



ST. JOSEPH'S CARE GROUP

**Report from the Leadership Team
November 2011**

Client Centred Care

Low Intensity/Long Duration (“Assess and Restore”) Service

This lower intensity rehabilitation inpatient care has received ongoing “top-up” funding from the Northwest Local Health Integration Network for additional Rehabilitation Assistant, Occupational Therapy and Social Work hours. Work with our acute care partner continues to identify appropriate referrals for this restorative service which is having great success discharging people back to the community.

Moving On After Stroke (MOST)

The MOST program is running September 12 through December 15 with participants from both Thunder Bay and Red Lake. This is the first time MOST has been offered by telemedicine in Red Lake, which has been made possible due to the support of their Physiotherapist Tracy Vilks.

Neurology Day Program Knowledge Transfer

The Neurology Day team members participated in a teleconference with the North Bay Regional Health Network to share information/lessons learned as that community works to establish a Stroke Day Program.

Supporting Home First Efforts - Joint Discharge Operations Team

St. Joseph's Joint Discharge Operations Team (SJ-JDOT) began meeting weekly in September for the purpose of discussing complicated discharges prior to the clients becoming alternate level of care, and to do ongoing reviews of those clients already designated alternative level of care. Membership includes all Clinical Managers, Client Flow Coordinators, and the Community Care Access Centre.

Diabetes Health Thunder Bay Official Opening

The Official Opening of Diabetes Health Thunder Bay's (DHTB) new location at St. Joseph's Heritage was held on October 20, 2011. A number of community partners attended and toured the new facility, and a young person with Type 1 diabetes spoke to her experience and all the support/education she has benefited from over the years. She was a big hit with the guests and really helped to underline the importance of ongoing supportive care for people with chronic diseases to live healthier lives.

Medical Human Resources/Academic Developments

St. Joseph's Hospital was successful in both receiving 2 years of funding for a physician assistant role and successfully recruiting a candidate - Tiffany Oddleifson will start with us January 23rd. This role is new to St. Joseph's Care Group; developing a framework for her practice is being done collaboratively with Dr. Davis, Dr. Cannon and key team members.

Contenance Care

Hogarth Riverview Manor has formed a Contenance Care Team as part of the IC3 Collaborative. The Team has developed a quality improvement plan pertaining to the prevalence of UTIs and is working to decrease this using a PDSA cycle.

New Dictation/Transcription System

The new dictation/transcription system recently went live and will improve patient care as clinician reports will be more timely and accurate.

Dementia Care Program Admissions

In keeping with the LPH Closure and Bed Reduction Plan, all new admissions to the Dementia Care Program (DCP) stopped effective October 1, 2011.

Falls Prevention in Dementia Care

Interprofessional representatives from the Dementia Care Program have organized a working group to evaluate the incidents of falls within the Dementia Care Program in an effort to determine specific strategies to improve the prevention and management of falls and to reduce injury to clients.

Enhancements in Child Psychiatry

In partnership with Children's Centre Thunder Bay and Dilico Anishinabek Family Care, St. Joseph's Care Group has received funding to support enhanced access to specialized psychiatric services for the North West. The funding will be used to implement an innovative model of care that supports multiple levels of services from specialized assessments and consultation to active treatment for clients with complex needs and regional outreach through telemedicine.

Our People

Lakehead University Gerontology Program Coordinator

Congratulations to Tanya Shute, Registered Social Worker with St. Joseph's Hospital's Day Hospital Program, who has accepted a part-time position at Lakehead University as the Gerontology Program Coordinator.

Physician Recruitment

Dr. Irene Vasilu, a new Rheumatologist, was welcomed in August and commenced her private practice in September. Her office is located at St. Joseph's Hospital and she will be sharing inpatient coverage with Dr. Fidler and Dr. McLeod.

Infection Control Week

"Infection Control- Are you IN? Get INVolved, Provide INput, INitiate Change!" was the theme of this year's National Infection Control Week held from October 17 to 21, 2011. In recognition of Infection Control Week 2011, daily e-mails were sent to all Care Group Employees featuring "Bug of the Day" fact sheets or Infection control facts and information.

