



**Report from the Leadership Team
January 2012**

Client Centred Care

Short Stay Respite Program

Effective December 15, 2011, the Short Stay Respite Program is fully implemented at Hogarth Riverview Manor with the transfer of one male bed from Bethammi Nursing Home. Hogarth Riverview Manor now has two respite beds and Bethammi Nursing Home maintains three beds. St. Joseph's Care Group operates the only long-term care respite beds in the community.

General Rehabilitation Transitions

3 South at St. Joseph's Hospital site is piloting a "courtesy" call to all clients 1-2 weeks post-discharge with the goal of ensuring seamless transition of clients into the community. The purpose is to flag any transition issues and to highlight successful discharge stories that can be fed back to our team in the spirit of continuous improvement of client flow.

Low Intensity Long Duration (LILD) – Adding "Assess and Restore" Resources

The Local Health Integration Network (LHIN) has approved funding to increase the number of LI/LD beds on 4 South at St. Joseph's Hospital from 10 to 20 through March 31, 2012, under a new "assess and restore" initiative. The funding targets additional therapy resources, and a three month nurse practitioner position has also been approved.

Safe Use of Stairwells

In response to a safety concern identified during monthly inspections of General Rehabilitation on 3 South at St. Joseph's Hospital, Shana McGee (Physiotherapist) led a small working group to develop new guidelines for safe use of stairwells to train clients on stairs.

Chronic Disease Self Management Training

Outreach to Recovery staff attended the "Choices and Changes Clinician Influence and Patient Action Workshop" offered by the Community Care Access Centre and the Institute for Healthcare Communication on December 20, 2011. The workshop develops clinician capacity to influence healthy patient behavior. This model of care is compatible with principals of psychosocial rehabilitation and can be applied to support recovery for a wide range of clinical issues and/or chronic conditions.

Infection Control in Therapy Gyms

As a result of Infection Control Huddles, therapy staff have revised and implemented new infection control practices in the gym. Clients are washing their hands when entering and exiting the gym. A new hand sanitizer dispenser and signs are in place. Magnetic flowers are placed on gym equipment to designate equipment that has not been cleaned.

LPH Bed Reduction Plan

In collaboration with community, regional partners, and the North West Local Health Integration Network, a comprehensive plan to reduce beds at the Lakehead Psychiatric Hospital (LPH) has been developed. Over the next 18-24 months, beds will be reduced from 71 to 38. The goal is to prepare for the transition to the Specialized Mental Health Rehabilitation Program in to-be-constructed new wing of St. Joseph's Hospital. St. Joseph's Care Group is working closely with the Community Care Access Centre and all of the Long-Term Care Homes to ensure the needs of clients and families are met during the transition process. We are currently operating 67 beds at our LPH site, on track to achieve the required 38 bed complement.

Peer Support

Peer Council and People Advocating for Change through Empowerment (PACE), under the umbrella of North Western Ontario Peer Support Alliance, will be providing Peer Support Services every second Friday at 270 Windsor Street for the month of February and March. The services form part of the Alpha Court Day Program. PACE is a formal partnering agency and this is a great opportunity to integrate our Peer Services into the community and further enhance the working relationship we have established with PACE.

Our People

Training in Gentle Persuasive Approaches

Cindy Backen, Seniors' Mental Health's Psycho-Geriatric Resource Consultant (PRC), carried out two Gentle Persuasive Approaches (GPA) training sessions in collaboration with the supervisor of life enrichment at Grandview Lodge, training 21 staff in GPA in November.

Physician Assistant

Tiffany Oddleifson, Physician Assistant (PA) for Complex Care will be starting this month. All PAs in Ontario must work under the direction and supervision of a registered physician. Tiffany will be working with Dr. Crystal Cannon for the first few months and will gradually expand to work with different supervising physicians in various programs.

Down's Syndrome Education Session

All Manor House Day Program staff participated in an education session on Down's syndrome presented by Brenda Reid from Avenue II. Brenda provided the team with strategies to manage responsive behaviours in this population as we are seeing more clients with Down's Syndrome in the program.

