

## Mission Moment

"As a young adult living with diabetes, I have learned that the staff at Diabetes Health Thunder Bay is great at including family and friends in the care experience. When I was 16 years old, I wanted to go on a road trip with my friends. Before getting permission from my parents, my mom asked the nurse for my friends to come to an appointment to learn about my diabetes and what to do if I experienced a low blood sugar. The staff made the learning experience for my friends very positive and we all had a fun and safe trip!"

Client, Diabetes Health Thunder Bay

## Strategic Priorities

*"The focus of our work"*

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

### Quality Improvement Plan Workshop

The Directors of Long Term Care attended a workshop at the Northwest Local Health Integration Network (NW LHIN) office for Quality Improvement Planning for Long Term Care Homes (LTCH's). The interactive session was held in preparation for the mandatory submission of the Quality Improvement Plan in 2015.

### Senior Friendly Hospital Environmental Scan

A refresh of the St. Joseph's Care Group's senior friendly hospital (SFH) environmental scan was submitted to the Regional Geriatric Program of Toronto and Local Health Integration Networks (LHIN). The objectives of the environmental scan were:

- To identify system-wide improvement in SFH commitment and care across the province since the 2011 environmental scan.
- To support LHIN-level planning and prioritization of SFH initiatives and collaboration.
- To facilitate organization-level awareness and targeting of SFH priorities.
- To identify leading practices and implementations for knowledge sharing across the province.
- To provide a learning needs assessment for future SFH leadership training.

### Asthma Clinic

The Asthma Clinic, transferred to St. Joseph's Hospital, Ambulatory Care from Thunder Bay Regional Health Sciences Centre, started providing care to asthma clients. Lorella Piirik, Respiratory Therapist, will lead the care and coordination of this service. The Asthma Clinic provides a standardized approach to managing asthma based on best practices, and uses specific tools designed to guide practitioners and clients through effective self-management skills for asthma.

### Assess and Restore

Fourteen clients discharged home from this program were followed by the therapy staff at St. Joseph's Hospital for up to two weeks. Following these clients in the community is part of the program's new "transition to community" service; and their length of stay at the hospital was reduced significantly from the initial 33 days to 23 days.

### Client Relocation

The number of times clients need to move at St. Joseph's Hospital, primarily due to system flow and infection control issues, is often a source of client and family frustration. As a way of keeping clients informed and guiding the families through a potential move, an information letter is now included in the admission package indicating that moves are sometimes unavoidable; however, the care team will do as much as possible to reduce the number of moves and give the family as much notice as possible.

### **New Pre-Printed Direct Order – Placement in Long Term Care**

After several months of research, preparation, and review, a Pre-Printed Direct Order (PPDO) set for clients who are awaiting placement in a long-term care home was implemented in October. This order set will ensure that clients receive consistent nursing, medical and health professional care; including such things as adequate daily fluid intake, exercise three times weekly with a rehabilitation assistant, quarterly and annual diagnostic services and review of advance care planning with clients and their families.

### **Chronic Insomnia Pilot Project**

Mental Health Outpatient Program staff is working with Dr. Stuart Holtby to establish a pilot project for treatment of people with chronic insomnia. Based on national statistics, the prevalence of chronic insomnia in Northwestern Ontario is estimated to be 25,000 people; about 80% of our mental health clients suffer from insomnia. The service will consist of assessment and consultations completed by Dr. Holtby for primary care providers, Brief Behavioural Intervention delivered in a group format and individual Cognitive Behavioural Therapy for Insomnia. This array of interventions has been shown to reduce symptoms of depression and anxiety, by treating the insomnia effectively. The project will be evaluated over the next year.

### **High on Life – Youth Addiction Programs**

The 'High on Life' program has received many requests from various school boards. High on Life is an early intervention program designed for youth who are at risk of developing problems with substance use. More than 90 Grade 5 students have participated in this program since September 2014.

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Overcapacity Funding Enhancement**

Management and front-line social workers met with representatives from Handicapped Action Group Inc. (HAGI) Community Services for Independence in mid-October, following the move of the final client from St. Joseph's Hospital to HAGI's McKellar Place apartments as part of the overcapacity funding enhancement. Through this meeting and further conversations, complications faced by individual clients upon discharge were addressed and plans for addressing system issues were initiated.

### **Surge Capacity Beds**

In response to significant overcapacity at the Thunder Bay Regional Health Sciences Centre (TBRHSC), St. Joseph's Hospital (SJH) opened four 'surge capacity' beds in one of the fifth floor dining areas in late October. Clients awaiting placement in a long-term care home moved to these beds, allowing clients waiting at the TBRHSC for complex and rehabilitative care to move to the appropriate SJH units.

### **Successful Mock Fire Evacuation**

The Thunder Bay Fire Department was at St. Joseph's Hospital in mid-October to conduct a mock fire evacuation drill on General Rehabilitation (3 South). A scenario was presented and staff members were required to evacuate nineteen clients in thirty minutes. The team was able to have all the "clients" moved to safety in the required amount of time.

### **Health System Funding Reform (HSFR)**

The first of two Health System Funding Reform presentations led by the Infrastructure and Planning division was conducted in October. The presentation helps front-line staff understand the impact of health system funding changes at St. Joseph's Hospital. The importance of reducing costs, while increasing client flow through the system, as well as maintaining a client-centered approach; demonstrated ways that staff can contribute to the hospital's ongoing success. The presentation generated excellent discussion and engagement.

