



**Report from the Leadership Team  
May 2009**

***Client Centred Care***

**Medication Administration Practices**

A presentation was made to city long-term care homes' Administrators and Directors of Care by Thunder Bay Police as a follow-up to recent thefts of drugs in local long-term care homes and provided insight into this issue.

**Older Adult Rehabilitation Seclusion/Observation Rooms**

Renovations have been completed on Older Adult Rehabilitation for the two seclusion/observation rooms with the adjacent observation area. These rooms are camera monitored and have an intercom system installed. The close observation rooms will allow clients to be monitored in a private, safe and secure area.

**Outpatient Rehabilitation Life Skills Survey (Mental Health)**

The interdisciplinary team has developed an Outpatient Rehabilitation Life Skills Survey in collaboration with the Research Department. The survey examines the Life Skills Program which focuses on developing and building skills related to everyday living.

**Specialized Addiction Services for Women**

The Adult Addiction Services team has developed innovative day treatment programming on site for the June Lundrem Centre. This centre offers safe and affordable housing for women, with young children, who are living with mental health and addiction issues and require supports within an independent living setting. Meals and childcare are provided by the centre while Sister Margaret Smith Centre staff provides programming designed to enhance coping skills, reduce the impact of substance use and provide linkages to other services and supports.

**Integration of PIECES Concepts and Resident Care**

The Psychogeriatric Resource Consultant will be working collaboratively with Hogarth Riverview Manor staff with the goal to promote and integrate PIECES concepts into resident care. "PIECES" is an acronym which represents all aspects of care and support for residents, i.e. physical, intellectual, emotional, cognitive, environmental and social.

**Getting Appropriate Personal and Professional Supports (GAPPS) Update**

Approximately 40 clients were registered to GAPPS in the first four weeks of service. The great majority have had multiple visits to emergency over the past year. A regular schedule for primary health care and mental health assessment clinics have been established at Salvation Army and John Howard Society, as well as at the Balmoral Centre. Appreciation was received from nursing staff in the Emergency Department at TBRHSC for the very professional and helpful response they have had from GAPPS staff.

***Our People***

**National Volunteer Week**

National Volunteer Week was celebrated April 19-25, 2009 across Canada. At SJCG we are proud to have over 400 volunteers whose contributions enable us to serve more clients, offer more services and reach out to our community. During this special week, various displays and activities were organized throughout the Care Group and several volunteers were recognized for their excellence at the Citizens of Exceptional Achievement Awards dinner hosted by the City of Thunder Bay. A formal event to honour and thank all our valuable volunteers was held at the Valhalla Inn. We are fortunate to benefit from the talents, enthusiasm and hard work donated by all our volunteers.

### **Canadian Health Information Management Association (CHIMA) Appointment**

Congratulations to Vicki Polischuk, Manager of Health Records, on her newly appointed role as Councilor on Education, on CHIMA's Council on Education and Professional Practice (CEPP). CHIMA is a membership-based organization of over 3,300 Health Information Management professionals. Its members manage the security, privacy and accuracy of patient records in health care settings across Canada.

### **Intensive Dialectical Behaviour Therapy (DBT) Training**

Members of the Adult Addiction Services team attended intensive DBT training to support the development of evidence-based practice programming for clients living with co-occurring substance abuse, complex trauma and post traumatic stress. In addition to the development of specialized programming, the trained staff will serve as leads and mentors to enhance clinical skills for members of mental health and addiction program teams.

### **2<sup>nd</sup> Annual Curling Fun-Spiel**

Over 125 attendees (employees & family members) participated in the 2<sup>nd</sup> Annual Curling Fun-Spiel on April 4, 2009. This successful event was organized by Linda McDonald, Marion Clark and Marie Murray, with 28 teams representing all SJCG sites curling three games each, followed by a draw to the button with the top and bottom three teams. Thanks to Jordan Bonham for leading the warm up stretches and to Duncan Koza for taking pictures.

### **Information Services User Satisfaction Survey**

The Information Services User Satisfaction survey results are in and very positive! Overall satisfaction in 2009 shows an improvement in all areas over 2006 with the combined excellent and good ratings reflecting 95% for PACS, 92% for Meditech support, 96% for the help desk and 96% for the on-site technicians. The similar ratings from 2006 ranged from 86% to 92%. Well done!