Integrated Chronic Disease Prevention: Addressing the Risk

Jennifer Woodbeck, Respiratory Therapist, attended a course at the Centre for Addiction and Mental Health (CAMH) in Toronto – *Integrated Chronic Disease Prevention: Addressing the Risk* – which highlighted the ways various risk factors, and the four major categories of non-communicable chronic diseases (cardiovascular disease, cancer, chronic respiratory disease and diabetes), interact with tobacco dependence. Intervening effectively in an integrated way was the main focus, something the system needs to work toward as we focus on chronic disease management.

Volunteer Association 30th Anniversary

In December, the Thunder Bay Association of Volunteer Administrators held a special 30th Anniversary celebration in the Penthouse at St. Joseph's Heritage. St. Joseph's Care Group Volunteer Services staff were in full attendance, proud to be an active part of this Association since its inception in 1981.

Students "Home for the Holidays"

St. Joseph's Care Group participated in the annual Home for the Holidays reception for healthcare students on December 29, hosted by the City of Thunder Bay and held at the new REACH facility at Confederation College. The Care Group was well represented with several members of the Leadership Team in attendance, as well as the Human Resources Recruitment staff. We enjoyed the opportunity to connect with healthcare students from a variety of programs and institutions, many of whom have a strong interest in starting their professional career with St. Joseph's Care Group.

Poster Presentation – Ethics in Health Care Conference

Christine Moss-Rogers, Social Worker and member of the Ethics Committee presented a poster at the Ethics in Health Care Conference, sponsored by Accreditation Canada and the University of Toronto Joint Centre for Bioethics. The poster titled "Revitalization of an ethics committee serving a multi-site, multi-service health care facility" detailed recent initiatives carried out by the Ethics Committee.

IS/IT Projects

At the end of November there were 18 active projects, 4 projects completed or put on hold in the month and another 15 pending. (In addition, there are 16 more on the horizon.) These numbers include St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre, regional partners, and North West Local Health Integration Network projects. The largest ongoing project is our Meditech 5.6 upgrade which is proceeding well and on track for the April 2012 go live.

Collaboration

Resource Matching and Referral (RM&R) Steering Committees

As an ongoing provincial initiative, the RM&R work has broken into 2 groups, one targeting regional implementation and the second focused on referral processes in Thunder Bay. Penny Anguish, Vice President Complex Care and Physical Rehabilitation and Chief Nursing Officer, participates in both groups, and Trish Nelson, Director Physical Rehabilitation, is a new member of the Thunder Bay Steering Committee.

Chronic Disease Self Management Sessions

As part of our work with the Community Care Access Centre on regional self management coordination, Dr. Patrick McGowan, Associate Professor and Director for the University of Victoria Self-Management Office, was in town to offer sessions for health care managers, educators and clinicians. Many St. Joseph's Care Group managers and staff attended to learn more about how we can support people to manage their health.

Regional Geriatric Care Capacity Building

The Day Hospital program participated in regional geriatric capacity building with Mary Berglund Health Centre in Ignace. Best practices, tools and assessments related to home safety assessments and senior's exercise programs were shared.

End of Life Care Network Steering Committee - Strategic Planning Session

This regional committee engaged in a strategic planning session in Dryden to establish key areas of focus to support integrating palliative care service across the northwest. As host agency for the Network, Penny Anguish represented St. Joseph's Care Group.

Provincial Palliative Care Consultation

In September, the provincial government embarked on Phase 1 of a palliative care consultation that aims to develop strategies for integrated palliative care across the Ontario health system. Of the 4 "engagement tables", St. Joseph's Care Group has representatives on Accountability and Governance and Palliative Engagement-Integration and Shared Care.

St. Joseph's Care Group - MEMO Donation to Cuba

An excerpt from an email received from MEMO (Medical Equipment and Modernization Opportunity): It was a cold and dreary day, but spirits were high as volunteers stuffed a 40' Christmas "Shoebox" (sea container) with a large amount of hospital furnishings from St Joseph's Care Group destined for Villa Clara in Cuba. Particularly heartwarming was sending twenty padded side chairs for the palliative care ward at Celestino hospital. Can you imagine being a relative at the bedside of a dying loved one with no place to sit? Fifteen beds were also included for furnishing a new wing in the Placetas Home for the Aged. The Minister of Health specifically asked if we could supply these as they had no money to buy beds. Thank you St. Joseph's Care Group!

