

Leadership Team Report

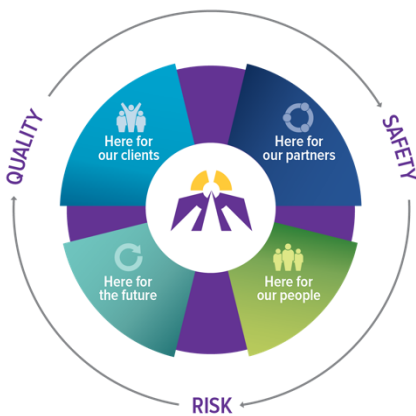
December 2017



MISSION MOMENT

"After my diagnosis, I became depressed. I gained a substantial amount of weight, and went from being a key player in my field to being on the sidelines. It wasn't until I found St. Joseph's Care Group that my life started to improve drastically. It has been seven years since then and if you had told me then what I would be doing today, I never would have believed you. These last seven years have changed my life for the better."

- Client & Family Partner



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

Indigenous Sharing Circles

At St. Joseph's Hospital, Gioia Seerveld, Spiritual Care Specialist, has facilitated an opportunity for an Indigenous client to lead sharing circles with other Indigenous clients in the Multi-faith Meditation Room on a weekly basis. This initiative aims to help Indigenous clients meet one another, speak in their own language, and experience community within the hospital environment. Feedback from the clients is very positive.

Employee and Family Assistance Program Survey

The Behavioural Science Centre (BSC), under the leadership of Cathy Clara, Manager of BSC, recently conducted a client satisfaction survey regarding their Employee and Family Assistance Program (EFAP). BSC provides EFAP for 60 employers in Northwestern Ontario. 92% of employers agreed or strongly agreed that the BSC EFAP offers services their organization values. Cathy works closely with all BSC clients to stay in touch, review success and seek opportunities for growth.

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Advisory Committees

PR Cook (PRC) and Sister Leila Greco Tenant Advisory Committees, as well as Bethammi Resident Advisory Committee met in October. Tenants and residents are working with staff to plan Christmas dinners. PRC tenants continue with Regional Food and Bottle Drives; while Bethammi Resident Council focused on ensuring that residents receive all meals and snacks promptly and at the right temperatures.

"Soul Care" Groups

Steve Robertson, Spiritual Care Associate at Bethammi Nursing Home and Hogarth Riverview Manor, has established "Soul Care" groups at both Homes. Soul Care groups bring "church" to the resident home areas throughout the week where residents are welcomed with a handshake and then participate in a service which includes hymns familiar to them. They leave with a blessing and a "thanks for coming". Steve aims to create an environment which can evoke a common shared spiritual experience, familiar to the residents when they lived independently. Those with dementia engage as well. Participation is high as is resident satisfaction.

Seniors' Stay Active

The Seniors' Stay Active Program held at North End Recreation Centre consistently averages 20 participants each week. Many participants are past clients of our Community Seniors' Health programs, although, recently several individuals have joined the program from a nearby apartment block. Participants encourage friends and neighbours to join the hour seated exercise class and to socialize over a cup of coffee to maintain both physical and mental health and well being.

New Approach to Treatment

Clinicians providing longer term psychotherapy services in Mental Health Outpatients met for three days of planning to review the model of care currently provided at SJCG and models of care provided elsewhere in the province. The team currently provides individual and group therapy to clients with very complex mental illnesses. New models of care include more group therapy and less individual therapy, while maintaining the same levels of quality. The team was grateful to have the support of Jack Christy, a client and family partner representative, for all three days.

HERE FOR OUR

Partners

Memory Clinic Booster Day

Staff members from the Thunder Bay Collaborative Memory Clinic as well as staff from the Memory Clinics in Kenora, Manitouwadge, Schreiber and Red Lake participated in the first Northwestern Ontario Memory Clinic Booster Day hosted by Dr. Linda Lee and her team from the Centre for Family Medicine in Kitchener. The presentation included such topics as Screening of Parkinsonism, Antipsychotic Medication Use in the Management of BPSD and Pain and Dementia.

