

MISSION MOMENT

"Thanks to staff at the LPH for the wonderful learning experiences from May to July for our year 3 nursing students. I heard consistent and positive feedback about student interactions with not only nurses, but also with other members of the interdisciplinary team. Our students felt like part of the team and confident to make suggestions and ask questions. The environment and support from staff helped students to fully engage with clients and maximize their understanding of mental illness and recovery."

School of Nursing Staff (Lakehead University & Confederation College)



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

Incident Learning System

Information Systems completed development of this System and it was deployed to staff on October 2nd. The system supports staff to electronically capture incidents and near misses. Capturing this information is an opportunity to learn from the experiences, and the data will be used to support process improvements.

Hogarth Riverview Manor Gazebo

The opening ceremony of the Gazebo at Hogarth Riverview Manor was held on September 15, 2017. Residents, staff, and the donors, Mr. and Mrs. Gravelle attended the event. Residents continue to enjoy the outdoor gazebo and winter program planning is underway.

Mental Health Rehabilitation Program – Family Meeting

A meeting between staff and family/friends of current inpatient clients from the Adult and Older Adult Rehabilitation programs took place on September 28th. Updates related to the programs were provided, including planning and preparations for the opening of the East Wing. Client families expressed appreciation for the regular meeting forum and for the opportunity to obtain updates and engage with the programs.

HERE FOR OUR

Partners

Hospital Information System (Meditech)

In partnership with Thunder Bay Regional Health Sciences Centre and the Northwest Health Alliance, a consulting firm was engaged to conduct a readiness assessment and to identify cost of transitioning from the current system to a newer platform and to implement Advanced Clinical Systems including Computerized Physician Order Entry, Closed Loop Medication Administration, and real time Physician Documentation. The report was presented to all Northwestern Hospitals for further analysis of cost and return on investment.

Chronic Pain Team Mentors Manitouwadge

A demonstration project was initiated by the Chronic Pain team at SJCG in partnership with the Manitouwadge Family Health team, Manitouwadge General Hospital and North of Superior Programs. In September, staff from each of these three organizations travelled to Thunder Bay for a week of immersion in the Chronic Pain Program. They left with a good understanding of how the team works at SJCG and some thoughts on how to implement their own chronic pain management team in Manitouwadge. Group education and physical intervention groups will be run jointly for Manitouwadge and SJCG clients via OTN.

Recovery Day 2017- Thunder Bay Drug Strategy

Sister Margaret Smith Centre supported the 4th Annual Recovery Day held on September 13th, 2017 at Marina Park. The Drug Awareness Committee collaborated with a number of community partners to organize this successful, well-attended community event that showcased local bands and storytelling. Sister Margaret Smith Centre staff contributed to the success of this event and promoting recovery.

2016 Ontario Employer Designation

For the third year in a row, Volunteer Services has earned the Ontario Employer designation for providing experimental learning opportunities for high school students. Volunteer Services staff works closely with local high school co-op teachers to provide over 50 opportunities annually. Thank you, Loretta Turpin and Anna Grenier for your commitment to engaging youth in meaningful experiences.

Leadership in Long-Term Care

St. Joseph's Care Group is pleased to be partnering with Conestoga College in the delivery of their Leadership in Long-Term Care and Retirement Living Program which is being offered throughout the region and is being hosted at St. Joseph's Heritage. The course includes 5 in-class days and various webinars over a seven month period. The course focuses on developing exceptional leadership skills for long-term care.

HERE FOR OUR

People

Canadian Nurses Association Certificate of Recognition

Congratulations to Leanna Wasky-Heinzen on receiving the "Certificate of Recognition" from the Canadian Nurses Association. She was 1 of 150 Nurses from across Canada and around the world who were recognized for their contribution to innovative nursing care in celebration of Canada's 150th birthday. Leanna is a Registered Nurse in the Child and Adolescent Psychiatry Program.

Organizational Changes – Hogarth Riverview Manor and Bethammi Nursing Home

Janine Black assumed the role of Director/Administrator in the Seniors' Health division on September 23, 2017. Her areas of responsibility include Bethammi Nursing Home, PR Cook Apartments, Sister Leila Greco Apartments and Behavioural Supports Ontario (BSO) for Northwestern Ontario. In addition, she will lead quality improvement projects across both Long Term Care Homes, such as Nursing Restorative Care and CMI Optimization.

HERE FOR OUR

Future

Outreach Geriatric Clinics in Kenora

Geriatric Assessment Program (GAP) has partnered with Sunset Country Family Health Team and the Kenora Memory Clinic to provide geriatric clinics in Kenora. Dr. Peter de Bakker completed the first clinic in Kenora, with six new consultations conducted. Dr. de Bakker also participated in a 'meet and greet' with members of the Kenora family health team and the Memory Clinic. GAP is actively engaging other communities to develop other regional geriatric clinics.

