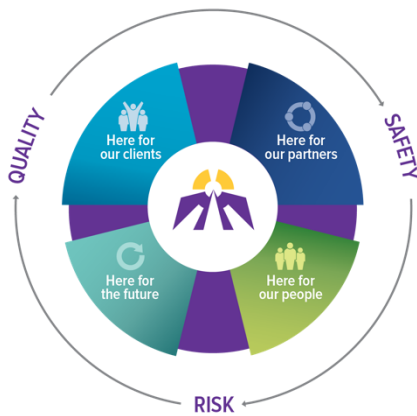


MISSION MOMENT

"For 33 years, I have lived with diabetes and its' complications. Six years ago, I finally was able to make changes to my diet and exercise to turn my life around. The wonderful people at Diabetes Health and the Amputee Program made a significant impact in my life and I am happy to volunteer with the Amputee Program. It's the best job I have ever had, with the best people – both staff and clients. To everyone who has been part of my journey – I appreciate you all".

Client, Rehabilitative Care



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

Sister Leila Greco Apartments Anniversary

Six years ago, on January 2, 2013, the Sister Leila Greco Apartments first opened its doors to the first tenant. That tenant enjoyed being the first to live in the new building and continues to live with us today. The tenant states *"This is the most wonderful place to live and we are all so very lucky to call it home"*.

HRM Compliance

Hogarth Riverview Manor (HRM) focused on compliance, hiring and new manager orientation in February. A hiring blitz is underway to fill as many vacancies as possible. The Compliance Inspection of January 21 – February 1, 2019 resulted in 3 reports received on February 13, 2019. Areas of non-compliance decreased to 1 compliance order, 3 new voluntary plans of correction and 6 written notices and are considered to be low risk related to documentation and reporting.

Leadership Team Report

March 2019



Bethammi Nursing Home Compliance

Compliance Inspectors were at Bethammi for 3 weeks in January completing complaint, critical incident and order follow-up investigations. The Home received 3 orders and has started working to meet the compliance deadline of May 5, 2019. The orders were in the areas of care planning, documentation and medication management.

Dining Enhancement

The Dining Enhancement Committee at HRM, with family member representatives, continues to meet and provide suggestions for improvement; with a recent implementation of playing relaxing music during meal time, as selected by the Resident's Council.

Mental Health Surge Beds

On February 22, 2019, the Mental Health Rehabilitation Program added two surge beds, on 1 East and 2 East at St. Joseph's Hospital. The mental health surge beds are utilized as needed in response to overcapacity and mental health inpatient bed pressures.

HERE FOR OUR

Partners

Extension for Community Healthcare Outcomes (Project ECHO)

Congratulations to the ECHO team at St. Joseph's Care Group on their successful Canadian Institutes of Health Research grant application. The topic of research is the *Evaluation of Project ECHO Chronic Pain and Opioid Stewardship in Ontario: Impact on Primary Care Practitioners' Self-Efficacy, Knowledge and Prescribing Behaviours*. This grant was submitted in partnership with The Ottawa Hospital and Project ECHO at University Health Network.

Transformative Change Award Recipient

The Ontario Alliance for Healthier Communities has selected the Rapid Access Addiction Medicine (RAAM) Clinic as one of the *2019 Transformative Change Award* recipients. The award recognizes leaders, innovators, collaborators and health champions who have been helping to achieve the vision of the best possible health and wellbeing for all people living in Ontario. The RAAM clinic operates weekly out of NorWest Community Health Centre and Balmoral Withdrawal Management Centre.

Acute Care for the Elderly (ACE) Unit

An Acute Care for the Elderly (ACE) Unit is one service mandated as part of a comprehensive Regional Specialized Geriatric Care Services (SGS). Recently, an opportunity arose to attend a workshop with our colleagues from TBRHSC at Mount Sinai Hospital hosted by Dr. Samir Sinha, on Elder Friendly Hospital/Acute Care for Elders. The workshop was invaluable to help inform models to support frail seniors in Acute Care.

North West Dementia Capacity Plan

A draft Dementia Capacity Plan is complete. The plan's focus is on community dwelling persons living with dementia and the partners in care who have not yet expressed a need for LTC. An extensive engagement took place with stakeholders across the region to develop key recommendations. SJCG representatives played a key role in the consultation process. Consultation is underway to vet the draft recommendations with stakeholders and submit to the Ministry of Health by March 31, 2019.

Elders Exercise and Falls Prevention Program

The Regional Rehabilitative Care Program (RRCP) worked with partners in Eabametoong First Nation, Fort Severn First Nation and North Caribou Lake First Nation and VON in Thunder Bay to establish and deliver an Elders Exercise and Falls prevention program. In January, we visited Fort Severn with our partners at the Sioux Lookout First Nation Health Authority Primary Care Team (SLFNHA PCT). The Elder Exercise program with VON and RRCP ends March 31, 2019 and our partners, the SLFNHA PCT, will sustain the program and expand it into additional communities.