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Dennis Franklin Cromarty High School Career Fair

On November 16, 2017 Christine Vita, Denise Taylor, Catharine Tombs, Shana Magee and Linda Webb represented SJCG at the Career Inspiration and Pathways event held at Dennis Franklin Cromarty High School. The focus of the event was to encourage students to pursue a health care career.

Regional Behavioural Health Services

Regional Behavioural Health Services (RHBS) pleased to welcome Kelly Brunwin-Harding, Social Worker as the new Psychogeriatric Resource Consultant (PRC) for Long Term Care. Kelly most recently worked as a Social Worker with the Alzheimer Society of Thunder Bay. Community Seniors' Health wishes Kelly all the best in her new role. Sandra Dewsberry will assume her role as the PRC for the community in the upcoming weeks.

Regional Palliative Care Program (RPCP)

The RPCP hosted a face to face with the program's Advisory and the Local Health Hub facilitators from 8 regional communities on November 1st & 2nd. This was an opportunity for the facilitators in the region to come together and share the work accomplished and meet with the Advisory to share this year's Palliative Care priorities.

The RPCP traveled to Sioux Lookout on November 21st & 22nd for a 2 day workshop to bring together Elders from across the Northern Region to discuss definitions of identified terms and concepts with the Substitute Decision Maker hierarchy and Health Care Consent. This facilitated workshop included the services of an identified linguist and language expert.

ECHO – Chronic Pain

Extended Community Healthcare Outcomes (ECHO) is a capacity building education program being implemented in a number of sites across Ontario. Three staff have been hired to implement the second chronic pain hub in Ontario, which SJCG is operating in partnership with The Ottawa Hospital. Over the next few months, the ECHO team will be developing the curriculum and recruiting remote sites to participate in this education opportunity. The first cycle of ECHO chronic pain is expected to begin in the spring of 2018.

Extendicare Assist

Extendicare Assist was approved by the MOHLTC, Inspections Branch, to work with the HRM Management Team. They will remain on site until such time that a period of sustained compliance is achieved to the satisfaction of the Director of the Inspections Branch. They will be reporting regularly to the MOHLTC on our progress.

Tenant Education

A range of education sessions were offered to tenants of PR Cook and Sister Leila Greco, including "Elder Abuse" by Officer Diane MacLaurin; "Auditory Deprivation" through Superior Hearing; and "Dry Mouth" by Carolyn Weiss, Registered Dental Hygienist.

Pinewood Court Relocates to Hogarth Riverview Manor

On November 12, 2017 HRM welcomed 39 residents from Pinewood Court who relocated due to a flood situation in their home and will be with us until restoration is completed at Pinewood Court; the date to be confirmed.

Situation Table

A coalition of mental health and addictions providers as well as police, school boards and child protection agencies have initiated a situation table process in Thunder Bay. Situation tables have been implemented across the country to address the needs of highly complex and vulnerable people who are involved with the police and are at high risk of self harm and/or harm to others. Referrals to the situation table are discussed and the most appropriate agencies become involved immediately to address the need. SJCG's representative at the situation table is the GAPPS team who has been heavily involved in resolving 9 out of the first 10 cases presented.

HERE FOR OUR

People

Responsive Behaviour Education

In response to a recent Ministry of Labor report, risk assessments and staff feedback, training was initiated with respect to managing responsive behaviours. This in-house course teaches staff about using empathy and critical thinking when responding. Staff are also reminded to ensure their non-violent crisis intervention training is current.

Smoking Cessation Support

Deborah Spear, Social Worker, attended a Smoking Cessation workshop hosted by the Thunder Bay Health Unit. Deborah is able to provide smoking cessation support to clients and staff members. This support is available in preparation for and beyond December 4th when all hospital sites become no smoking zones by law.

Clinical Manager – Medically Complex Services

Marianne Kulp started as Clinical Manager - Medically Complex Services in October. As the new Manager, Marianne has met with nursing and therapy staff to see what's working well and what improvements might be required. As a team action plans were developed which the team will review and update monthly.

Java Club Music Program

The HRM Therapeutic Recreation Program has been accepted as a member of the "Java Club Music Program". The program is a research-based peer support activity group program designed for residential care. The focus is on peer support – residents helping residents – which adds purpose and meaning to their lives.

