



## Report from the Leadership Team May 2010

### **Client Centred Care**

#### **Managing Anticoagulation Therapy**

Pharmacists Garry Prokopowich and Tim Slack have received specialty training that enables them to manage anticoagulation therapy under a Medical Directive. Starting late March, the Pharmacy Department began managing the Warfarin (Coumadin™) therapy for inpatients at St. Joseph's Hospital site. In this new capacity, Garry and Tim are able to prescribe Warfarin and order relevant lab-work for the involved clients.

#### **Complex Care and Physical Rehabilitation - Expanding Nursing Scope of Practice**

In our ongoing efforts to ensure the nurse caring for a client has all the technical skills required to provide the care, a PICC (peripherally inserted central catheter) pilot is underway on Hospice Palliative Care (4N) and Medically Complex Services (2N). Registered Practical Nurses in those areas have completed training in this skill, further expanding their scope of practice. Registered nurses at St. Joseph's Hospital site are also expanding their skills in the area of phlebotomy and completion of electrocardiograms.

#### **Peritoneal Dialysis**

Bethammi Nursing Home has received approval to provide peritoneal dialysis (PD). Implementation plans have been finalized, and will begin once a potential resident requiring PD has been identified and admitted to the Home.

#### **"Residents First" - Quality Improvement Facilitator Training**

The Falls Collaborative, in partnership with the Ontario Health Quality Council and the NWLHIN, co-hosted the second of three "Residents First" Quality Improvement facilitator training sessions. Member organizations sent their team's internal quality improvement facilitator who will continue to guide and support the organization's quality improvement initiatives. The training was led by Kathy Thompson, Falls Collaborative Coordinator, St. Joseph's Care Group, and Jennifer Bean, Improvement Facilitator Lead, Thunder Bay Regional Health Sciences Centre.

#### **Just Clean Your Hands**

As part of the *Just Clean Your Hands* campaign, mandatory hand hygiene audits were completed recently in our two hospital sites. Audit results have been submitted to the Ministry of Health and Long-Term Care as required through mandatory reporting, and are now posted on their website at [www.ontario.ca/patientsafety](http://www.ontario.ca/patientsafety), as well as on our external web page. Our results this year show a significant improvement in hand hygiene practices.

#### **Goal Setting Initiative**

The Psychosocial Rehabilitation (PSR) Steering Committee has defined client goal setting as an initiative to further integrate PSR principles into daily practice on both Mental Health Rehabilitation inpatient programs. The Goal Setting Initiative has successfully infused structure and consistency into the goal setting process, fosters interprofessional collaboration, captures the client's voice which directs the development of the treatment plan and has elicited positive feedback from the client.

#### **Eating Disorders Program Dressing Room Project**

Karen Degagne conducted the Dressing Room Project with 126 youth in Red Lake. This project is designed to increase awareness of media messaging and promote healthy body image and self esteem among young people.

#### **Wait Time Information Site Visit**

St. Joseph's Care Group has been selected by the Cancer Care Ontario Wait Time Information System (CCO-WTIS) to be one of six Beta Sites across the province for the collection of "real-time" Alternate Level of Care (ALC) data. On April 26, 2010 two representatives from CCO-WTIS visited St. Joseph's Hospital site to review our current processes in ALC data collection and reporting. This is preliminary work to prepare for the implementation phase scheduled for November 2010.

## Projects

Over the past few months Krysta Logozzo in the IS Department has been working on an information systems downtime and recovery project. This project is intended to help department managers improve their individual downtime plans using a consistent template and to create a corporate response plan when critical information systems are down for extended periods. A number of related policies have been revised and Krysta has had extensive engagement with managers on this topic.

## Our People

### PSW Leadership

PSWs from Bethammi Nursing Home, Hogarth Riverview Manor and LTC Community Support Programs attended a recent three-day certificate program/workshop entitled, *Stepping into a PSW Leadership Role in Long-Term Care*. The PSWs will be completing projects in order to receive their certificates.

### Taming the Hungry Ghost, Working With an Addicted Clientele

Over 30 staff attended workshops by Dr. Gabor Maté, bestselling author of "In the Realm of Hungry Ghosts". The focus was to deepen the understanding of addiction and develop practical techniques to help reinforce ones skill in working with people with mental health and addictions.

### Health and Safety Week

May 3 to 7 we celebrated Health & Safety Week. This week is dedicated to focusing employers, employees, partners and the public on the importance of preventing injury and illness in the workplace, at home and in the community. Daily a Health & Safety Week newsletter was sent to all Care Group employees featuring different health and safety tips, Walking for Wellness route maps, health & safety activities and special events for each day.

### Respect and Safety Program

Bill 168, an Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace, comes into effect on June 15th. A working group lead by Diana Smith has reviewed and revised our Respect and Safety program (workplace violence prevention program) to ensure that we meet the requirements.

### Wellness Activities

St. Joseph's Care Group employees were invited to participate in the 3<sup>rd</sup> Annual Curling Bonspiel held at the Port Arthur Curling Club on April 24<sup>th</sup>, 2010. This year 20 teams were entered and over 80 participants and spectators came out from across the organization. Employee Recognition Tickets for next year's event was the grand prize of the evening. The "Village People" captivated the crowd and were voted the "Team Spirit" Award. This 3<sup>rd</sup> annual event would not have been possible without the help of zealous and committed volunteers. Special thanks to Marion Clark, Marie Murray, Linda McDonald, Nicole Tittley and Michelle Knudson.

