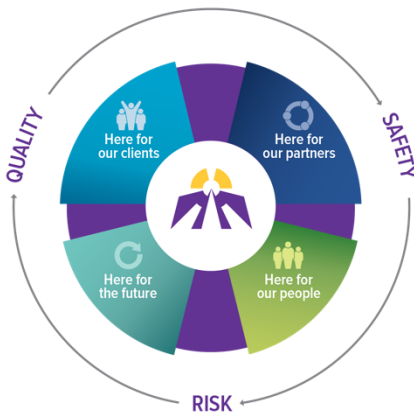


MISSION MOMENT

“A resident at Hogarth Riverview Manor was palliative and didn't have family in town. Staff demonstrated their commitment to care, compassion and commitment by making sure that even after their shifts, he had someone with him. They played music and sat quietly while holding his hand.”

Staff Member



As we advance our vision of becoming a leader in client-centred care, we plan through the lens of Quality, Safety and Risk. Our **Strategic Plan 2016-2020** will focus on four key Strategic Directions:

Here for Our Clients

We will address unmet needs through our programs and services

Here for Our Partners

We will collaboratively define our role in the provision of care for our communities

Here for Our People

We will work to advance our culture and continue our caring mission with our staff and volunteers

Here for Our Future

We will plan for continued financial sustainability

HERE FOR OUR

Clients

Family Support Group

A Family Support Group has begun for HRM and Bethammi families, facilitated by Beverly McQueen and Caitlin Jones, our Resident Counselors. This support group is helping families to cope with transitioning a loved one to our care while experiencing the losses that result from frailty and dementia.

Improvement and Co-Design Learning Session

Katherine Stewart - Psychosocial Rehabilitation Coordinator, Jessica Saunders - Client and Community Relations Coordinator, and Kristine Quaid – Chair of Peer Council & Client and Family Partner attended an Improvement and Co-Design Learning session hosted by The Change Foundation in Toronto. Goals of the training were to understand how to implement applications of engaging in co-design with family caregivers and health care providers on the same team.

Leadership Team Report

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Behavioural Support Ontario Education and Training

St. Joseph's Care Group (SJCG) recently received \$273,642 to support the training and education needs related to Behavioural Supports Ontario (BSO) throughout the region. Fifty people attended Gentle Persuasive Approach training in addition to the following initiatives:

Dr. Eilon Caspi from Dementia Behaviour Consulting presented six 3-hour sessions "*Fighting for Dignity: Resident to Resident Distressing and Harmful Interactions*" in Thunder Bay. Ninety-six people from SJCG, Pioneer Ridge (COTB), Revera Homes, Geraldton District Hospital/LTC, and The McCausland Hospital/LTC in Terrace Bay participated. These sessions were repeated on April 5 and 6 in Fort Frances and Kenora.

Six individuals from the NW LHIN attended Teepa Snow's "*Positive Approach to Dementia Care Train the Trainer and Coach Training*" in Vaughan, Ontario including 3 Psychogeriatric Resource Consultants, the Behavioural Support Unit (BSU) RN Team Lead, SJCG LTC Clinical Educator, and a BSO Mobile Outreach team PSW from Fort Frances.

Thirteen people from the NW BSO Service Team, including the Manager Regional Behavioural Health Services received facilitator training in "*Living the Dementia Journey*".

Outpatient Palliative Care Clinic

A new outpatient palliative care clinic for people with chronic disease is being established in Ambulatory Care at St. Joseph's Hospital. It will offer services one-half day per week beginning in April. Drs. Miller and Bezanson will be the lead palliative care physicians.

Transitioning Services

In preparation for the 2017 closure of the LPH, work to transition the services within Community Seniors' Health began. A review of all St. Joseph's Seniors' Services was conducted to determine the best model of care. As part of this project, the Seniors' Psychiatry Day Program (SPDP) closed. Clients have been transitioned to appropriate services that will continue to meet their treatment goals, both within the Care Group and the community.

