

# Leadership Team Report

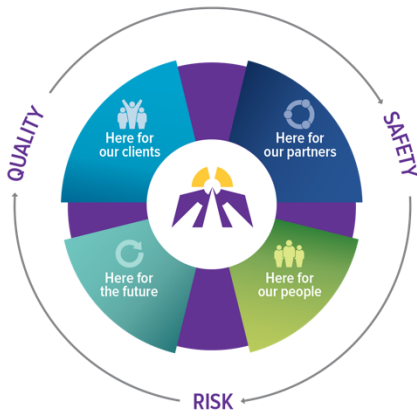
December 2018



## MISSION MOMENT

*"I have lived at PR Cook Apartments for over 30 years. I love the activities offered and the volunteering that I do. It keeps me busy and there is always something to look forward to. The other tenants, residents at Bethammi, and staff at the Heritage are my friends and family."*

Tenant, PR Cook Apartments



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

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## Clients

### Living the Dementia Journey

'Living the Dementia Journey' is a new philosophy and education program that supports the well-being of people living with dementia. It emphasizes the importance of shifting care and services to focus on a person's strengths and abilities, and how each person can be supported in living life to the fullest. The purpose of the 'Living the Dementia Journey' program is to change the perception and the way that people *view* individuals who are living with dementia. The program aims to help individuals and organizations create a shared understanding of care and support that builds awareness, understanding, and compassion. The first sessions were held October 10 and 17<sup>th</sup> at HRM with 14 and 10 people attending the sessions respectively, and were well received.

### Falls Prevention Funding

The Ministry of Health and Long-Term Care is providing annualized funding of \$48,000 for Hogarth Riverview Manor and \$11,200.00 for Bethammi Nursing Home for falls prevention equipment, provided that the falls with injury rate is maintained or lowered and that emergency room visits related to falls remains the same or lower. If this performance is not maintained, then funding will be reduced. The performance baseline is 2017/18 results.

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## **Identification of Choking Risks**

Bethammi Nursing Home staff and management worked together to design and implement a new system for identifying residents who are at high risk of choking. The system is designed to ensure residents receive the proper diet and support they need and to simplify documentation.

## **Community Volunteering**

Six inpatient clients with the Mental Health Rehabilitation program volunteered at the Shelter House and helped prepare and cook a meal for over 150 individuals in need. The clients found the community volunteer experience rewarding and look forward to volunteering again.

## **Yoga Sessions**

Clients with the Mental Health Rehabilitation inpatient program participated in 2 yoga sessions with a volunteer yoga instructor. Clients were given a good understanding of the benefits of yoga related to mental health, strength development, flexibility, and improved overall wellness. Clients look forward to the next session in December.

## **Patient Advocate**

Tony Riccio, Patient Advocate, was welcomed at Amethyst House High Support home as part of the newly expanded advocacy role in the community. While at Amethyst House, the Patient Advocate met with clients and discussed the purpose and goal of patient advocacy in the community.

## **High Support Housing Client Activities**

In November, clients from all four High Support homes gathered together at Amethyst House for a homemade spaghetti and meatball dinner prepared by clients. The evening was enjoyed by all clients.

## **Older Adult Men's Breakfast Club**

The Older Adult Men's Breakfast Club of Sister Margaret Smith Centre went on an outing to the Thunder Bay Art Gallery to view the Indigenous art exhibits. The Breakfast Club is a weekly support group for men who are 55+ where they make their breakfast, discuss topics relevant to recovery and practice new skills for living in the community. This was the first time many of the men had attended an art gallery or saw local art first hand.

## **Specialized Geriatric Services**

On November 22<sup>nd</sup> the Regional Geriatric Programs of Ontario Provincial Leaders Office Co-Executive Directors attended a one day session to assist with planning for a future state of Specialized Geriatric Services (SGS) across the North West LHIN. Regional Stakeholders from across the region convened for the session with the intent of mapping out a future state of SGS and determining some priorities for action.

