

"As my mother's Power of Attorney, I am thrilled that she got to live at Sister Leila Greco Apartments for a year. It is a wonderful and forward-thinking type facility with an amazing, kind and supportive staff. I couldn't have wished more for her care at the end of her life."

-Family member

Strategic Priorities

"The focus of our work"

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

Meeting with Health Quality Ontario

Communications & Engagement staff (Kim Callaghan and Jessica Saunders) along with four Client and Family Partners met with the Patient, Family and Public Advisors Council from Health Quality Ontario (HQO) in Thunder Bay to share insights about current engagement practices. The learnings from this session will inform HQOs' strategy for developing tools and resources that will support staff and clients in enhancing client and family engagement practices.

Discharges from Seniors Psychiatry Day Program

Seniors Psychiatry Day Program (SPDP) had two successful discharges from the program in July. Two long term clients 'graduated' from the program after achieving their established goals. With support from the program, both clients stabilized and were connected to appropriate resources in the community. One client now volunteers at the 55+ Centre.

Personal Recovery Outcome Measurement (PROM) Tool

In collaboration with SJCG Centre for Applied Health Research (CAHR), the High Support Housing program implemented the use of the *Personal Recovery Outcome Measurement* (PROM) tool for use with clients. The PROM is a client-directed clinical tool designed to identify and measure client goals.

Engaging Clients in Program Improvements

Clients registered to mental health outpatient teams attended a focus group to offer suggestions on improving our services. Suggestions included increasing staff awareness of the norms, customs and medicines of Indigenous people and hiring more staff who are Indigenous, increasing outreach and preventive work and training staff in adult education techniques that encourage diverse learning capabilities of clients. The focus group participants also gave suggestions as to how clients can be more engaged in decision making about their care.

Mood Walks

Sister Margaret Smith Centre, Youth Services, in partnership with Children's Centre Thunder Bay, co-facilitated Mood Walks for youth within our community. Mood Walks is a province-wide initiative that promotes physical activity in nature as a way to improve both physical and mental health. A total of ten themed hikes were organized by facilitators and volunteers through the months of June/July/August. Each session had 6-10 participants. Throughout the program, youth had the opportunity to learn and experience the physical and mental benefits of walking/hiking while being outdoors. In addition, friendship, social skill development and mindfulness skills were implemented into the program. This program has been a great success and we hope to offer additional Mood Walks groups in the future for our community youth.

Youth Services Photography Project

Sister Margaret Smith Centre, Youth Addiction Programs, with support from St. Joseph's Foundation, implemented a photography project within the recreation program. With the purchase of four cameras, staff and clients were able to implement a photography project in June 2016. Youth were provided with in-class instruction on the basic principles of photography and then were able to participate in community outings to take pictures. This project was a fantastic success and enhanced skills with regards to leisure and recreational options for at risk youth.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Pharmacy Automation Project

A mandatory presentation and site visit for potential proponents of the pharmacy automation project was held on July 18th. Next stages of the Request for Proposals (RFP) will take place in later August.

Palliative Care Consultation Line

The 24/7 Palliative Care Consultation Phone Line continues with Hospice-Palliative Care (4N) RN staff, receiving calls from 4:30 pm – 8:30 am during the week, and 24 hours a day on the weekends and holidays. The number of calls is being tracked through the Regional Palliative Care Program, which handles the calls during business hours. Data will be gathered over a set time frame and used to make decisions regarding the service.

Mental Health Mobile Crisis Response

Mental health staff are collaborating in a community initiative lead by Thunder Bay Police Services and Canadian Mental Health Association – Thunder Bay to develop a mobile crisis response service. Similar services that involve a partnership between police and mental health workers have been established in other communities with good results in reducing the number of situations in which police take people to the Emergency Department for assessment.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Summer Students

The Adult and Older Adult inpatient programs and High Support Housing welcomed summer students to their areas starting May until the end of August. Each area employed one nursing student from Lakehead University going into their third year effective September 2016. All students successfully completed their summer employment and enjoyed their work experience.

