

Leadership Team Report

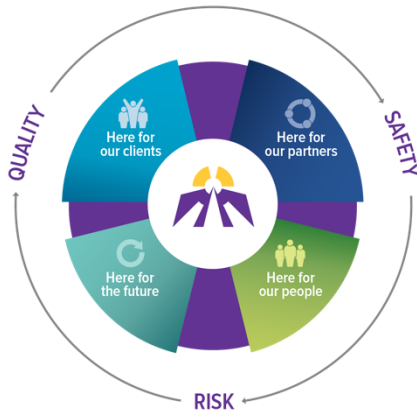
November 2018



MISSION MOMENT

"In early September the Medically Complex Services team (2nd floor SJ Hospital) supported a long stay client to be discharged to his own apartment in the community. The client waited in hospital for over 3 years. Once he was awarded a placement the team rallied to provide him with kitchen ware, bedding, furniture, and other necessities in order for him to be successful in the community."

- 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

Backyard Beautification

The tenants of Sister Leila Greco Apartments, through St. Joseph's Foundation, fundraised to provide some backyard beautification. To date, their efforts include a gazebo, garden shed and storage, and planning continues with the recreation staff on ideas for next spring. The tenants are very pleased that the space is developing into an area in which they can relax and safely enjoy the outdoors.

Manor House Adult Day Program

In September, clients attending the Manor House Adult Day Program celebrated "back to school" with reminiscing, and school theme cognitive activities such as 'spelling and math bees'. To continue with the school days theme, the Thunder Bay Museum, who visits monthly, brought in artifacts related to school. September also included special guests from Harborview Daycare with children visiting, singing songs and participating in games with the clients.

Hospice Diversion Form Pilot Project

The Hospice Diversion Form Pilot Project has begun in partnership with Superior North EMS and TBRHSC. This project was established to avoid palliative clients in the community having to go to the emergency department if 911 is called. Clients living at home with a hospice diversion form can be directly admitted to St. Joseph's Hospital.

Care
Compassion
Commitment

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Wound Offloading Pilot Project

The Wound Program has been participating in a Wound Offloading Pilot Project for clients with Diabetic Foot Ulcers. Offloading is an effective strategy that reduces pressure on wounds on the sole of a client's foot, with the goal of improving healing rates and reducing complications such as chronic wounds, immobility, amputations and poor quality of life. The Northwest LHIN reimburses the program when they prescribe an appropriate offloading device for clients with diabetic foot ulcers, such as air casts and total contact casting, as OHIP does not cover the cost of these devices.

Employment Options/Team Werks Garden and Wellness Trail

Approximately 1,400 pounds of produce was grown in the new Team Werks garden, located beside the Sister Margaret Smith Centre, supplying the Green Werks Café at St. Joseph's Health Centre, fresh produce for their daily lunches. Other recipients included the Regional Food Distribution Association, Shelter House and Hogarth Riverview Manor. The wellness trail and contemplation area is progressing well with the hope of expansion next year.

'Choosing Wisely' Initiative

Public Health Ontario has developed the Management of Urinary Tract Infections (UTIs) in Non-Catheterized Long-Term Care (LTC) Home Residents Program. This program is developed to improve the recognition and treatment of UTIs within the LTC population. Through a series of web based conferences, HRM is participating with six other Northern Ontario LTC Homes to collaborate and build support in the implementation of this program.

Unit Dose Medication Administration

In collaboration with Pharmacy, the Information Technology and Systems team has completed the connectivity and installation of the drug packager and medication cabinets. These cabinets support unit dose for medications. Pre-packaged unit doses eliminate the need for nurses to count and pour medications, reducing the chances for incorrect doses, one of the most common medication errors.

Hospital Elder Life Program

The Hospital Elder Life Program (HELP) has been growing with volunteers and clients throughout the past few months. The program received 16 referrals the past month and was able to connect volunteers with clients within the first week of referral. HELP Coordinator, Marielle Henderson attends clinical team huddles as a way to communicate to staff, answer questions, screen for potential referrals and share information on registered clients.

Partnership with Alpha Court

Inpatient Mental Health Rehabilitation clients have been welcomed to attend and participate in programs and services offered at our neighboring Alpha Court. Where appropriate, clients may access Alpha Court's services on their own or with staff to participate in various leisure programs such as kickboxing, pinball, board games, etc. In addition, clients have the opportunity to integrate and engage with other clients in the community and make the necessary connections with Alpha Court for ongoing participation post-discharge.

HERE FOR OUR

Partners

Psychogeriatric Resource Consultant Outreach

As the Geraldton District Hospital does not have a Psychogeriatric Resource Consultant (PRC), we offer this support through our Specialized Geriatric Services. The Community PRC offers staff training, and direct client follow-up either via the Ontario Telemedicine Network or by in-person visits to Geraldton.

Extended Community Health Outcomes (ECHO)

ECHO completed its first cycle in October 2018. Approximately 30 people participated from an average of 15 sites across Ontario. Feedback from participants was positive. Cycle 2 commenced on November 7, 2018. ECHO also hosted a joint Boot Camp with Toronto Sick Kids from October 26-28, 2018, with a focus on 'Pain through the Lifespan'. This hands-on learning experience put to use the knowledge and skills learned in Cycle 1 ECHO sessions.