## **Ventilated Clients**

Medically Complex Services admitted two new chronic ventilated clients from TBRHSC, bringing the total to 4. With the addition of these clients, the Ontario Telemedicine Network is being used to collaborate with the TBRHSC Intensive Care Unit Critical Care Nurses and Respiratory Therapists. The staff on the Medically Complex Service team are able to link up with the services of the Critical Care team to ensure a client-centred approach.

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## **Care Partner Support Group**

The evening support group at the Manor House Adult Day Program showcased the video "Creating Moments of Joy" for people with dementia. The video discusses how for someone who has short term memory loss life is made up of 'moments' and those wonderful moments can be created.

## **HELP Volunteers**

Seven new volunteers were recruited for the Hospital Elder Life Program, bringing the program total to 15 active volunteers. This recruitment was achieved by continuing to advertise and follow-up on connections made through post secondary volunteer fairs. Volunteer orientation has been increased to ensure volunteers can begin volunteering sooner and do not lose interest from the long wait times between training sessions.

## **Remembrance Day Events**

Sixteen residents at Hogarth Riverview Manor received the honour of a color guard salute. The Town Hall was full of Veterans, family members and residents taking part in the ceremony. At Bethammi Nursing Home, residents and tenants also participated in a service and shared many stories from the past about family members who have served and those who were lost.

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# Partners

## **Supportive Housing Units**

P.R. Cook Apartments Support Services program has received notice that the North West LHIN will fund two additional supported units. These units have been filled and there are now 123 of the 181 apartments that can offer support services. Supportive Housing is in high demand, and St. Joseph's Care Group will continue to advocate for increased capacity.

## **Urban Abbey Dementia Café**

Hogarth Riverview Manor and Bethammi residents have started attending the Urban Abbey Café, put on by the Urban Abbey "to offer folks with a diagnosis of dementia and their care partners a place to belong!" Urban Abbey provides a high-end coffee shop environment filled with great relationship building opportunities and the joy of knowing one is part of a safe and accepting space.

## **Presentation to Faye Peterson Transition House**

Two counseling staff from Sister Margaret Smith Centre were invited to present at a women's conference for clients and staff of Faye Peterson Transition House. Approximately 45 women participated in an experiential workshop to learn about the Internal Family System model which assists clients in understanding themselves better and what to focus on for change. The presentation was well received by the participants.

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## **Falls Prevention Program at North Caribou Lake First Nation**

The RRCP assisted partners in North Caribou Lake First Nation start their Falls Prevention component of the VON Elder Exercise Program on October 1st. The program continues in Eabametoong First Nation and Fort Severn.

## **Implementation of COPD Navigator Role**

The Regional Rehabilitative Care Program (RRCP) continues to participate in the COPD Working Group, lead by Medtronic and hosted by TBRHSC. The program is looking at the implementation of a COPD Navigator role which will assist with education and discharge planning. A central referral system and algorithm will be piloted for people with COPD with eventual expansion to the region and for all pulmonary diseases.

## **Understanding Indigenous Perceptions of Dementia Session**

On November 1<sup>st</sup>, the Northwest Regional Geriatric Education Collaborative with the support of SJCG successfully presented: Understanding Indigenous Perceptions of Dementia: Building Relationships and Cultural Safety to Support Older Indigenous People and their Loved Ones. This session was well attended and provided invaluable information and tools showcasing the groundbreaking dementia research to practice of Dr. Kristen Jackin.

## **Rheumatic Disease Program Conservative Management Pilot Project**

The Rheumatic Disease Program (RDP) is part of a province-wide Conservative Management Pilot Project that aligns with the direction of the Ministry of Health and Long-Term Care to improve the delivery of health care services for patients with hip and knee osteoarthritis (OA). RDP launched the first GLAD (Good Life with Osteoarthritis in Denmark) program in Northwestern Ontario. This evidence-based program targets clients who have moderate-to-severe hip and knee OA. Erin Puhalski, physiotherapist, leads the SJCG program. Clients assessed at the Regional Assessment Centre located at TBRHSC that are not considered surgical candidates are eligible for the program. Clients receive 8 weeks of neuromuscular exercises sessions in a group setting directed by the physiotherapist. They also attend 2-3 education sessions to improve their knowledge and ability to self manage their osteoarthritis.

