



## MISSION MOMENT

"I am very pleased with the wonderful gift shop at St. Joseph's Hospital. The shop is always full of fun and exciting items. Thank you to the Auxiliary of St. Joseph's Care Group which provides us many options for buying our loved ones nice and needed items."

Family Member

### Strategic Priorities

*"The focus of our work"*

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

#### Adult Addictions

Adult Addictions staff presented at the Nishnawbe Aski Nation (NAN) regional training, "Rekindling Our First Nation's Spirit". The focus was on the use of stress management strategies and tools with individuals living with substance use and problem gambling issues.

#### Program for Community Recovery Volunteers

Program for Community Recovery currently operates a peer led group called "Giving Back", which encourages clients to volunteer at least once a month. This group has been helping at Shelter House for many years and in early March the group was presented with a plaque of appreciation: "In recognition of 5 years of continued support and dedication to Shelter House". One of the volunteers was presented with a plaque for "Most Dedicated Volunteer of the Year". This is a wonderful example of the true meaning of *Community Recovery*.

#### Staged Screening and Assessment Tools – Substance Use

A new provincial standardized assessment for substance use issues has been developed and will be implemented across Ontario. Two Sister Margaret Smith Centre staff will serve as regional trainers to support full implementation of the new suite of tools across the Northwest Region.

#### Chronic Pain Program Relocated

The Care Group received additional Ministry of Health and Long-Term Care funding to expand our Chronic Pain Program and improve access to services. The Program and staff will be relocating to a larger clinical space at St. Joseph's Health Centre.

#### Education for Senior's Supportive Housing

Richard Matthews, Bioethicist made a presentation to tenants on conflict resolution as part of ongoing education of clients on tolerance of others. Some clients have concerns about living with clients with responsive behaviours and oftentimes conflicts arise.

### Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

#### Home Visit Referrals

Geriatric Assessment Program (GAP) has seen an increase of Community Care Access Centre (CCAC) home visit referrals since a presentation was held at CCAC by Dr. Peter de Bakker and Lisa Petersen as part of a pilot project.

### **Stroke Transition Group Meeting**

The Stroke Transition Group met in February. This is a biannual opportunity for members, including providers from the Thunder Bay Regional Health Sciences Centre stroke team, the Stroke Network, CCAC and St. Joseph's Care Group stroke team to discuss and problem-solve issues of stroke care across the continuum. This meeting began with a client story which highlighted the importance of cognitive rehabilitation for a stroke client who appeared physically without deficits. The success of this story would not have been possible without a supportive spouse to allow for a safe discharge home and the outpatient services available in Thunder Bay.

### **Pulmonary Rehab/COPD Education Clinic/Asthma Clinic**

The pulmonary rehabilitation program staff hosted Kelly Smith and Heidi Smith, fitness instructors from the "Fit for Breath" program in Kenora. Our staff provided information and training regarding best practices for safely exercising with lung disease. Collaboration continues between TBRHSC, CCAC and St. Joseph's Hospital regarding COPD care at all points in the continuum.

### **Medication Administration**

Work continues on the plan to convert the 7-Day MAR (medication administration record) format into a Daily MAR format. The first unit to convert will be 5 South at the hospital site with a target of May. The purpose of converting to a Daily MAR is to reduce the number of medication errors due to improper MAR documentation, and to prepare for our future unit-dose environment.

### **Pharmacy Collaboration**

Garry Prokopowich, Pharmacy Manager, attended a meeting with peer CC-Rehab pharmacy directors/managers at Runnymede Health Centre in Toronto. At the same time, site visits were conducted at West Park Health and Baycrest Health to discuss and observe antimicrobial stewardship programs, computerized physician order entry systems and medication reconciliation processes at those facilities.

### **Ontario Youth Action Program – Enhanced Youth Outreach Worker Positions**

In collaboration with Thunder Bay Counseling Centre and Children's Centre Thunder Bay, Youth Addiction Programs has been awarded \$162,200 permanent funding in support of 2.0 FTE Youth Outreach Workers. The Youth Outreach Workers will also be working in partnership with the Youth Outreach Workers Program of Dilico Anishinabek Family Care to provide services and supports for Transitional Age youth who are living with significant mental health and substance use issues.

### **Visit to Sister Margaret Smith Centre (SMSC)**

In collaboration with our community partners, we were honoured to host a visit from Her Excellency, Sharon Johnston, wife of the Governor General of Canada, David Johnston. Her Excellency has a personal interest in youth mental health and was very interested in learning more about the services and supports available. Executive leaders from Children's Centre Thunder Bay, Thunder Bay Counseling Centre and St. Joseph's Care Group had the opportunity to share information regarding the tri-agency service referred to as *U-Turn* and Her Excellency toured SMSC and met with a group of young people to listen to their stories of personal resiliency and their journey toward wellness.