Certified Peer Supporter Designation

Kristine Quaid, President of Peer Council, received her designation as a Certified Peer Supporter (CPS) from Peer Support Accreditation and Certification Canada (PSACC). PSACC is the national organization that sets the standards of practice for peer support. These standards, along with certification and evidence-based research, are the reasons peer support is proving to be an excellent compliment to traditional mental health care and is being accepted as a valued intervention in the holistic approach to mental health and well-being. Congratulations to Kristine!

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Applied Health Research Award

Charlotte McEwen was the successful candidate for the 2017 St. Joseph's Care Group Award in Applied Health Research. Charlotte is a student at Lakehead University in the Masters of Health Science program. The Award is available to graduate students at Lakehead University who are pursuing research related to the services areas of St. Joseph's Care Group.

Montessori Methods Training

The Therapeutic Recreationists at Bethammi Nursing Home and Hogarth Riverview Manor recently finished their training in Montessori Methods, a philosophy for people with dementia based on a prepared environment that enriches, engages, and supports the body, mind and spirit. The focus is on exposing abilities according to needs, interests, preferences, habits, strengths and skills.

Poster Presentation at OHA HealthAchieve

Mental Health Outpatient Program staff Colin Stewart, Ashley Lyon and Missy Teatero presented a poster entitled "The Decision Guide Model: Applying the Concept of Decision Coaching to Mental Health Treatment" at this year's Health Achieve Conference and Trade Show in Toronto on November 6th & 7th.

Volunteer Opinion Survey

Volunteer Services participated in the Provincial Association of Volunteer Leaders of Ontario's Standardized Volunteer Opinion Survey from November 6-26. The survey provides the opportunity to receive comprehensive feedback from volunteers to help guide planning and programming. The survey benchmarks and identifies best practices from other healthcare organizations across the province.

HERE FOR OUR

Future

Hospital Information Systems

Informatics staff are actively participating in the province's Hospital Information Systems (HIS) Renewal initiative, a key initiative under the province's broader Digital Health Strategy. This initiative is looking at transforming Ontario's fragmented information systems into a platform for high-performing, better-connected, integrated and patient-centered health care.

In partnership with the Northwest Health Alliance, Informatics is participating in discussions to upgrade the current Hospital Information System to a newer platform and to implement Advanced Clinical Systems including computerized provider order entry, electronic medication administration, bedside medication verification and electronic physician documentation. Advanced Clinical Systems support best practice and improve patient safety.

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Pharmacy Automation and Relocation

Work continues in preparing medication rooms for housing the new automated dispensing cabinets on the nursing units. An Omnicell Test Cabinet was installed in the 2 South Medication room, and testing has begun. The table top supplementary tablet packaging system has arrived and database building will begin soon. Nursing and pharmacy project leads visited Kingston Providence Hospital in early October to acquire knowledge regarding the new distribution model.

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is completed at HRM including The Link. There are a few outstanding issues 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 and it is anticipated that the work will be completed by the end of December 2017.

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 89% project completion to the end of October 2017. November has seen a good deal of progress in finishing new construction areas with the majority of the second floor being completed. Final finishes are underway in the client areas of the first floor with millwork being installed, as well as bathroom fixtures, electrical finishes and life safety devices. Terrazzo flooring installation has also commenced in the client areas and corridors and the main floor corridor.

External work to the building has progressed well with concrete curbs, sidewalks and paving completed in the Algoma lot. Exterior finishes to the building are also being finalized and the contractor will complete this work by the end of the calendar year. The signage contract has been awarded and the work is on schedule to be complete prior to occupancy.

The new expansion space is progressing well to completion and we are anticipating a calendar year completion if the additional work force is maintained. 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). The design was completed and construction commenced October 2, 2017. Demolition work has been completed and the fit up of the space is in progress. It is anticipated this project will be complete by mid February 2018.

High Support Housing Expansion

This project involves the purchase of a building (Amethyst House) and the retrofit to accommodate 12 high support housing spaces for mental health clients. Our business case was approved by the LHIN and has been submitted to the Ministry for approval. A legal agreement has been prepared and has been executed by SJCG and TBRHSC for the purchase of the building conditional upon receiving regulatory approvals.