### Volunteer Survey – Excellent Results!

Volunteer Services participated in the Professional Administrators Volunteer Resources Ontario (PAVR-O) Standardized Volunteer Opinion Survey, in the fall of 2009. The survey was sent to all active St. Joseph's Care Group volunteers, and also to volunteers from 26 other organizations within Ontario, allowing us to benchmark our volunteer satisfaction survey results against provincial averages for the first time ever. The overall survey results for St. Joseph's Care Group are extremely good, and above the provincial average in almost all categories, including being the "High Performer" in several dimensions. A perfect score of 100% was given by volunteers that **"they would recommend the Care Group as a place to volunteer"**!

## Collaboration

### Community Integration – Mental Health Outpatient Program (MHOP)

Therapeutic recreation staff in MHOP are collaborating with the City of Thunder Bay Community Services and the Norwest CHCs to develop community based programs to include MHOP clients as well as clients in the community. Programs such as Community Walks, Beading, crafts programs and Community Kitchen will be advertised in "The Key". Our clients will benefit by being introduced to community programs while working with staff they know, but potentially feeling more comfortable enrolling in programs run by other organizations once discharged. Therapeutic recreation staff also negotiated a reduced fee for our clients at a local fitness centre. These community partnerships will help clients engage in healthy lifestyle activities after they are discharged.

### **Falls Collaborative**

Staff members from Bethammi Nursing Home and Hogarth Riverview Manor presented on our successful interventions in restraint and falls reduction at a recent Falls Collaborative workshop hosted by Ontario Health Quality Council (OHQC) in Southern Ontario.

### **Mental Health Week**

St. Joseph's Care Group collaborated with 8 community mental health organizations (The Mental Health Network) to offer over 30 free workshops during Mental Health Week, May 2-9, 2010. The theme this year was Relax, Recharge and Revitalize!

### **AIDS Thunder Bay**

Tiina James, Team Leader, and Dr. Anita Chakrabarti from Northwestern Ontario Concurrent Disorders Program, are collaborating care with AIDS Thunder Bay to provide psychiatric care and case management services.

### **IT Support for Regional Hospitals**

Riverside Health Care Facilities in Fort Frances went live with Meditech's OR and Scheduling module on March 8<sup>th</sup>. Some of the larger regional sites are considering the implications of the installation of more Meditech modules like clinical documentation. Information Services continues to receive requests for assistance from other health care providers. For example, IT was recently approached by the Nipigon Hospital to look at the feasibility of providing IT support to their facility. To that end, Dan Beaudry and John Barro conducted a site visit and are in the process of putting a proposal together. Other informal requests have surfaced from other small hospitals in the region.

## **Communication & Advocacy**

### **Best Practice Model**

The Regional Joint Assessment Centre (RJAC) was selected by Bone and Joint Canada to be featured as a best practice model for hip and knee replacement. Caroline Fanti, the Advanced Practice Physiotherapist with the RJAC was also asked to meet with staff from TBRHSC who are developing a centralized intake for colonoscopy screenings.

### **Regional Information Session**

Shannon MacFadyen, intake co-ordinator for mental health outpatients at both St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre presented information on our programs to staff of the Atikokan Community Counselling Centre.

### **Updated Seniors' Mental Health Program Brochures and Referral Form**

Sandra Dewsberry - Team Leader, Kathleen Solda - Intake Facilitator, and Mary Perkovic - Program Manager, recently updated the referral form and program brochures for Seniors' Mental Health Programs, to reflect necessary changes as a result of program integration. A flyer was also developed and circulated to local long-term care homes announcing the program integration and updated program referral information.

## **Teaching & Research Identities**

### **Speech-Language Education**

Tami Ross, Speech-Language Pathologist, gave a lecture entitled "Connecting Language to Literacy" to second year Early Childhood Education students at Confederation College.

Kristine Stubbs, Speech-Language Pathologist, provided an in-service to new facilitators at the Lakehead District School Board on the service intervention plan.

### **Pharmacy Education**

Deb Emery, Pharmacy Manager, provided in-services to approximately 60 second year Lakehead University students on preventing medication errors. Deb highlighted our independent double check policy and the high alert medications list as well as the importance of avoiding "dangerous abbreviations".

### **Waitlist Study**

Dr. Jack Haggarty has been awarded a two year grant from the Academic Health Sciences Innovation Fund (MOHLTC) to continue his study of the effects of implementing shared mental health services on referral rates to other mental health programs.

## **CURA Research Presentation**

Dr. Mary Lou Kelley, Lakehead University, and Paulina Chow, St. Joseph's Care Group, presented the Community University Research Alliance (CURA) Project, *Quality Palliative Care Long-Term Care Alliance: Creating Change with Participatory Action Research, Partnerships and Palliative Care* at the Ontario Gerontology Association's 29<sup>th</sup> annual conference on April 30, 2010, in Richmond Hill, ON.

## **Capital Project Updates**

### **St. Joseph's Hospital - East Wing Addition**

Planning continues for the new East Wing addition to the St. Joseph's Hospital Site. The wing will house the Mental Health Rehabilitation Program (MHRP) as well as many of the corporate services currently located at our LPH site. A comprehensive review of our Master Program/Master Plan and Business Case by the Ministry of Health and Long-Term Care (MOHLTC) - Health Capital Investment Branch resulted in an additional submission of information for clarification purposes.

### **Centre of Excellence for Integrated Seniors Services (CEISS)**

The CEISS project is moving forward at our Hogarth Riverview Manor site. The initial piling work for the Supportive Housing component of the project has begun on-site.