Workwell

St. Joseph's Care Group underwent an audit of our health and safety system by the Workplace Safety & Insurance Board (WSIB), October 24-28, 2011. Components of the audit included: examining workplace health and safety related documents, including policies and procedures; observing safety practices and procedures in action; inspecting the workplace; and, interviewing staff and management. Improved workplace health and safety programs ultimately lead to safer workplaces for employees. We await the final report.

Influenza

In October we launched our *"Driven to Protect Our Clients"* Influenza Immunization Program, available to all staff and volunteers. Building on the driving theme we suggested staff "Fill Up" on Flu Vaccine & "Drive Away" the Flu!", \$25 gift cards for gasoline were offered as draw prizes.

Palliative Care in Long-Term Care

A retreat was held recently for process mapping linked to the Quality Improvement Plan. The Palliative Care Team met in September to finalize the process map, with the session led by Jennifer Bean from Health Quality Ontario.

GPA Education

Gerylyn Anderson, RN, Jane Caren RPN, and Earla Navratil, Manager of the Dementia Care Program obtained training in *Gentle Persuasive Approaches to Dementia Care (GPA)*. GPA training focuses on how to use a person-centered, compassionate and gentle persuasive approach while responding to challenging behaviors associated with dementia using respect, confidence, and skill.

Training in Assessment for Addictions

A number of mental health staff completed training in assessment for addictions through the Centre for Addictions and Mental Health (CAMH). This training will assist staff whose primary function is the assessment and treatment of mental illness to evaluate clients for possible addictions issues.

Collaboration

Hospice Northwest Volunteer Session

Barb Fugelsang, Spiritual Care Associate, facilitated the Hospice Northwest Volunteer session in September. Seven volunteers attended providing an opportunity to share and update on summer activities and current clients. This session provided a supportive and safe place for volunteers to voice emotions over the losses they have experienced in the past few months.

Stroke Best Practices

The Ontario Stroke Network, in participation with the Ontario Stroke Reference Group, the Rehabilitation and Complex Continuing Care Expert Panel, and the Ministry of Health and Long Term Care are undertaking an economic assessment of best practices for stroke rehabilitation in Ontario. Earlier access to inpatient rehabilitation is one of the recommendations being investigated further. Stroke team members from St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre participated in a videoconference focus group to provide a Northwestern Ontario perspective.

Hospice Palliative Care Provincial Engagement

The Ministry of Health and Long Term Care is undertaking an extensive engagement process toward developing a provincial strategy for this area of care. The process includes a Leadership Collaborative and 4 engagement groups tasked with developing action plans and refining these into key priority areas. Penny Anguish, Vice President of Complex Care and Physical Rehabilitation and Chief Nursing Officer is a member of the Governance and Accountability Engagement Group, and Nadia Thatcher, Director of Care for Bethammi Nursing Home, is a member of the Integration and Shared Care Engagement Group.

LHIN eHealth

The Northwest Local Health Integration Network hosted a visit by eHealth Ontario's (eHO) Vice President for Architecture and Planning, Fariba Rawhani, who presented eHO's eHealth Blueprint to a number of people throughout the region. In a subsequent meeting a smaller group discussed the potential of the Northwest to move the provincial eHealth agenda along and Fariba was quite interested in using the Northwest as a pilot area for a number of initiatives.

Transition Support Working Group

The Seniors' Community Psychiatry Program (SCPP) has established a working group to determine how best to support clients and families from both the Dementia Care Program (DCP) and Older Adult Rehabilitation Program (OAR) with the transition to Long-Term Care. Over the next several weeks, SCPP will work in close partnership with DCP and OAR to develop appropriate plans and processes to ensure suitable transition support is provided for clients transitioning to Long-Term Care.