HERE FOR OUR

People

Therapeutic Recreation Awareness Month

"The purpose of Recreation Therapy is to enable all individuals to achieve quality of life and optimal health through meaningful experience and recreation and leisure..." *Therapeutic Recreation Ontario's Philosophical Statement*. We would like to thank all of our Therapeutic Recreationists for their dedication to our residents.

Best Practice Nurse

Mark Vaccher, an RN with Bethammi Nursing Home for several years, started a new position as the Home's first Best Practice Nurse. In this position, Mark will assist the Director of Care in a variety of areas, with a focus on continuously improving nursing practice.

Development of Eating Disorder Model

Karen Degagne from the Eating Disorder Program team has been asked by Dr. Gail McVey of the University Health Network (UHN) to support the development and implementation of the Eating Disorder – Promotion, Prevention and Early Intervention model in Ontario.

Mock Code White Drills

A series of mock Code White drills were implemented to enhance safety in the Mental Health Rehabilitation inpatient settings. The objective of the mock drills is to review principles of Non-violent Crisis Intervention Training (NVCIT) including de-escalation techniques and restraint use in crisis situations when managing aggressive behavior. Overall, the mock Code White drills have gone well with excellent response from staff. Moving forward, mock Code White drills will take place on a quarterly basis.

Security Service Enhancements

St. Joseph's Care Group has made alterations to the delivery of security services at the hospital site. Security services for St. Joseph's Care Group are provided through a contracted service. Recent changes made to the service include: increasing the number of security personnel on site and stationing security personnel at the Algoma Street elevators and asking that they greet visitors. Initial feedback received indicates these changes have significantly mitigated security concerns. The changes have been guided by a working group with representation from across of the organization, and they will continue to meet in the near term to assess the impact of changes.

Showcase of Health Research

On Friday, February 8th, health care professionals, scientists, academic researchers, and students took part in the 2019 Showcase of Health Research. Organized by St. Joseph Care Group's Centre for Applied Health Research, this yearly event highlights the diversity of high-caliber research taking place within our community, and our organization's strong commitment to evidence-informed care. Over 230 participants registered for this year's event, which included 8 oral and 40 poster presentations.

Award Winning Article

An article published in the Canadian Journal of Program Evaluation by the NorthBEAT (Barriers to Early Assessment and Treatment) team at St. Joseph's Care Group has won the "Best Practice Note Award". The article details the unique two-step "capacity-to-consent" protocol that the researchers developed to obtain consent from youth participants in the NorthBEAT study. The study assessed the mental health service needs of youth in Northern Ontario who experience psychosis and was funded by The SickKids Foundation, in partnership with The Canadian Institutes of Health Research. Authors include Dr. Shevaun Nadin, Mae Katt, Dr. Carolyn Dewa and Dr. Chiachen Cheng. Full text to the article can be accessed [here](#).

Gentle Persuasive Approach

Eva Namysl, Trisha Wilson and Kelly Brunwin-Harding, Psychogeriatric Resource Consultants (PRC) attended 'Train the Trainer' education for Gentle Persuasiveness Approach (GPA). This increases GPA facilitators to 5 at SJCG and will increase capacity to deliver GPA in Long Term Care Homes.

HERE FOR OUR

Future

New Data Centre

Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group have a shared Informatics Department. A key project undertaken was the construction and commissioning of a data centre located at 1040 Oliver Road. Connectivity between the data centres was completed in January 2019. The next phase involves migrating data from the current data centre at 980 Oliver Road to the new data centre. An external party has been engaged to assist with this work. Data migration is scheduled be complete in March 2019. Once migration is complete, remaining physical equipment will be relocated.

Leadership Team Report

March 2019



Northwestern Ontario Immigration Forum

Lisa Beckwick, Director of Organizational & People Development, along with Lynda Fares, Manger of Recruitment & Retention, attended the 2019 Northwestern Ontario Immigration Forum on February 5 and 6, 2019. The forum focused on current and future labour shortages facing Northwestern Ontario and the importance of immigration on sustaining our population. Representatives from the Conference Board of Canada, Northern Policy Institute, and Provincial Government were in attendance.

Summer Hiring

The hospital clinical managers collaborated with Human Resources to recruit nursing staff, and used a "circuit interviewing" method, with 10 applicants interviewed in a 2.5 hour period. This new recruitment method was well received by candidates and resulted in the assessment of more applicants within a shorter period of time.

Capital Updates

East Wing

The freight elevator has been completed and commissioned. This was the last major outstanding item for the East Wing project to be complete. There are a number of smaller deficiencies to be finished, as well as some landscaping work in the spring.

Home for Good Initiative

The purchase of the Thunder Bay Inn is complete. St. Joseph's Care Group is presently waiting for the building permit to be issued to allow the necessary renovations to be completed by July 2019.