



Strategic Priorities *"The focus of our work"*

Client-Centred Care ♦ Mental Health & Addictions ♦ Seniors' Care ♦ Chronic Disease

Transition to Sister Leila Greco Apartments

The Seniors Mental Health Outreach Team is working with clients of McKellar Place who experience anxiety, dementia and adjustment issues to help prepare them for the move to the new Sister Leila Greco Apartments beginning in January 2013.

Pain Assessment

A pain assessment conducted by PSWs has been initiated at Bethammi Nursing Home and Hogarth Riverview Manor. Implementation included training for all nursing staff and revision to Daily Resident Care flow sheet. The assessment includes recognizing pain at point of care and process for reporting to registered staff for follow-up.

Bed Reductions

The closure of the Thunder Bay Interim Long-Term Care Centre has impacted our ability to proceed with the LPH bed reduction plan. Currently, we are operating 14 Dementia Care beds; 23 beds on Older Adult Rehabilitation and 21 beds on Adult Rehabilitation. Representatives from St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre, Community Care Access Centre, and the Northwest Local Health Integration Network have been meeting to address system pressures. We anticipate achievement of our bed reduction goal by April 2013.

Corporate Principles *"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Provincial Representation

Lisa Lamore, Director of Finance, is now a member of the New Ontario Health Data Branch, Ontario Healthcare Reporting Standards Long-Term Care Advisory Committee, sitting as the provincial representative for long-term care homes that are affiliated with hospitals. Lisa has many years of experience working with the Ontario Healthcare Reporting Submission for St. Joseph's Care Group, and her experience will be of great benefit to this committee.

Shelter House

A new Executive Director, Patty Hajdu, has been hired at Shelter House. We are actively exploring the potential to develop a shared model of care for the clients who require the services of Shelter House.

International Conference

Kirsti Rienikka, Physiotherapist, Community Exercise Program, has been accepted to present at the Northern Ontario School of Medicine (NOSM) Rendez-Vous (an international conference) with Denise Taylor. They will be presenting on *Tele-practice: Rehabilitation*.

Gentle Persuasive Approaches Training

Cindy Backen, Psychogeriatric Resource Coordinator (PRC) partnered with the Responsive Behaviour Manager of the Jasper Support Program, City of Thunder Bay to provide Gentle Persuasive Approaches Training to 11 staff of Pioneer Ridge and Jasper Support staff.

SJCG Board of Directors Meeting Minutes

Minutes from the St. Joseph's Care Group Board of Directors are now being posted on Care Group's external website. They can be found within the 'About St. Joseph's Care Group' section under 'Board of Directors.'

Staff & Volunteer Appreciation Lunches

The Leadership Team and Management of St. Joseph's Care Group hosted fall luncheons for staff and volunteers at four of our sites. The fall luncheons are one example of the many events held throughout the year by the Care Group to demonstrate appreciation to our people.

Mental Illness Awareness Week

In collaboration with Thunder Bay Mental Health Network (TBMHN), St. Joseph's Care Group planned and hosted three community events in support of Mental Illness Awareness Week which ran from October 1- 7, 2012:

- 'Opening the Door Film & Discussion Night' featured a local documentary film about the arts, mental illness and recovery and a panel discussion including the film's participants. Over 20 students and some professors attended the event with very positive feedback from all.
- TBMHN hosted a professional development workshop focused on stigma reduction and the recovery competencies needed to run a successful arts program.
- The 6th annual "Poetic License ~ Coffee House" featured over 20 poets, storytellers and singers with lived experience with mental illness. 'The Study' at Lakehead University was packed with an appreciative audience.

Family Information & Support Meeting

On September 27, 2012, the Adult Rehabilitation Program introduced a meeting for families of clients. The purpose of the meeting is to provide a regular forum to share information with families related to the Adult Rehabilitation Program and closure of the Lakehead Psychiatric Hospital. Meetings will also focus on education, family support, and obtaining input and feedback from families to encourage family centred care. The first meeting was well attended and favorably received by participants.

LHIN eHealth

The Kenora Meditech project started on September 18th with a kick off meeting. A team of seven from Thunder Bay attended the kick off in Kenora and spent three full days with the core project team, gathering information necessary to plan the project. Their reception and the dialogue were both very positive. David Newman has been seconded from the Northwest LHIN to be the project manager. The other major project funded by eHealth Ontario is the implementation of clinical documentation in all regional hospitals. That project has also started with the steering committee being formed, project charter drafted and high level plan created. This Meditech module will go live in ten regional hospitals in the spring. Krysta Logozzo is the project manager.

Shoppers Home Health Care Partnership Training

St. Joseph's Care Group recognizes that the highest rate of injury in health care is attributed to incidents related to lifting, transferring, and repositioning of clients. To supplement the SJCG Healthy Back Program, Shoppers Home Health Care, along with trainers from across the Care Group are providing 45 - 1 hour sessions as a 'must have' for all staff who perform lifting, transferring and repositioning of clients as part of their job. Some of these sessions are being recorded by Learning, Research and Professional Practice so that the learning can be transferred into video format and training via iNtranet can continue.

Volunteer Services Initiatives

- *Co-op High School Education Program* – Volunteer Services welcomed 10 Co-Op High School Students interested in placements with SJCG. The students were interviewed, screened and placed to assist staff at the Lakehead Psychiatric Hospital, St Joseph's Hospital, St Joseph's Heritage and Hogarth Riverview Manor. All students attended mandatory orientation and began placements September 25.
- *Corporate Client Satisfaction Survey* - the Corporate Client Satisfaction Survey was rolled out September 30th, 2012. Research Coordinator, Carrie Gibbons trained a team of volunteers to assist clients needing help. Staff are welcome to contact Volunteer Services if help is required.

- *Confederation College Volunteer Recruitment Fair* - Volunteer Services participated in the Volunteer Recruitment Fair at Confederation College this past September. Information about volunteer opportunities and the process of registration was made available to the students.
- *Partnership with Thunder Bay Master Gardeners* - The Horticultural Therapy Gardens at Hogarth Riverview Manor were enjoyed by residents, staff, family, and volunteers. We thank the Master Gardeners of Thunder Bay for their partnership. The Gardens are an amazing place for everyone to enjoy.

Retirement

A celebration dinner was held to honour long time staff member Margaret Jurcic, Occupational Therapist, who retired after 33 years at SJCG. Margaret's dedication and commitment to her profession and her clients was a fine example of a true professional, and she will be missed. The Special Rehabilitation Team wishes Marg all the best in her retirement.

Rural Health Fair

The Manor House Adult Day Program participated in the 2nd Annual Rural Health Fair that took place at the NorWest Recreation Centre. The theme for this year's fair was *Pathways to Healthy Families* and showcased many community programs that provide services to the rural municipalities.

Capital Projects Update

Sister Leila Greco Apartments

The 132-apartment supportive housing building is fast approaching completion, and our first tenant is scheduled to move in early January 2013. The waiting list has been established by the Community Care Access Centre. All clients approved for the SLGA building will require light, medium or heavy support services, and are assessed for their needs on an individualized basis.

St. Joseph's Hospital – East Wing

The site servicing work on the St. Joseph's Hospital site is almost completed. We continue to monitor and manage the challenges of access to the site by clients, visitors and staff members. There is a possibility of having a limited amount of accessible parking available for the winter months.