



## MISSION MOMENT

"The housekeeping staff at St. Joseph's Hospital is wonderful. The housekeepers always looked out for me by telling me when the floor was wet, for example. They are just as nice and important as the nurses."

Inpatient, St. Joseph's Hospital

## Strategic Priorities

*"The focus of our work"*

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

### Board Storytelling

On February 15, a client, Minna Havula (Social Worker) and Heather Munro (Physiotherapist) shared insights with the Board of Directors about the Geriatric Assessment and Rehabilitative Care Service at St. Joseph's Hospital. Storytelling sessions provide opportunity for the Board of Directors to learn more about programs and services and engage in discussions with clients, families, staff, physicians and community partners.

### Implementation of the Care Stream Model

January was the first full month following implementation of the Care Stream model at St. Joseph's Hospital. The month was one of transition, with some struggles and setbacks but also opportunities for management, unions and front-line workers to problem-solve together and make adjustments to maintain an excellent quality of care. Please see attached visual of the Care Stream model. The model will continue to promote a close relationship between inpatient and outpatient/community services to ensure clients get the right care at the right time in the right place.

### Wound Care Team

The wound care team successfully implemented outpatient medication reconciliation for most of their outpatient clients. They are now also screening clients for falls risk and recommending falls prevention programs as appropriate.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### Palliative Care Summit

Palliative and Transitional Care Services clinical manager Randy Middleton and social worker Deborah Spear, Vice-President Kathleen Lynch, and Respiratory Therapist, Shelley Prevost, attended a Palliative Care Summit in January organized by the Regional Palliative Care Program (SJCG) and Thunder Bay Regional Health Sciences Centre. Topics of discussion, with excellent attendance from across the health care spectrum, included implementation of an integrated model of Palliative Care Service Delivery for the North West Region and identification of the priorities for palliative care service delivery.

### Crowd Management Presentation

On February 17<sup>th</sup> staff, volunteers and security attended a session facilitated by Sergeant Rino Belcamino of the Thunder Bay Police Service. The presentation was intended to increase our understanding of best practices in crowd

management planning and preparedness for events within our facilities or in the community. Positive feedback was received from participants.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Bethammi Nursing Home**

Denis Nault has accepted the Interim Position of Director of Seniors Health for Bethammi Nursing Home replacing Heidi West. Denis was most recently the Manager of Employee Relations within St. Joseph's Care Group working very closely with Kristen Wojtalik and Heidi West at Bethammi Nursing Home. Recruitment is currently underway for the Administrator/Director for Bethammi Nursing Home.

### **Hogarth Riverview Manor**

Sonja Stephenson has accepted the position of Director of Care at Hogarth Riverview Manor. Sonja was most recently the Director of Patient Services and Chief Nursing Officer for the Nipigon District Memorial Hospital.

### **Manor House Adult Day Program/Supportive Housing**

The Manor House Adult Day Program is now included in the Supportive Housing Portfolio under the management of Nancy Scoging. Nancy has successfully completed the Administrator Leadership Program through the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS).

### **Presentation to Community**

Kristine Lake, Psychological Associate in Mental Health Outpatients and a client from that program presented a talk on "Trauma-Informed Care: Creating a Safe and Respectful Place" to Leadership Thunder Bay.

### **Presentation at Applied Health Research Showcase**

Clair Barefoot, Psychology Resident, Dr. Missy Teatoro, Psychologist and Ashley Lyon, Social Worker presented the results of their evaluation of the implementation of the Decision Guide Model in Mental Health Outpatients. The evaluation indicated reduced wait times and no show rates.

### **Presentation to St. Joseph's Care Group's Auxiliary Annual General Meeting**

Dr. Mary Ann Mountain presented a talk on chronic pain and the Chronic Pain Management Program to the St. Joseph's Care Group Auxiliary Annual General Meeting.

### **Build Regional Partnerships**

Doctors Haggarty, Bismil and Bohler (Resident) travelled to Marathon and Manitouwadge on February 22 and 23, 2017, at the invitation of North of Superior Programs (NOSP). The psychiatrists met with the majority of physicians in both communities, as well as NOSP staff and the hospital CEOs. The purpose of the meetings was to explore ways in which primary care providers and counselors can access psychiatry and specialty care when required and continue to provide less intense services in home communities. One physician commented: "This is such a nice surprise. You really "get" that primary care needs the help and this would greatly add to the "net" of support needed in mental health services." The proposed services include e-Consultation, Rapid Access to Consultative Expertise, ECHO Mental Health (Extension for Community Healthcare Outcomes) case consultation and conferencing.

### **Capital Updates**

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

Construction continues on the Hogarth Riverview Manor (HRM) Addition that will add 32 beds to the original home area. The West Wing has been completed including a deficiency review of resident rooms and cleaning of the area to prepare for occupancy has commenced. The South Wing is in the final stages of completion and a preliminary deficiency review has been conducted. Cleaning of the area will commence once the West Wing and Central block is completed.

The Central Block area that houses the new chapel and administrative offices is completed. The area has been cleaned and furniture has been placed. The area will be put into service once the occupancy permit has been issued by the City of Thunder Bay.

The procurement plan for furniture and equipment plan is approximately 95% complete.

The Ministry of Health and Long Term Care are scheduled to complete their review of the constructed space on March 23/24, 2017.

The LINK building is progressing slowly with multiple areas requiring completion. Substantial completion is anticipated for the end of March 2017. Tenant space for the pharmacy has been completed and is waiting for the base building occupancy permit to be issued to allow for final fire safety systems to be completed in the tenant spaces. The hairdresser space is completed and the coffee shop space has commenced fit up and will be completed shortly after the base building construction.

#### 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 65% project completion to the end of January 2017.

Structural steel erection, roofing, concrete and the finishing of the exterior of the building has been completed. Exterior windows are being installed and are essentially complete. Mechanical and electrical rough-ins are in progress, and interior framing of the building has commenced. Millwork has been installed in a mock up room and reviewed by the construction and clinical teams to establish a standard for acceptance. Interior renovations for connection to the existing hospital are also in progress with the focus on the new loading dock and receiving area and freight elevator.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. Costs are currently within budget however there is concern over the level of change orders to date.

# How We're Here For You



St. Joseph's Hospital is here for you when you need us. Our services are harmonized to bring together clients with similar care needs, improving the way care is delivered. This model uses the expertise of interprofessional teams to provide safe, high-quality healthcare, in a way that makes the best use of our resources.

## Client Benefits Include

- More efficient and streamlined client care at St. Joseph's Hospital
- Improved connections to outpatient services and community care
- Smooth transitions in care

1<sup>st</sup>  
Floor

## Outpatient Services

Outpatient rehabilitation for clients with orthopedic, neurological, respiratory and rheumatic conditions, as well as wound and foot care.



2<sup>nd</sup>  
Floor

## Medically Complex

Medically complex and specialized services that focus on avoidance of further loss of function, and help to prepare clients for their next care setting whether it is home or another level of care.



3<sup>rd</sup>  
Floor

## Physical Rehabilitation

High intensity, time limited physical rehabilitation, with the goal of clients returning to a home setting.



4<sup>th</sup>  
Floor

## Palliative and Transitional Care

Combination of Palliative Care Services (including end-of-life care) and Transitional Care Services for clients waiting for placement in a long-term care home or other destination.



5<sup>th</sup>  
Floor

## Geriatric Assessment and Rehabilitative Care

Low to medium-intensity, time limited rehabilitation with the goal of older adult clients returning to a home setting.

