



## Report from the Leadership Team November 2010

### **Client Centred Care**

#### **Alternate Level of Care (ALC)**

Record high numbers of clients designated as ALC across inpatient services at both Thunder Bay Regional Health Sciences Centre and St. Joseph's Hospital has provided greater opportunity for collaboration, Thunder Bay Regional Health Sciences Centre and the Community Care Access Centre in particular. Work is ongoing to develop ways to ensure early screening of people in acute care to determine "post acute" support needs – either through home services or inpatient care at St. Joseph's Hospital – and then collaboratively planning to provide the care required in a way that consistently works toward clients going "home first" before any long term decisions are made as to their ongoing care needs.

#### **Moving On After Stroke (MOST)**

The MOST program continues to be delivered three times a year and evaluation is done by Baycrest in Toronto. The program is currently being offered in Thunder Bay and Marathon with five participants in Thunder Bay and six in Marathon. There are people waiting for future programs in Terrace Bay, Atikokan, Nipigon and Geraldton.

#### **Regional Joint Assessment Centre**

Confirmation of funding for the Regional Joint Assessment Centre has been received from the North West Local Health Integration Network (NWLHIN) for the fiscal year 2010/11 and will flow through Thunder Bay Regional Health Sciences Centre. The success of the Regional Joint Assessment Centre has been also been featured in the *"Bone and Joint Canada Newsletter"*.

#### **Employment Options - MEDworxx**

Employment Options now has an operational MEDworxx system for clients. A separate electronic site has been developed that clients can access to take WHMIS, Hand Hygiene, Emergency Codes, etc. Our Occupational Instructors and Vocational Specialists will support the clients in accessing the system and completing the training. We are the only agency in Ontario who is set up with this innovative client centered use of MEDworxx.

#### **Mental Health Outpatient System Planning**

Staff representing Mental Health Outpatient Programs, Personal Development Program and the outpatient program at Thunder Bay Regional Health Sciences Centre, have been meeting for about 6 months to develop a new joint outpatient system that will improve access to services, provide a consistent methodology for accountability (outcomes/resources) and ensure that best practices in treatment are available for the clients who require this level of care. In October, the group met with clients from each area to fully participate in our planning processes. The consumer representatives shared valuable insights and recommendations to enhance access to services and improve service delivery.

#### **Youth Addiction Programs Food Services**

Staff of the Youth Addiction Residential Treatment program have been working in collaboration with Food Services staff to enhance food services in response to the unique nutritional needs of youth. The new program will promote direct involvement of program staff and youth in food preparation, which will also enhance their life skills for these young people.

### **“Contribution of the School Award”**

Congratulations to Irene Erickson who was selected to receive the “Contribution of the School Award” from McMaster University. This award is given to clinicians who provide consistent, significant and longstanding contributions to the School of Rehabilitation. Irene has been an extraordinary preceptor for many years for many physiotherapy students.

### **Managing VRE Contacts**

St. Joseph’s Hospital’s 3S (General Rehabilitation) nursing and housekeeping staff and Infection Control are commended for their management of the isolation precautions required as a result of the clients who were contacts to the “super bug” VRE being transferred from Thunder Bay Regional Health Sciences Centre.

### **College Appointment**

Michelle Addison, Physiotherapist, was appointed as a Non-Council Member of the Inquiries, Complaints and Reports Committee with the College of Physiotherapists of Ontario.

### **Hogarth Riverview Manor, Public Support Worker (PWS) Honour**

Sean Kennedy, a PSW at Hogarth Riverview Manor, was the first runner-up for the PSW of the Year Award, presented at the Personal Support Network of Ontario Conference in Toronto on October 18.

### **Interprofessional Care Project**

During October and November, staff and management from Bethammi Nursing Home and Hogarth Riverview Manor are attending three sessions on the “*Fundamentals of Leadership within Long-Term Care*” presented by Silver Meridian.