### **The PARTY Program (Youth Addictions)**

The PARTY (Prevent Alcohol & Risk Related Trauma in Youth) Program is in high demand in the Thunder Bay school system. More than 200 youth in Grade 11 in Thunder Bay have participated in the PARTY Program since September 2014. Further plans for expansion include LaVerendrye High School in Fort Frances. We are partnering with Thunder Bay Regional Health Sciences Centre.

## Choices Program

Thunder Bay Counselling Centre, Children's Centre Thunder Bay and Youth Addiction Program, St. Joseph's Care Group work in partnership to offer *Choices*, a 10-week education program geared to at-risk youth from 12-17 years of age. The Choices Program offered at Hammarskjold High School this fall, resulted in improved access to services for youth at risk.

## Presentation at the Children's Mental Health Ontario Conference

Children's Centre Thunder Bay and Youth Addictions (Mark Beazley and Christine Vita) presented results of their research at the Children's Mental Health Ontario Conference on November 24, 2014 in Toronto. This research involved the evaluation of a community-wide initiative to provide training in Dialectic Behavior Therapy (DBT) to more than 400 professionals from NWO.

## Health Quality Transformation 2014 Conference Poster Presentation:

### ***St. Joseph's Care Group Hand Hygiene Quality Improvement Initiatives***

The Hand Hygiene Quality Improvement Team (established April 2011) has worked diligently with management and staff to improve hand hygiene compliance rates, and ultimately reduce Hospital Acquired Infections across the organization. Data analysis reveals that compliance rates for hand hygiene have progressively improved with a trend upwards, exceeding the provincial benchmarks. A poster presentation completed by Robert Berardi was exhibited at the Health Quality Transformation Conference on November 20, 2014, to highlight quality improvement activities enabling our success.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

## New Staffing Model

Long Term Care (LTC) Managers together with the Transitional Care Unit Manager/staff presented to St. Joseph's Hospital staff on the Registered Practical Nurse (RPN's) and Personal Support Workers (PSWs) working together effectively and collaboratively in preparation for a new model of staffing at the hospital site in January 2015.

## Palliative Care Training

Onsite palliative care training has started on the Temporary Transitional Care Unit for the entire team, with personal support workers (PSWs) as the primary target audience.

## Acquired Brain Injury Education Module

Acquired Brain Injury (ABI) Education modules were offered in October and the sessions concluded with a case study presented by Dr. Hargadon.

## Motivational Interviewing Workshop

NORPIC (Northern Ontario Psychology Internship Consortium) sponsored a 2-day workshop with Dr. Michael Vallis on Motivational Interviewing, a therapeutic approach that has been shown to be very effective with clients who are minimally engaged in treatment. About 130 people from across Northwestern Ontario attended the workshop.

NORPIC is a consortium between Children's Centre Thunder Bay, Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group whose purpose is to train residents in psychology. NORPIC recently went through a site visit for accreditation and will receive their accreditation status in the spring. NORPIC has received 25 applications from across Canada for the 3 positions available September 2015.

## Recruitment Outreach

In November, Human Resources launched the St. Joseph's Care Group Employment Opportunities newsletter, which is distributed electronically each week to 31 local organizations, many with an aboriginal focus. The newsletter provides a link to our Careers site, where all vacancies are posted.

## Take Your Kid To Work Day

On Wednesday, November 5, Corporate Learning hosted 16 high school students for the annual "Take Your Kid to Work Day". Students participated in learning about St. Joseph's Care Group and then spent the afternoon at work with their parent.

## **Building Services 2014 Projects Update**

### ***Bedpan Washer Installation Project - Location: St. Joseph's Hospital***

In order to address infection control standards, bedpan washers have been installed and are operational on 4 units on the south wing of the hospital. In addition to the washer already installed on the 4 North wing; two additional units will be installed on the second and third floor North wing units. They are expected to be complete and operational by year end.

### ***Roof Replacement Project - Location: St. Joseph's Hospital***

The remaining roofs on the North East corner of the first level of the North wing will be replaced along with the South wing roof over the fifth floor this fall. Work is expected to be complete by the end of the year. The additional funding had been received through the Health Infrastructure Renewal Fund (HIRF) made available during this budget year. The funds were applied to these needed roofing projects and the replacement of cooling equipment in our server equipment room at the same site.

### ***Heritage Energy Retrofit - Location: St. Joseph's Heritage***

The energy retrofit project contracted with Honeywell Solutions has been completed. The new boilers, associated hot water equipment, controls and lighting upgrades; all for energy efficiency improvements were completed and commissioned by mid October ready for this winter season. As part of the contract; utilities consumption will be tracked to compare to the guaranteed savings targets.

## **Capital Updates**

### ***Hogarth Riverview Manor Expansion and Addition***

Construction is progressing well and at the end of October the project is approximately 60% complete. There are no significant budget or schedule issues. A construction schedule is being developed for the Hogarth Riverview Manor (HRM) 32-bed addition phase.

A wayfinding/signage consultant has been engaged to advise St. Joseph's Care Group for both the HRM project and the Specialized Mental Health Rehabilitation project. The expected outcomes include the establishment of effective signage and wayfinding integrated with existing facilities as well as ensuring all regulatory requirements are met.

### ***Specialized Mental Health Rehabilitation Project (SMHRP)***

On November 19, 2014, approval was received from the Ministry of Health and Long-Term Care to go out for tender. The Request for Proposals (RFP) was issued on November 22, 2014 for a General Contractor. Once the proposals are submitted from the pre-qualified General Contractors, the successful bidder is recommended for approval. The Minister of Health and Long-Term Care has to approve us to proceed to award the contract. We are optimistic that construction will begin on site at St. Joseph's Hospital by spring.