Psychology Residency Training Expands Capacity

The Northern Ontario Psychology Internship consortium which includes Thunder Bay Regional Health Sciences Centre, Children's Centre Thunder Bay, and St. Joseph's Care Group has been offering residency training to doctoral students in psychology for 8 years. Three new residents will be starting their training in September. Sioux Lookout First Nations Health Authority has now joined the consortium and will be also offering a full time rotation.

Principles of Conduct and Bullying

Processes have begun to have Human Resources and Richard Matthews (Bioethicist) come in to discuss with the staff our Principles of Conduct and bullying at Hogarth Riverview Manor and Bethammi Nursing Home.

Personalized Training

Lorelei Anderson and Jane Varley offered personalized, one-to-one library skill "tune-ups" throughout the summer. Staff can contact the Library and receive training on using Nursing Reference Centre, Up-to-Date and searching for resources on the EBSCO databases. Training can be provided at a time and location most convenient for staff.

Conference Presentation Travel Award Winner

Laura Swancar was the successful applicant for the St. Joseph's Care Group Conference Presentation Travel Award. Laura will be presenting her poster entitled, "Screening for Depression in an Acute Regional stroke Unit: Adherence Rates after Protocol Implementation" at the Canadian Stroke Congress in Quebec City. Congratulations Laura!

Summer Research Students

The Centre for Applied Health Research was pleased to welcome two summer research students to the team. Niamh Corcoran (a 2nd year medical student at the University College Dublin) completed an 8-week educational placement, and Elizabeth Houlding (an undergraduate in Biomedical Sciences at University of Ottawa) was hired through the Canada Summer Jobs Program.

Celebrating our Valued Volunteers

St. Joseph's Care Group's Volunteer Services along with the Volunteer Services Advisory Committee hosted the Annual Volunteer Appreciation Dinner at the Valhalla Inn on Thursday, June 16th. Over 230 people attended this celebratory event.

Ontario Volunteer Service Awards

St. Joseph's Care Group volunteers were recognized for their many years of service. Michael Gravelle, MPP, presented the awards at a ceremony held at the Valhalla Inn. Award Recipients (by site/years):

Hogarth Riverview Manor

10 years: Sister Dolores Turgeon, Joanne Farkes and William Ranney
5 years: Evelyn DiCarlo, Beverly Budiselic and Sylvia Kayzer

St. Joseph's Heritage:

30 years: JoJo Sandberg
25 years: Nobu Smart
20 years: Rachelle Doyon and Louise Stoot
5 years: Maria Lassonde and Fernande Beaulieu

St. Joseph's Hospital

15 years: Dorothy Bechta
10 years: Pat Skula and Judy Mostow
5 years: Joe Bechta

Lakehead Psychiatric Hospital

25 years: Maria Frattaroli, Argentina D'Angelo, Maria Berti and Mary Pugliese
15 years: Tami Sokol and Rob Sokol

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction continues on the HRM Addition that will add 32 beds to the existing area. The new South and West Wings are closed in and mechanical and electrical rough in work is underway. The construction schedule submitted by the General Contractor identifies a late October substantial completion date. We are monitoring progress and have concerns that the achievement of the current timelines is realistic.

The LINK building is now closed in and mechanical and electrical systems are being installed. The most recent schedule has identified a late November substantial completion date which appears to be achievable. We continue to monitor progress against this timeline.

The HRM Expansion phase one is complete with the exception of minor deficiency completion and some external building works to be completed.

All parking lots have been finished and SJCG expanded paved areas beyond the original contracted level to meet visitor and staff needs.

East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced on May 12, 2015. The general contractor has issued progress certificates for work to date showing a 37% project completion to the end of July 2016. Structural steel erection, roofing, and concrete is completed and the finishing of the exterior of the building is underway to ensure it is enclosed prior to winter. Mechanical and electrical rough-ins are in progress. Interior renovations for connection to the existing hospital are also still in progress with the focus on the new loading dock and receiving area.

The contractor has identified schedule slippage and St. Joseph's Care Group has received an updated schedule that shows an October 2017 substantial completion date which reflects a 5-month delay from base line. Costs are currently within budget, however contingency spending has escalated, raising concerns on the projected level of spend for the project.