## **Regional Education**

Sandra Dewsberry, Psychogeriatric Resource Consultant conducted two P.I.E.C.E.S education sessions in Geraldton and in Dryden, co-facilitating with Sally Tenhove, RN and Lori Russell, Psychogeriatric Resource Consultant. P.I.E.C.E.S is a framework for assessment and supportive care strategies for the care of complex older adults.

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# People

## **Chronic Pain Management Program**

The Chronic Pain Program welcomed a physiotherapist from the Manitouwadge Family Health Team to provide first-hand knowledge of the program services and structure. This was an excellent opportunity to build capacity of our regional partners.

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## **Communication at the End (CEoL) of Life**

The Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) were commissioned by the MOHLTC to coordinate continuing education for Personal Support Workers (PSWs) on the topic of improved end-of-life care. The CEoL Fund is delivering 'Communication at the End-of-Life' train the trainer workshops.

On November 8 and 9<sup>th</sup>, Jolene Hynnes, Clinical Educator, and Candice Benninghaus, RPN, had the opportunity to participate in the Train the Trainer Session, aimed at teaching PSW and others working in Long-Term Care about communication and skills for providing care at end-of-life. This content will be delivered to the frontline staff in the spring of 2019.

## **International Infection Prevention and Control (IPAC) Week**

IPAC Week is celebrated annually in the third week of October. Hogarth Riverview Manor (HRM) celebrated IPAC week with a static and interactive display center located in Town Hall.

## **Regional Palliative Care Conference**

Five staff members from Bethammi Nursing Home, P.R. Cook and Sister Leila Greco apartments attended the Regional Palliative Care Conference in October. A Personal Support Worker from Bethammi, Jackie MacDonald, presented at the conference.

## **World Stroke Congress**

On October 17-20, 4 staff and the manager of the Stroke Unit (3N) attended the World Stroke Congress in Montreal. Esme French (Ontario Regional Stroke Network) presented an 8-minute oral communication followed by a 2-minute Q&A on behalf of the 3N SJH Rehab Intensity Working Group related to an improvement in rehab intensity minutes. The team attended multiple sessions, learning about the most recent evidence based approaches to stroke care, the latest developments in stroke prevention, acute management and restorative care following stroke. They were inspired by presentations on how to improve quality stroke care for our clients.

## **Omnicell Medication System**

The Omnicell medication system (unit dose) was implemented throughout St. Joseph's Hospital with generally positive feedback. The teams continue to provide feedback and input on the system. Thanks to everyone involved for the successful implementation of this large scale project and practice change.

## **Take Our Kids to Work Day**

On November 14, 2018, St. Joseph's Care Group welcomed 17 Grade Nine students for Take Our Kids to Work Day. This annual event, hosted by the Corporate Learning Team was enjoyed by all. The morning provided interactive experiential learning for the youth. They shadowed staff for the afternoon to learn about healthcare careers.

## **Master of Arts in Leadership**

Congratulations to Lisa Beckwick, Director Organizational & People Development, who graduated with a Master of Arts in Leadership (health specialization) from Royal Roads University. As part of the program, Lisa conducted an action research project for St. Joseph's Care Group focused on leadership development strategies.

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## Future

### Capital Updates

#### East Wing

**The following areas have reached completion over the last month:**

- Central Equipment
- Paving and waterproofing at Shipping/Receiving
- Pharmacy corridor

**The areas still requiring completion include:**

- Receiving area relocation of controls, caged holding, final clean
- Freight elevator installation not completed (all levels) – 90% complete
- Mechanical room and corridor – electrical finishes – 90% complete
- Canopy finishes at main entrance began Nov 19th expected to be completed Nov 28th
- Mechanical room changes

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 mid December.

#### Home for Good Initiative

The zoning bylaw amendment was approved at City Council with no objections filed during the appeal period. City Planning identified that a record of site condition is required prior to a building permit being issued. Steps to attain this include a Phase 2 Environmental Site Assessment (ESA), currently underway with a report expected to be complete mid-December. The final purchase date will be determined based on the ESA report being completed.

#### Elevator Modernization Project

The Bethammi Nursing Home Elevator modernization project started on Nov 12th 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 4<sup>th</sup> 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.