GAPPS Team Receives Permanent Funding

GAPPS (*Getting Appropriate Personal and Professional Services*) is a collaborative initiative funded under the Wait Time Strategy. Team members include staff from St. Joseph's Care Group, the Canadian Mental Health Association, and Norwest Community Health Centres (Alpha Court was an early partner in this initiative). The team's mandate is to work with clients who are homeless or at risk for being homeless, might be involved in the justice system and living with an addiction and/or mental illness, and to reduce the frequency with which these clients access the emergency department. The team successfully met its mandate over the period of the pilot project, from March 2008 to March 2011, and was informed by the Northwest Local Health Integration Network that their funding is now permanent.

Communication & Advocacy

TOUCH Newsletter

In October, due to low readership, the Communications Department discontinued the staff newsletter TOUCH. All news previously included in TOUCH will be posted on the main page of the iNtranet under the headings News and Events. The iNtranet News and Events was identified as one of the most preferred methods of communication from the Staff Communication Survey conducted this past summer.

Mental Health Recovery Series on CBC Radio

During the week of October 17–21, St. Joseph's Care Group partnered with CBC Radio to develop and host a 5 part series on Recovery from Mental Illness on *Superior Morning*. The series featured individuals with serious mental illness talking about their experience in and out of psychiatric hospitals and the fulfilling lives they now have in the community which include a home, work, and friends and family. The final day of the series featured Janet Sillman, Vice President of Mental Health & Addictions and Katherine Stewart, Psychosocial Rehabilitation

Coordinator speaking with host Lisa Laco about the Specialized Mental Health Rehabilitation Program (*to be built as a wing of St. Joseph's Hospital*) and changes in mental health treatment over the years. CBC Radio received positive feedback on the series and hopes to work with St. Joseph's Care Group on an addiction series in the near future.

Freedom of Information and Protection of Privacy Act (FIPPA)

A great deal of activity has taken place around FIPPA over the last few months; numerous presentations and education sessions have taken place, the FIPPA Working Group has met regularly, the inventory of records is being created, and policies are being developed or reviewed. To respond to requests from the region, a Regional FOI (Freedom of Information) Working Group has been established to promote the sharing of information, plans and FOI related templates.

Chronic Pain Management Team interview with CBC

Staff and clients with the chronic pain management team were interviewed by CBC about their ability to offer an alternative to the use of opioids in the treatment of chronic pain. The clients who were interviewed reported great satisfaction with the teaching they received about how to manage chronic pain and maintain their health and well being.

Teaching & Research Identities

Registered Practical Nurse Training

Practice Leaders from Speech, Andrea Boyd, and Physiotherapy, Michelle Addison, were asked by the Registered Practical Nurse program at Confederation College to assist in specific aspects of the Registered Practical Nurse training.

Phonological Awareness Training

Tami Ross, Speech-Language Pathologist, did a training session for Junior and Senior Kindergarten teachers with the Thunder Bay Catholic District School Board, focusing on phonological awareness in the classroom.

Sound Skills Screening

Paola Humeniuk, Speech-Language Pathologist, did Sound Skills Screenings in all Senior Kindergarten classrooms in the Lakehead District School Board.

Eating Disorders Outreach Program Regional Training

On October 27 and 28, The Eating Disorders Outreach Program sponsored a regional training event to enhance skills in working with clients and families living with the harmful effects of eating disorders. Participants were professionals working throughout the region in a variety of service sectors who had requested specialized training in this area due to the increase in prevalence rates throughout the Region.

Capital Project Updates

Centre of Excellence for Integrated Seniors Services

The Supportive Housing building continues to make excellent progress toward being enclosed prior to the winter months. The 132 Supportive Housing apartments will be available for tenants by next fall.

The Long-Term Care Home Development Agreement has been fully executed by the MOHLTC and we will now be able to hire the Construction Manager firm, who will work to obtain all the required subcontractors pricing over the winter, to begin construction in the spring.

St. Joseph's Hospital – East Wing (Specialized Mental Health Rehabilitation Program)

We continue to wait for final MOHLTC approval for demolition of the previous Sister Margaret Smith Centre.