"Gab and Glam" Ladies Night

Peer council and the leisure life skills instructors in Comprehensive Community Support have developed a monthly evening group for mental health inpatients and outpatients. The group will provide an opportunity for women to discuss and engage in activities of interest to them.

HERE FOR OUR

Partners

Movement is Medicine

The Chronic Pain team presented a community workshop on the importance of movement in managing chronic pain. The two kinesiologists, Matt Schmidt and Andrew Koscielniak, along with the pain medicine specialist, Dr. Bryan MacLeod, spoke to a group of approximately 50 attendees about innovative ways to manage chronic pain.

Extension of Community Healthcare Outcomes (ECHO) for Chronic Pain

Dr. Mary Ann Mountain and Dr. Bryan MacLeod attended a provincial ECHO conference in March. ECHO is a capacity building education program for primary care providers that offers education on specific areas of chronic disease. Interprofessional experts in a given area of chronic disease (hubs) connect with primary care providers and other healthcare providers at remote sites (spokes) weekly for a 20-week cycle.

ECHO hubs currently operating in Ontario include chronic pain (adult and child), mental health (adult and child) and addictions, hepatitis C and rheumatology. More hubs in a variety of areas of chronic disease are expected to be announced. Drs. Mountain and MacLeod both sit on evaluation committees for ECHO chronic pain and on the Ontario ECHO Collaborative Committee, which includes all ECHO sites.

Regional Geriatric Programs of Ontario

Lisa Petersen, Manager Seniors' Community' Health, attended the Regional Geriatric Programs (RGP) of Ontario Strategic Planning Day in Toronto. Strategic priorities/areas of focus include Senior Friendly Care, enhancing capacity in primary care and community care, building infrastructure for the collective, development of a dementia and senior strategy, communication plan/brand identity, and development of standards for RGP's. Although the Northwest is not an "official" RGP, St. Joseph's Care Group is committed to being involved.

Workshop at International Public Health and Palliative Care Conference

Jill Marcella will be presenting an abstract, "Developing Community Palliative Care Programs Using a Capacity Building Approach: The Northwestern Ontario Experience", as a 1-hour workshop, for the 5th International Public Health and Palliative Care Conference, Palliative Care IS Public Health: Principles to Practice in September in Ottawa.

GTA Rehab Best Practices Conference

The abstract "The Implementation of a Care Stream Model in a Rehabilitation/CCC facility to Support Coordination, Education and Service Delivery for an Integrated Regional Rehabilitation System across the Full Continuum of Care" has been accepted for a rapid podium presentation at the GTA Rehab Best Practices conference. Denise Taylor and Susan Franchi will present.

Thunder Bay Collaborative Memory Clinic

The Thunder Bay Collaborative Memory Clinic went 'live' in February and both teams conducted two memory clinics independently. During the two days, 8 clients were seen for their initial visit and 4 others were seen in follow up to their initial visit in January during observation. SJCG is a member of the clinic team.

Sister Margaret Smith Centre

Christine Vita and Andrea Wrzecionek facilitated a full-day training session on March 31, 2017 for community partners on the topic of the 'Stages of Change and Motivational Interviewing'. The training was organized by the Community Care Access Centre to provide ongoing education sessions to front line workers in health care.

Youth Addiction Services

Sister Margaret Smith Centre, Youth Addiction Programs partnered with the Thunder Bay Drug Strategy and Leadership Thunder Bay in the development and organization of a Youth Photo Voice Project. The purpose of this project was to bring awareness to youth homelessness within our community and to support and welcome Joe Roberts – Push for Change – a journey across Canada while pushing a shopping cart to raise awareness to help youth homelessness. On March 15, 2017, the Youth Photo Voice Project was unveiled at City Hall and a number of youth and community partners were present. The photos will be on display in various locations throughout the city, including Sister Margaret Smith Centre.

