2003.

Chronicle Journal Article on Depression

Dr. Paul Mulzer, psychiatrist and Lauren Mount, psychological associate, were interviewed for an article on managing depression in the Chronicle-Journal. The article outlined the causes of depression, the increasing problems with depression that are seen in the context of an economic downturn, but also left the reader with a sense that there is hope for recovery.

Teaching & Research Identities

Published Article

Denise Taylor and Kristi Reinikka were part of a collaboration with other health care partners that was successful in having the article, "Videoconferencing a Stroke Assessment Training Workshop: Effectiveness, Acceptability, and Cost" published in the latest issue of the Journal of Continuing Education in The Health Professions 2008. The link to the abstract: http://www.jcehp.com/vol28/2804_miller.asp

Shared Care Research

Dr. Jack Haggarty has received a \$60,000 grant from the Ontario Mental Health Foundation and a \$5,000 grant from the Centre for Addictions and Mental Health to complete research on investigating the effects of implementing shared mental health care on wait times and referral patterns.

Monthly Mental Health and Addictions Education

Dr. Mulzer will be doing the first of a regular monthly education event with a mental health and addiction focus through Ontario Telehealth Network (OTN) and Keewaytinook Okimakanak Networking Services (K-Net) on January 26th.

CANStrive Research

Ethics approval has been received for all Complex Continuing Care Programs at St. Joseph's Hospital to participate in the CANStrive Research Project that is being conducted by the University of Waterloo. CANStrive is a Staff Time Measurement (STM) Study that will determine the amount of care time devoted to individual clients, as well as time involved in other activities that directly affect care.

The purpose of the research is to determine if the Resource Utilization Groups (RUGs) and other utilization results that are being increasingly used by government to determine resource allocation accurately reflect the resources needed to provide the care required by our clients. The University of Waterloo's CANStrive team will be onsite at St. Joseph's Hospital Feb 2 – 5, 2009. RUG-III Coordinator Cathy Lavigne is coordinating this research project, working with Scott Munro as lead manager.

Advanced Practice Physiotherapy

Caroline Fanti's abstract on the Advanced Practice Physiotherapy model was accepted for the Ontario Interprofessional Health Collaborative which will be held this month in Toronto.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

Progress continues on construction of our new SMSC, with the work continuing on schedule. Work continues on the interior as well as exterior. The SMSC Transfer Committee met in December to further develop the plans associated with the move from the present to new facility.

Mental Health Rehabilitation Program (MHRP)

The MOHLTC has requested a Master Program/Master Plan to ensure the best integration of the MHRP addition into St. Joseph's Hospital. This Master Programming/Planning exercise will not only encompass the integration of the MHRP, but will also review all of our sites to permit the best planning for future development throughout our corporation. It is not expected that this planning exercise will cause much of a delay in our progress to begin MHRP construction.

Centre of Excellence for Integrated Seniors Services (CEISS)

Schematic design package preparation and proposed design costing has been completed. A meeting was held with the Minister of Health, David Caplan on January 9, 2009 to discuss the updated project budget requirements.