### **Academy of Health Information Professionals (AHIP)**

Sophie M. Regalado (Manager, Library Services) has been awarded Senior Member level in the Academy of Health Information Professionals (AHIP). AHIP "is the Medical Library Association's peer-reviewed professional development and career recognition program. The Academy recognizes the personal investment of time and effort required for exemplary professional performance and for contributions to the association and to the profession." (from [www.mlanet.org/academy/](http://www.mlanet.org/academy/)).

### **Fall Recruitment Activities**

St. Joseph’s Care Group participated in 10 Job Fairs during September and October, including events in Ottawa, Kingston, Hamilton, London, Toronto and Sudbury, as well as local events for the Northern Ontario School of Medicine, Confederation College, Lakehead University and the Regional Conference of the Canadian Nursing Student Association. A special thank you to the Program Managers who were able to assist HR staff at some of the Job Fairs.

### **Coaching Workshops**

As part of the Talent Management Program, St. Joseph’s Care Group offered “Coaching Essentials for Leaders” workshops during September and October. Over 90 staff attended, and provided positive feedback on the opportunity to learn valuable coaching skills. The workshop was developed for the OHA Leadership Development Institute by Ken Blanchard Companies. We are fortunate to have Marion Clark, Acting Manager of Learning and Professional Practice, as our in-house Coaching trainer.

### **Attendance Recognition Program**

St. Joseph’s Care Group Attendance Recognition Program is six months old, and two Perfect Attendance Draws have taken place (April to June, and July to September), with 6 winners in each quarter receiving \$100 gift certificates to the Prospector Restaurant. The percentage of full and part time employees with perfect attendance has ranged between 39 and 49% for the first two quarters.

## **Appointment as Examiner for the Royal College of Physicians and Surgeons of Canada**

Dr. Paul Mulzer has been appointed as a Royal College Examiner for 2010-2011. A list of specialists' names is put forward who are considered leaders in their field, teachers, researchers and clinicians. The final selection is made subsequent to multiple reviews within the Royal College.

## **Youth Addiction Programs – Clinical Supervision**

Dr. Ed Rawana, lead researcher for the Strength-Based model of care within Youth Addiction Programs is working closely with evening and weekend staff to enhance skills in delivering strength based care. State of the art technology at the new Sister Margaret Smith Centre that supports videotaping of clinical sessions is supporting this work and our Youth Residential Team.

## **Collaboration**

### **Palliative Care Education**

St. Joseph's Hospital's Hospice Palliative Care RN's Marlene Benvenuto & Stephanie Jankovic, Social Worker Deborah Spears, and Spiritual Care Associate Barb Fugelsang are collaborating with the CURA Project and Clinical Educator Rob Berardi to deliver palliative care education to the Personal Support Workers in our Long Term Care homes.

### **Northwest Health Alliance**

At its recent meeting, the Board of the Northwest Health Alliance was pleased to welcome Andree Robichaud as a new Director, replacing Ron Saddington. In follow up to a recommendation from the Alliance's eHealth Advisory Committee, the Board agreed that the Alliance will take a lead role in the next steps of the regional IT support model that the NW LHIN is investigating. The Alliance Board will be developing mission, vision, and values statements soon and is looking at other shared service opportunities that would benefit all involved.

### **Research Ethics Office**

The Research Ethics Office is a shared service of Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group, to standardize and streamline the research ethics review between the two organizations. Milestones to date include the establishment of independent Research Ethics Boards for each organization to meet national standards; a system to track and monitor all research ethics approved studies; and, consistent application forms and processes for both organizations.

### **Patients' Council/Peer Support**

A Memorandum of Understanding has been developed by the St Joseph's Care Group Staff Liaison to the Patients' Council after a number of meetings, presentations, and joint training took place between the North Western Ontario Patients' Council (NWOPC) and People Advocating for Change through Empowerment (PACE). The agreement is intended to strengthen both groups through mutually agreed upon objectives to develop joint peer development services, marketing strategies and community based services that do not overlap each other.