## **Collaboration**

### **Access to Specialized Services for Mental Health**

A referral to the North Network of Specialized Care for a Speech Language Pathologist, fluent in Ojibway, was a tremendous success. Staff from OPTIONS Northwest and Evergreen staff commented on the tremendous success and value the video-conference served in gaining more information about a client with communication limitations.

### **Youth Suicide Prevention Protocol**

Youth Addiction Program is a partner in the Youth Suicide Prevention protocol. A Memorandum of Understanding was signed by all partner agencies in Thunder Bay during a media event held at St. Patrick's High School on April 20, 2009.

### **Opiate Community Awareness Project**

The Opiate Community Awareness Project is complete. The final report and recommendations to address identified issues in Thunder Bay and surrounding area has been forwarded to the Ministry of Health and Long-Term Care via the Centre for Addiction and Mental Health in Toronto, which served as sponsors of the project.

### **Administrative Systems (IS/IT) Project Updates**

The administrative systems project involving SJCG, TBRHSC, Nipigon and Manitouwadge is on track for a July 1<sup>st</sup> "go live" of the finance modules.

The twelve hospital stakeholders in the Northwest Health Alliance are making progress operationalizing the shared services corporation.

### **Transition of Children to the Adult Mental Health System**

To streamline the transition process from the children's mental health system to the adult system, protocols have been developed with Dilico and Children's Centre Thunder Bay to ensure that intakes are completed in collaboration with staff at each agency that the children and their families have been working with, to ensure continuity of care.

### **Virtual Dementia Tour**

The Psychogeriatric Resource Consultant partnered with Atikokan General Hospital and provided a Virtual Dementia Tour for hospital employees.

### **Mental Health Week: May 4-10, 2009**

St. Joseph's Care Group collaborated with 8 community mental health organizations (The Mental Health Network) to offer over 30 free workshops based on the theme, 'Now More than Ever...Invest in Yourself.' The theme seemed appropriate due to the current economic situation and its affects on the mental health of our community.

Most of our workshops were at full capacity and we received excellent feedback on our evaluations again this year. St. Joseph's Care Group hosted three workshops during Mental Health Week: Enneagrams, Be Your Own Beautiful, and Mantra Meditation.

## **Communication & Advocacy**

### **OHA "myhospitalcare" Website**

St. Joseph's Care Group is reporting indicators on the Ontario Hospital Association's (OHA) new website [www.myhospitalcare.ca](http://www.myhospitalcare.ca). The purpose of the website is to demonstrate OHA's commitment to transparency and openness concerning the performance of hospitals and the health care system. The site is designed to make public information about hospitals not only accessible, but useful to prospective and recurring patients and their families.

### **Hand Hygiene Reporting**

As part of the Ministry of Health and Long-Term Care's public reporting of patient safety indicators initiative, St. Joseph's Care Group has been tracking hand hygiene compliance rates among its care professionals and began publicly posting these results on April 30<sup>th</sup>, 2009.

### **Health and Wellness Fair**

The Seniors' Mental Health Intake Facilitator participated in the annual Health and Wellness Fair to provide program information and to promote Seniors' Mental Health programs.

## **Teaching & Research Identities**

### **Community-University Research Alliance Partnership (CURA)**

St. Joseph's Care Group is partnering with the Centre for Education and Research on Aging and Health (CERAH) at Lakehead University, on a five-year CURA research project *Improving Quality of Life for Elderly People Who Are Dying in Long-Term Care Homes*.

### **Foundation of the Canadian Psychiatric Association (FCPA) 2009 Project Grant Recipient**

Dr. Peter Braunberger, Child Psychiatrist, has been awarded a research grant by the Foundation of the Canadian Psychiatric Association to focus on developing an understanding of barriers to mental health care for Aboriginal children and adolescents in Northern Ontario.

### **Recognition for Mental Health Rehabilitation Occupational Therapists**

Occupational Therapists for Adult Rehabilitation and Older Adult Rehabilitation were recognized by the Northern Ontario School of Medicine Rehabilitation Studies Program for providing numerous and exceptional learning opportunities for Rehabilitation learners.

### **Dementia Education**

The Psychogeriatric Resource Consultant provided a number of dementia education sessions for staff of two medical units at TBRHSC. Topics included an overview of dementia, behavioural interaction with individuals with Alzheimer disease related dementia, and advanced care planning.