### **Chronic Pain Collaboration with Primary Care**

The Chronic Pain Program team met with representatives of NorWest CHCs, the Fort William Family Health Team, the Aurora Family Health Team and family physicians in the region (Kenora and Fort Hope). With input from Ontario Telehealth Network and the Marathon Family Health Team Health Links, they are developing strategies to enhance service options throughout Northwestern Ontario.

### **Franklin Manor**

On Saturday, March 5<sup>th</sup>, staff detected a fire in the basement level of Franklin Manor High Support Home and responded quickly using appropriate emergency procedures. Staff evacuated all clients safely from the home prior to the arrival of firefighters on the scene. Shortly after, the clients were transported to Evergreen High Support Home where they remained for five days, and then relocated to the Lakehead Psychiatric Hospital (LPH) on March 11<sup>th</sup> where they will live temporarily for the next several months until Franklin Manor is fully restored.

### **Medication Reconciliation Training for Nurses**

Nursing staff from the Adult and Older Adult Rehabilitation Programs and high support housing participated in education to refresh staff knowledge of Medication Reconciliation. Medication reconciliation assists in reducing the risk of preventable adverse events related to medications and is an important client safety initiative intended to prevent medication errors at admission, transfer and discharge.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### Employees Contribute to Publications

- Denise Taylor contributed to, "Physiotherapy across the Ontario Stroke Care Continuum: Highlighting fellow OPA (Ontario Physiotherapy Association) members and colleagues in Clinical & Non-Clinical Stroke Rehabilitation Roles." E. French. *Physiotherapy Today – Winter Issue #151 (2016)*. Featuring the Moving on After Stroke (MOST) program.
- Catharine Tombs contributed to "Physiotherapy Across the Ontario Stroke Care Continuum: Highlighting fellow OPA members and colleagues in Clinical & Non-Clinical Stroke Rehabilitation Roles." E. French. *Physiotherapy Today – Winter Issue #151 (2016)*. Featuring Outpatient Neurology Services. Programmes.
- Community Mental Health is pleased to congratulate Dr. Missy Teatero on the completion of the requirements for her Ph.D. in psychology. Dr. Teatero successfully defended her thesis Women's Reproductive Experiences (REP) and Hormones: Patterns in Affective, Sexual, and Physical Well-Being in March.
- Heather Boynton published a chapter entitled Children's spirituality: A component of holistic care in child welfare in Child Welfare in rural remote areas with Canada's First-Nations Peoples: Selected readings. Lakehead University, Thunder Bay, ON.

### Spring Celebration

Staff in Community Mental Health celebrated spring with a pot luck lunch. Elder Brenda Mason led a contemplation of the importance of renewal in spring and the symbolism of "pot luck", which in feeding each other, is really about taking care of each other, to allow us to better take care of others. The Aboriginal Health Working Group also celebrated spring.

### Motivational Interviewing Training

Staff of the Comprehensive Community Support team attended a day of training in strength-based motivational interviewing. Twenty-eight staff and Peer Council members attended the training.

### Employee Recognition Events

Multiple recognition events were held for staff throughout the organization during the month of March. The events recognize and honour employees for reaching specific milestones in years of service and for everyone's hard work and dedication to our Core Values of care, compassion and commitment.

### Diversity Thunder Bay

Hats off to Lisa Beckwick, Director, Organizational and People Development for St. Joseph's Care Group (SJCG). Lisa is the Co-Chair of the Diversity Thunder Bay Breakfast which took place on March 22nd with 500 people attending.

Afterwards, St. Joseph's Care Group attended a media event to announce our partnership with Anishinabek Employment and Training Services (AETS) and Confederation College. Lisa was the driver for this initiative, approaching AETS to see if there was a way to improve employment opportunities for Aboriginal people with SJCG. Twenty-two people will now have access to training in the Personal Support Worker (PSW) and Food Service Worker programs at Confederation College because of this initiative.

## **Capital Updates**

### Hogarth Riverview Manor (HRM) Expansion and Addition

All internal areas of the HRM Expansion phase have been completed with the exception of deficiency remediation. External works to be completed include canopy finishes, exterior envelope remediation, site landscaping and parking area topping and grading.

The final phase of kitchen renovations has commenced and is expected to be completed in approximately one month.

The new loading dock area is nearing completion and turnover and construction of the new stores area is in progress and should be completed in April.

The general contractor has met the substantial performance assessment for this phase of the contract and an agreement is being put in place with the general contractor for holdback release.

The former HRM home has been turned over to the general contractor for the construction of the addition. Bondfield Construction has completed their baseline survey and has commenced interior demolition of areas to be renovated while construction of the new wings is underway.

The Phase II and the LINK portion of the project schedules are still under review by the project manager and further discussion continues to ensure the schedules are complete and achievable.

### East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced on May 12, 2015. Construction is progressing as anticipated. The general contractor has issued progress certificates for work to date showing a 22% project completion to the end of January 2016. Structural steel erection is underway and pouring of the concrete floors will commence once decking is completed. Interior renovations for the connection to the existing hospital building are also underway. There are no significant scheduling or project cost issues at this time.