Communication & Advocacy

World COPD Day Celebration

Congratulations to the Pulmonary Rehabilitation staff, Team COPD Thunder Bay and key note speaker, Dr Biman, for a very successful World COPD Day celebration - an annual international event organized by the Global Initiative for Chronic Obstructive Pulmonary disease in collaboration with health care professionals and COPD patient groups.

Nutrition at End of Life

Lisa Hobbs, Dietician for Complex Care, participated as a panel member in the Centre for Health Care Ethics, Encounters in Bioethics series. The topic of the presentation was "Nutrition for the Seriously Ill: Seeking a Balanced Approach" and focused on clients with end-stage dementia.

Sobriety Pow Wow – Sister Margaret Smith Centre

In partnership with Children's Centre Thunder Bay and Dilico Anishinabek Family Care, the Sister Margaret Smith Centre hosted the second annual Sobriety Pow Wow on November 16. More than 100 participants attended this very successful public awareness event.

Eating Disorders National Initiative

Congratulations to Karen Degagne, Clinical Resource Coordinator for the Regional Outreach Eating Disorders Program, who was chosen to be part of the "National Prevention Strategy Meeting: Linking research, practice and policy in the prevention of weight-related disorders."

Christmas Teas

Staff /Volunteer Christmas Teas were held at five sites in December and were well attended. We are grateful to the staff of Nutrition and Food Services as they work hard to make these events special for everyone. This event is part of our Employee Recognition Program.

United Way Employee Campaign

For the 9th consecutive year, St. Joseph's Care Group was proud to partner with the United Way & St. Joseph's Foundation for an Employee Campaign. Thank you to everyone who supported the Campaign. Together, we raised \$30,557.14. Since the partnership began in 2003, St. Joseph's Care Group employees have donated over \$245,000!

Freedom of Information and Protection of Privacy Act (FIPPA)

Preparation activity continued right through December to be prepared for the January 1, 2012 obligations under FIPPA. This included educational activity through the Ontario Hospital Association (OHA), Freedom of Information (FOI) Lead training, presentation to the quarterly medical staff meeting, and more.

Volunteer Forum Participation

Loretta Turpin, Coordinator of Volunteer Services, had the opportunity to participate in the "Future of Volunteerism in Ontario, Next 10 Forum" in Toronto in early December, on behalf of the Thunder Bay Association of Volunteer Administrators. Senior leaders from the private, public and not-for-profit sector, as well as the Honourable Charles Sousa, the new Minister of Citizenship and Immigration, were together to debate the challenges and discuss the opportunities facing Ontario's volunteer sector.

Teaching & Research Identities

Poster Presentation – Gerontological Society of America

Carrie Gibbons, Research Coordinator presented a poster at the 64th Annual Scientific Meeting of the Gerontological Society of America held in Boston. The poster titled "Stakeholder input into a tool to investigate care giving issues from the perspective of family physicians" provided an overview of a research initiative between St. Joseph's Care Group's Research Department and Lakehead University.

Capital Project Updates

Centre of Excellence for Integrated Seniors' Services (CEISS)

Construction of the Supportive Housing continues after a holiday break. The 132 apartments for seniors requiring support services are planned to be open the Winter of 2012.

Plans are underway for a spring ground-breaking for the Long-Term Care Home component of the CEISS. Pomerleau Contractors are working on the cost estimate, expected this month; then approval from the Ministry of Health and Long-Term Care (MOHLTC) will be required for this next phase.

St. Joseph's Hospital – East Wing Addition

We are continuing to wait for approval of the Consolidated Functional Program from the MOHLTC. In the meantime, work is underway on the more detailed design work to allow us to proceed to tender once all the necessary approvals are obtained.

In addition, Aim Waste Management Inc. has been hired to begin the demolition work of the previous Sister Margaret Smith Centre. Although not visible to the public eye, the contractors will be mobilizing on site to begin the necessary internal abatement work. This means that public parking will not yet be disrupted. We are planning communication strategies to keep everyone well-informed as to the activities that will occur on the St. Joseph's Hospital site.