### **"Body Sense" Workshop**

Eating Disorders, in partnership with the Thunder Bay District Health Unit, co-sponsored a workshop entitled "Body Sense", presented by the Canadian Centre for Ethics in Sports. The workshop presented a set of guidelines that can help nurture body image and self esteem in young athletes, and was attended by 45 health professionals and coaches. This partnership also co-sponsored "Craving Change", an intensive workshop designed to translate behavior modification and Cognitive Behavioural Therapy into a practice format to help clients understand and change problematic eating.

## **Communication & Advocacy**

### **Corporate Presentations**

Tracy Buckler, President and CEO, has delivered Corporate Presentations to over thirty-five internal and external groups since January 2010. The presentation, which includes the Corporate DVD and PowerPoint, communicates our mission, vision, strategic priorities, and capital projects. Presentations have been delivered to internal groups such as our Board of Directors, staff and volunteers, and to external groups such as community service clubs, health organizations, and businesses. Tracy will continue to present to various groups over the winter and spring of 2011.

### **Time Capsule Ceremony**

The Leadership Team, Board members and Sister Margaret Smith Centre (SMSC) staff attended a Time Capsule Ceremony on October 22<sup>nd</sup> at the Sister Margaret Smith Centre to celebrate the first year of the new facility and to preserve historical information about the program. The time capsule includes important items that represent the staff, clients and programs at SMSC throughout its history. The Time Capsule will be buried in the court yard for a twenty-five year period, and then will be opened as part of the anniversary celebrations in 2035. As part of the festivities, SMSC staff provided a tour of the new facility for the Family Council of Hogarth Review Manor.

### **Best Practice in Medical Care of People with a Dual Diagnosis**

The Dual Diagnosis Team was invited by Fort William Family Health Team to give a talk on best practices in medical management of clients with a dual diagnosis. These clients are often medically compromised and unlikely to be able to express any concerns to their doctors.

## ***Teaching & Research Identities***

### **Peer Review Recognition**

Sacha Dubois, from St. Joseph's Care Group's Research Department was recognized as providing one of "the best [peer] reviews of 2009" for Pharmacoepidemiology and Drug Safety, a top ranked international journal. Peer review is an anonymous process where experts in the same field provide critique and then evaluate an article's publication worthiness.

### **Research**

Laurie MacDonald, Occupational Therapist with the Dementia Care Program presented the poster, "Montessori-based activities for Individuals with Dementia: Impact on responsive behaviours", at the annual fall conference of the Ontario Society of Occupational Therapists in Toronto.

### **15<sup>th</sup> Annual Dementia Care Conference**

Mental Health Rehabilitation Psychometrist attended the 15<sup>th</sup> Annual Dementia Care Conference hosted by the Alzheimer Society in Thunder Bay, which focused on communicating with people who have a diagnosis of dementia.

### **Biidaaban Healing Lodge's Community Wellness Workshop**

A number of Mental Health Outreach Program clinicians attended Biidaaban Healing Lodge's 5<sup>th</sup> Annual Community Wellness Workshop "Embracing the Grief & Trauma of Our People", with keynote speakers Jane Middleton and Marlene George. The workshop focus was on understanding and healing traumas in individuals and communities.

## ***Capital Project Updates***

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

The CEISS project is progressing through the design phase, with submission of the second set of drawings to the MOHLTC scheduled to occur in December. This is for the Long-Term Care Home portion of the project. The foundation/piling work will be included in the tender for the entire home at once, rather than being separate, as was originally anticipated.

The Supportive Housing component of the CEISS is moving forward, with the tender process to begin shortly, and construction slated for February once the contract is awarded.

A number of 'town hall' meetings were held with staff at Bethammi Nursing Home, Hogarth Riverview Manor, Dawson Court, Grandview Lodge, and Pioneer Ridge, to provide information regarding the CEISS project. More sessions will follow in the spring.