Seniors' Stay Active Program

A recent survey conducted with the participants of the Seniors' Stay Active Program yielded excellent results. All respondents responded as either very satisfied or satisfied with the program. Comments included, "(the program) provides exercise and social opportunities without pressure to participate and it's a safe environment." And "the program decreases my fear of talking to new people. It also provides an outing for those without other options." A participant also stated the program gives them goals and dignity and "Likes the St. Joseph's attitude!"

Employee Experts on Arxium FastPack Elite Packaging System

Kelsey DiCasimiro and Tammy Winters attended a super-user training course in Buffalo Grove, Illinois. They will be our local experts on the use and care of the Arxium FastPack Elite packaging system that the pharmacy department is acquiring as part of the move to the unit dose dispensing system for medications at St. Joseph's Hospital.

Leadership Team Report

October 2017



Data Centre

Construction for the data centre is underway and on schedule. Commissioning is expected to be completed by November 2017.

Ontario Case Costing

In the spring 2017, St. Joseph's Care Group completed the implementation of Ontario Case Costing with Vizient Consulting. As of September 2017, St. Joseph's Care Group has now submitted fiscal year 2016-17 case costing data for our inpatient programs. St. Joseph's Care Group 2016-17 data will be added to the provincial costing database which is used to set hospital funding rates for the province. St. Joseph's Care Group will now have access to the provincial database to compare our performance with peer hospitals and identify any potential inpatient clinical service cost savings.

Ministry of Health and Long Term Care Compliance Inspection

The Ministry of Health and Long Term Care were on site at Hogarth Riverview Manor for 3 weeks from August 14 to September 1, 2017 to conduct a CCF inspection (complaints, critical incidents, follow up). A preliminary verbal report at the exit interview was provided and the final report is expected on October 10, 2017.

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is completed at HRM including The Link. There are a few outstanding issues that are being managed; the most significant item is the remediation of the balconies on levels 2-7 due to a construction deficiency. Bondfield has commenced work to correct the deficiency and it is anticipated that the work will be completed by the end of October 2017.

The main entrance canopy is partially finished, however there is work required to complete this area pending delivery of additional material.

Janzen's Pharmacy space in The Link opened on May 29, 2017. Robin's Donuts and the hairdresser opened in June 2017. The Auxiliary Gift Shop is now also open this month.

East Wing Project

The East Wing Project at St. Joseph's Hospital commenced in June 2015. The general contractor has issued progress certificates for work to date showing an 83% project completion to the end of August 2017.

Final finishes are underway in the client areas with millwork being installed, as well as bathroom fixtures, electrical finishes and life safety devices. Flooring, painting and ceiling grid is complete with the exception of a small number of areas. The main outstanding issue on client units is the supply and installation of doors and hardware due to a supply delay. The clinical office and outpatient service areas have progressed well, however there are a few rooms changing function that require some rework.

Leadership Team Report

October 2017



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. The Pharmacy expansion is underway however is behind schedule due to a required remediation within the ceiling.

A significant design expansion required an addition of a diesel fuel tank to accommodate the fuel requirements of the new generator and meet the Technical Safety Standards Association (TSSA) guidelines. This design was approved in September and requires additional work by Bondfield's subcontractors to implement the change.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. A schedule review was completed in September with Bondfield, FORM Architecture, Turner Townsend and SJCG staff. The most critical areas impacting the completion deadline are the freight elevator and loading dock redevelopment due to the coordination issues with existing systems and the diesel fuel tank. The new expansion space is progressing well to completion however there is concern over the sufficiency work force levels to complete the work. Schedule reviews are being completed and updated on a biweekly basis. Costs are currently within budget: however, there is concern over the level of change orders to date.

Comprehensive Community Treatment Team/Team Werks and Peer Council Relocation

With the planned move from the LPH site, a location for the CCST, Team Werks and Peer Council has been acquired at the McKellar Mall (next to Victoriaville). This is an ideal location due to the adjacency to our St. Joseph's Health Centre. The design of our tenant space has been completed and the tender results were received on September 21, 2017. Four bids were received and the successful proponent has been notified. The tender award was within budget and construction commenced October 2, 2017.

High Support Housing Expansion

SJCG continues to work with the LHIN and the MOHLTC to meet the requirements to obtain approval for the purchase of property and the operation of an expanded number of high support spaces. SJCG is required to obtain Ministry approval as outlined in the Public Hospitals Act section 4(2) and has submitted the business case for LHIN approval. A legal agreement has been prepared and has been executed by both parties.