Collaborative Planning in Community Mental Health

Our new strategic plan offered an opportunity for staff in Community Mental Health to begin planning for the direction of the service over the next few years. About 120 staff, client and family partners, representatives from other mental health agencies and the NW LHIN met to listen to presentations and discuss what our activities and priorities should be over the next four years.

HERE FOR OUR

People

Leadership Award

The Physician Clinical Teachers' Association has awarded Dr. Haggarty its 2017 Leadership Award. The award is given to a physician leader who "demonstrates a commitment to excellence and innovation, has had a lasting impact on the physician clinical education delivery model and who promotes clinical innovation and supports measureable outcomes while embracing the commitment to clinical practice, research and teaching."

Enhanced Non-Violent Crisis Intervention

Staff members from the Adult and Older Adult Rehabilitation teams commenced recertification training in Enhanced Non-Violent Crisis Intervention. Recertification training takes place every two years for staff working in the inpatient Mental Health Rehabilitation Programs to ensure adequate knowledge, skills and safety in managing crisis situations.

Leadership Team Report

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Building Capacity in Addictions and Mental Health

In follow up to the success of the Building Capacity education series and to provide an alternative means of access to this education for staff, the video series was launched via You Tube. The series ran from February 1st through March 31st with 579 staff attendances on line or via scheduled sessions at various Care Group locations. The series focuses on building the knowledge and skills of our staff regarding addictions and mental health, stigma, compassion fatigue, etc. Over 200 staff participated in the previous series (September 2015-June 2016) with 594 attendances.

New Medworxx Learning Module

Najam Syed, pharmacist, prepared and voiced a new Medication Reconciliation Medworxx learning module, which was launched with the cooperation of Remo D'Angelo from corporate learning.

Hogarth Riverview Manor Addition - Manager

Kristen Wojtalik will be the Manager for the HRM Addition, transferring from Bethammi Nursing Home. The Addition is expected to open on May 15, 2017.

HERE FOR OUR

Future

Data Centre Construction

Contracts have been awarded for the construction of a new shared data centre in partnership with Thunder Bay Regional Health Sciences Centre. Construction is expected to be complete by November 2017. Migration of existing equipment and data will commence in December and is expected to take 12 months to complete.

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is nearing completion on the Hogarth Riverview Manor (HRM) Addition and the LINK. Deficiency reviews have been completed on the interior areas and the majority of items have been cleared. We have received our occupancy permit from the City of Thunder Bay. The MOHLTC conducted their preoccupancy review and identified 11 minor items to be addressed and a plan is being prepared to confirm correction of the items identified. The exterior finishes to the Addition, the main entrance canopy and the LINK are still in progress and should be completed over the next 2 months.

The Central Block area that houses the new chapel and administrative offices is completed and administrative staff have been moved to utilize the area. The procurement plan for furniture and equipment plan is complete.

The LINK is complete and undergoing the deficiency review process. Life safety systems have been verified, are operational, and building systems commissioning is in progress. The architects will be submitting documentation

Leadership Team Report

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for the occupancy permit over the next 2 weeks. Tenant space for the pharmacy and hairdresser will be completed over the next 2 to 3 weeks now that the fire systems have been certified. The coffee shop space has commenced fit up and will be completed over the next 2 months.

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 February 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 team station and reviewed by the construction and clinical teams to establish a standard for acceptance. Approval has been delayed due to some concerns with the final finishes of the products used. The second floor client area has progressed substantially with drywall completion and final painting. The area is ready for flooring installation over the next several weeks.

The 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. This area is fairly complex and has slowed due to a number of coordination and design issues. An interim move of the Central Equipment, Material Distribution and Purchasing Departments is being implemented to allow for the turnover of space to the general contractor for the pharmacy expansion.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. The most critical area seems to be the freight elevator and loading dock redevelopment due to the coordination issues with existing systems. Costs are currently within budget: however, there is concern over the level of change orders to date.