

## MISSION MOMENT

"Even after the program ended, I always felt welcomed to come back to talk with the staff when needed. They have an open door policy and that is reassuring".

Client, Chronic Pain Management Program



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

### Christmas Celebrations

A Christmas Party was held on each unit for the clients of the Mental Health Rehabilitation Program on December 24, 2018. Clients were able to listen and dance to music, enjoy delicious baking, and take part in festive activities. The clients overall enjoyed the pleasure of each other's company.

Both the Women's and Men's Support groups at Sister Margaret Smith Centre enjoyed a traditional turkey dinner just before Christmas that they helped to prepare. The dinner provided them with the opportunity to celebrate in a safe and supportive environment. For many of our clients the holidays can be a difficult and lonely time so this is a welcome festivity they look forward to.

### Horticultural Activities - HRM

The horticultural therapy team and Therapeutic Recreationists at HRM assisted residents with planting amaryllis bulbs to promote anticipation and hope as they nurture the plants to produce a colourful bloom.

## Assessment Beds

During the month of November, Medically Complex Services continued to admit clients to 7 Assessment Beds as a trial on the 2<sup>nd</sup> Floor. The purpose of these beds was to create flow for TBRHSC with clients whose acute care services needs were met yet still required rehab therapy, a home visit, equipment and/or discharge planning. A total of 23 clients were admitted: 12 were discharged within 13 days with an average CMI; one client was admitted to Medically Complex Services; and one was transferred to the GARC program. All remaining clients were discharged home. Due to the success of this trial, the assessment beds have been relocated to 5 North and expanded to 24.

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## Partners

### Community Partner Program Donation

Sister Margaret Smith Centre Youth Services would like to send our sincere thanks to Canada Safeway for their recent donation of \$2,274.50 for the UTURN program, which is a collaboration between Children's Centre, Thunder Bay Counseling and Sister Margaret Smith Centre. This contribution will support our Mood Walks Program.

### NWLHIN Leadership Award

The Rapid Access to Addiction Medicine Clinic (RAAM) was presented with a North West LHIN Leadership Award. The certificate is in recognition of the partnerships within the RAAM Clinic for the contributions to health system transformation in the North West LHIN.

### Best Practices Conference

The Regional Rehabilitative Care Program (RRCP) hosted the 2<sup>nd</sup> Annual Best Practices in the North West LHIN on November 15 and 16. Sixty-three participants from all 5 sub-regions participated including 12 participants via OTN. The conference provided sessions on discharge planning, engaging clients with substance abuse, comprehensive senior assessment, bowel and bladder continence, *Supportive Conversation* for people with aphasia, pressure injury prevention and an interprofessional clinical simulation scenario evaluation tool.

The new East Wing Conference Rooms and Living Wall area proved to be an excellent venue. In addition, the hospital venue provided an opportunity for our regional partners to tour the new East Wing and Rehabilitative clinical areas. A number of SJCG managers and staff participated as speakers.

### Wait At Home Referral Process

The North West LHIN and SJ Hospital coordinated an inservice to review with staff the Wait at Home (WAH) referral process and use of appropriate terminology to use when meeting with clients and families. Staff are expected to more accurately determine Alternate Level of Care (ALC) to Long-Term Care (LTC) waiting in hospital and reduce suspected inappropriate designations.

## **Sister Leila Greco Knitters Club**

For the past five years, The Sister Leila Greco Knitters Club has been dedicated to making a variety of knit wear – hats, mittens, and blankets that are donated to the Thunder Bay Regional Health Sciences Centre children's ward and the cancer clinic. *"It's our way to make sure that children can be kept warm in the winter"* said a dedicated member of this group since it began in 2013.

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## People

### **Leaders Certificate Program**

Congratulations to Shelley McAllister, Director Collaborative Practice & Chief Nursing Executive, and Danielle Lesschaeve, Nursing Professional Practice & RNAO Best Practice Spotlight Organization (BPSO) Lead, who completed the Dorothy Wylie Health Care Leaders Certificate Program. Participation in the program included a project to develop a St. Joseph's Care Group preceptor education program.

### **Healthcare Student Reception**

St. Joseph's Care Group hosted their annual Healthcare Student Reception on November 28, 2018. Managerial staff welcomed the 38 students in attendance from various post-secondary health programs and encouraged them to consider the various employment opportunities at St. Joseph's Care Group.

### **Applied Health Research Award**

Lauren Dalicandro is the successful candidate for the 2018/19 St. Joseph's Care Group Award in Applied Health Research. Lauren is a student at Lakehead University in the Clinical Psychology program and is working with Dr. Christopher Mushquash. 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.

### **Enhancing Knowledge**

Staff within Specialized Geriatric Services (SGS) attended "An Introduction of the Comprehensive Geriatric Assessment: Best Practice for Supporting Frail Seniors". This workshop provided an overview of the Comprehensive Geriatric Assessment and related tools, identified the philosophy and application of CGA, discussed the role of the interprofessional team and identified approaches to integrating the framework into clinical practice.

Several staff within SGS attended the workshop, "Understanding Indigenous Perceptions of Dementia: Building Relationships and Cultural Safety to Support Older Indigenous People and their Loved Ones" hosted by The Northwest Regional Education Collaborative. The workshop focused on: culturally safe approaches to care within older Indigenous populations; the importance of relationships and community partnerships in developing or adapting culturally safe health promotion materials and practice tools; the Canadian Indigenous Cognitive Assessment (CICA) tool; Indigenous peoples' perception of dementia and how we can support older Indigenous population and their loved ones; and, community services available for older Indigenous populations.

# Leadership Team Report

January 2019



## **Rehabilitative Care Alliance System Performance Report**

The Rehabilitative Care Alliance released its first ever System Performance Report, or Rehabilitative Care Scorecard. The report reveals SJCG and the North West LHIN are high performers related to access to bedded (inpatient) rehabilitation (benchmark 3 days), average performers related to access to in-home Rehabilitative Care (benchmark 5 days) and a low performer related to repeat Emergency Department visits for falls for community-dwelling seniors.

## **HRM Management Announcements**

Sonja Stephenson, Director of Care retired on December 21, 2018. Kathleen Romano will be assuming the role of Director of Care and Kristen Wojtalik is the successful candidate for the Assistant Director of Care.

## **Mock Evacuations**

Bethammi Nursing Home, PR Cook Apartments and Sister Leila Greco Apartments completed their annual mock evacuations with Thunder Bay Fire Department and Health, Safety & Risk in November. Staff at both sites demonstrated their competency to safely and effectively evacuate tenants in under the prescribed amount of time, demonstrating the minimal staffing levels of a night shift.

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# Future

## **HELP Volunteers**

The Hospital Elder Life Program (HELP) maintains 15 volunteers and also newly recruited 2 additional. Many volunteers increased their shifts to twice a week and all provided great feedback about the program. More than half the volunteers are students, many of whom study in a health related discipline. Efforts to match clients and volunteers needs and interests provides clients with volunteers who are very engaged and volunteers with a meaningful experience. HELP is expanding to the third floor of St. Joseph's Hospital.

## **Capital Updates**

### **East Wing**

East Wing 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 outstanding item is completion of the freight elevator which is now expected to be turned over by mid-February at the latest.

### **Home for Good Initiative**

The zoning bylaw amendment was approved at City Council with no objections filed. City Planning identified that a record of site condition is required prior to a building permit being issued for the necessary renovations to begin at the Thunder Bay Inn. A Phase 2 Environmental Site Assessment (ESA) has been completed and the final purchase date is now expected to occur by mid-January.