Data Centre

Construction of the new data centre is complete. Network connectivity is expected to be completed by end of November. Once the network connectivity is completed, the plan is to install the new equipment and begin data migration. Concurrently, planning for redevelopment of the original data centre has begun. The plan is to reduce the footprint and replace the uninterrupted power supplies (UPS) which are at end of life. This construction is expected to begin in April, after all the equipment and data has been migrated to the new data centre.

Inpatient Wait Times

Information Systems has completed the development of an automated process to manage and track wait times for referrals to SJCG inpatient beds. This process eliminates manual and duplicate data entry and automates data extractions, improving statistical information.

Transcription/Dictation System

SJCG in partnership with TBRHSC recently awarded a contract for replacement of dictation/transcription system. This system has improved word recognition technology for faster turnaround times for report completion and distribution. It supports front-end voice transcription to allow non-physician clinicians to complete timely reports.

2018 Dementia Care Conference

Staff from Senior's Supportive Housing attended the annual Dementia Care Conference hosted by the Alzheimer's Society of Thunder Bay. The focus of this year's conference was on caring for the caregiver and the many ways we can help support those who are the networks for our clients who live with dementia.

HERE FOR OUR

People

Annual BSO Education and Training Plan

An Annual Education and Training Plan for all Behavioural Supports Ontario (BSO) staff will be supported through the Centre for Education and Research on Aging and Health. Initially, emphasis will be on PIECES (Physical, Intellectual Emotional, Capabilities, Environment, Social), GPA (Gentle Persuasive Approach) and U-FIRST (Understand, Flag, Interact, Reflect & Report, Support, Team) Training for all BSO staff.

Staffing Improvements at Bethammi Nursing Home

Bethammi Nursing Home hired eighteen PSWs over the month of September, filling a number of vacant positions. With most positions filled and staff orientated by October 15th, there will be significant relief for the staff members who worked with less than a full complement in the early months of 2018.

Halloween Recruitment Event

The Recruitment and Corporate Learning teams hosted a Halloween Student Recruitment Lunch on October 30th for over 30 Nursing Students at St. Joseph's Hospital.

Wound Program

Susanna Puiras, physiotherapist in the Amputee Program and Regional Wound Care Program, was accepted to the Masters of Clinical Science - Advanced Health Care Practice in Wound Healing program at Western University. The program is a compressed 1-year Masters program via distance education, on-site residency periods in London, Ontario, and clinical mentorship hours locally. The expected completion date is July 2019. Congratulations Susanna!

Northern Ontario Psychology Internship Consortium (NORPIC)

NORPIC hosted the Acceptance and Commitment Therapy (ACT) workshop for clinicians in Northwestern Ontario. Eighty-two participants attended to hear Dr. James Brazeau, a former NORPIC intern, share his knowledge and experience.

Three new interns started with NORPIC in September with internships at St. Joseph's Care Group – Mental Health Outpatient Program, Thunder Bay Regional Health Sciences Centre and Sioux Lookout Family Health Network. Interns will be with their respective organizations from September 2018 to August 2019.

Learning Management System

St. Joseph's Care Group's new Learning Management System officially launched on October 19, 2018. Staff and students are now able to access eLearning courses from any device with an Internet connection. This project was in collaboration with Thunder Bay Regional Health Sciences Centre. Special thanks to our Information Technology, Human Resources, and Corporate Learning teams.

HERE FOR OUR

Future

Capital Updates

East Wing Project

The East Wing Project at St. Joseph's Hospital reached substantial completion on August 23, 2018. Clear title was confirmed on November 2, 2018 and holdback payments were released. Partial funds are still being held back pending full completion of the project. SJCG continues to make direct payments to subcontractors to ensure they are fully paid and to continue to progress on completion activities.

The following areas have reached completion over the last month:

- External landscaping
- Loading dock levels and door
- Locker room and pharmacy mechanical room
- Purchasing and print shop area
- Concrete finishes for freight elevator.

The areas still requiring completion include:

- Receiving area relocation of controls, floor finishing
- Freight elevator installation not completed (all levels) – 80% complete
- Central Equipment – flooring outstanding - 85% complete
- Mechanical room and corridor – electrical finishes – 85% complete
- Pharmacy corridor – ceiling tile replacement and installation of diffusers remaining – 90% complete
- Canopy finishes at main entrance is outstanding – expected to commence week of November 5th
- Paving and waterproofing remaining North side - 80% complete
- Mechanical room changes
- Various floor finishes which will require the flooring contractor to return to site
- Deficiency completion is underway and progressing well.

A detailed work plan outlining completion dates has been prepared and is being updated weekly with Bondfield. The longest time frame appears to be the completion of the freight elevator which is anticipated to be turned over by the 4th week of November.

Home for Good Initiative

The rezoning application for the Thunder Bay Inn continued through the approval process and we received Council approval on September 17th. The zoning bylaw amendment was approved at City Council on October 15th and the appeal period expired on November 6th with no objections filed. During the rezoning process City Planning

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identified they require a record of site condition to be obtained prior to a building permit being obtained. Steps to attain this are underway. The final purchase date will be determined based on the approval work being completed.

Elevator Modernization Project

The elevators at Bethammi Nursing Home will be undergoing upgrades starting this month with expected completion by April 2019. One elevator will always remain in service during the construction period. All construction work is being performed in the 4th Floor Penthouse which will minimize construction noise and dust to our residents, visitors and staff. This project is funded by the North West Local Health Integration Network.

When complete, the elevators will have improved displays and will operate more quickly than the existing elevators. Resident safety will be enhanced through integration with Bethammi Nursing Home's security system.