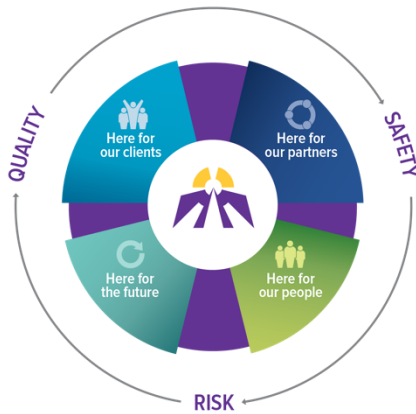


## MISSION MOMENT

*"The treatment I received at the Balmoral Centre helped me get my life back. If it wasn't for the care here, I might not be here. I now want to give back to the community as a way to thank so many people for helping me in my journey."*

Client, Balmoral Centre



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

### Spotlight on Health Column

St. Joseph's Care Group (SJCG) has secured a monthly column in the Chronicle Journal's *Healthstyles* page. Our 'Spotlight on Health' began publication fittingly on Tuesday, March 19, 2019, St. Joseph's Day. Published on the 3<sup>rd</sup> Tuesday of every month, SJCG's Spotlight on Health will inform the public about SJCG, our programs and our services in a way that engages and provides a range of perspectives. Spotlight on Health is part of SJCG's broader communications strategy.

### 55+ Women's Stepping Stones Support Group

The 55+ Women's Stepping Stones support group held their annual retreat at Sister Margaret Smith Centre. The theme was "We are Enough" and the guest speaker was Rev. Hugh Walker. There were 19 women ranging in age from 55-79. The cost of the day was covered by donations from the women over the year as it is important to them to give back and support their own journey.

### Community Participation and Integration

With the support of recreation staff, a client from the Mental Health Rehabilitation Program was successfully able to lead a craft group at the March of Dimes. The craft group focused on making dream catchers with 8 participants in attendance.

## High Support Housing

Scheduled client and staff meetings have been introduced in Mental Health High Support housing as a forum to collaborate and discuss issues or concerns in the homes including operational matters, planning, programming, and other agenda items identified by clients, staff and the manager. The first meeting took place in February at Amethyst House with clients from all four homes in attendance. A second meeting will take place in March, with bi-weekly meetings to follow. Clients are pleased with the forum and look forward to future meetings.

With the support of Leisure Life Skills staff, clients living in mental health high support housing created a newsletter capturing various news and events across all high support homes. The newsletter, called *North Star* offers a year-in-review highlighting activities and accomplishments made throughout the year. The current issue is a 16-page summary of 2018 complete with pictures, drawings and articles written by clients. Both clients and staff are very proud and pleased with the annual newsletter.

## Traditional Medicine Education Session

On April 1, 2019, St. Joseph's Care Group (SJCG) Senior Leadership Team and Senior Medical Directors attended a session, hosted by Paul Francis, Manager of Mission Integration, to learn about the history of traditional medicine and ceremony and how this relates to the care we provide our clients today. We were joined by elders from the community who provided essential context and information. This important work relates to the commitment SJCG has made to the Truth and Reconciliation 'Calls to Action' related to health care.

## Shared Life Enrichment

The Life Enrichment teams at Bethammi Nursing Home and PR Cook Apartments have combined programs to provide residents and tenants with an opportunity to socialize with new people and also see old friends they may not have seen in a while. Both residents and tenants have provided highly positive feedback.

## HRM Recruitment

Recent hiring has focused on Registered Staff; to date, six permanent full-time RNs will begin between March and June 2019. Two casual RNs and 3 RNs for the new nurse graduate initiative were also hired. Five permanent full-time RPNs were hired from out of town and province. The goal is to have all vacancies filled by September and to reduce the reliance on agency registered staff.

HERE FOR OUR

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# Partners

## Palliative Care Telemedicine

The Regional Palliative Care Program (RPCP) supported Atikokan with the implementation of tablet technology to begin telemedicine visits with clients in community. The Primary Care team members were trained on the telemedicine procedure as well the use of e-consult to access the North West Palliative Care Physician Group.

# Leadership Team Report

April 2019



## **Regional Palliative Care Program Workshop**

The RPCP and the Centre for Education and Research on Aging & Health hosted a workshop aimed at providing clinicians with the knowledge and skills to ensure patients are able to make healthcare decisions consistent with their goals and values. This workshop was facilitated by Dr. Jeff Myers, a palliative care physician and Medical Lead from Bridgepoint Palliative Care Unit at Sinai Health and Dr. Rachael Halligan, a GP Oncologist and Palliative Care provider with Cambridge Memorial Hospital. Over 75 health care providers from the community attended the half day workshop.

The RPCP was invited to facilitate a workshop hosted by Windigo and Lac Seul Home and Community Care Program. The purpose of the workshop was to gain a better understanding of what resources are required to support people to remain in community as they transition towards end of life. Eighteen care providers provided information on the types of supports and resources needed to better support home care providers.

## **Rehab Capacity Plan**

The Regional Rehabilitative Care Program (RRCP) was also invited to present at the Windigo and Lac Seul Home and Community Care Program. The Rehab Capacity Plan recommendations and work plan priorities were shared, as well as the progress related to GARC Discharge Planning. The group provided valuable insight and feedback related to delivering HCC in the Far North, which will be incorporated into tools.

## **Supporting Transitions**

The Geriatric Assessment and Rehabilitative Care Unit (GARC) integrated the Manor House Adult Day Program (MHADP) into client care plans to enhance discharge transitions. A client who previously refused to attend MHADP as an outpatient was introduced to it as part of a recent inpatient stay. As a result, the client continued to attend MHADP post discharge. Our care teams aim to deliver care that supports clients across the continuum to enhance the client's transition experience.

## **Wound, Ostomy, Continence Outreach**

Kaitlyn Pile, NSWOC, provided education about behavioral changes that can improve urinary incontinence after prostate cancer to a group the 55+ Centre. The outreach education promotes access to the Continence service provided in our outpatient clinic.

## **Partnership with Women's Provincial Treatment Providers**

The Gambling and Behavioural Addiction team at Sister Margaret Smith Centre entered into a partnership with the Jean Tweed Centre and other provincial women's treatment providers to address "Gambling and Problem use of Technology: Reducing the Harms". The purpose of the project is to establish a network of partners that are leaders in the community related to women's problem gambling and/or technology use. In addition, the goal is to increase understanding of Gender Transformative Health Promotion and Trauma Informed Practice to guide knowledge translation work from a population health perspective as it relates to women and gambling/technology use.

## **Gambling Team Partnership**

The Gambling team partnered with Lakehead University students in an application to the Gambling Research Exchange Ontario (GREO) for funding, which has been approved. The project is designed specifically to enrich our understanding and develop materials that would be helpful for young adults (17-25 years) in Thunder Bay and Northwestern Ontario. The students will be conducting a literature review, creating a workbook, developing presentations and website materials. They will work in conjunction with the Gambling Program staff and ensure that clients have access to the various materials produced through the project.

## **Extension for Community Healthcare Outcomes (Project ECHO)**

Members of the ECHO and Chronic Pain Management teams travelled to Albuquerque, New Mexico to participate in MetaECHO to increase learning related to uses of ECHO from Hubs across North America and beyond. The reach of ECHO has expanded tremendously over the past two years with the Hubs providing support to non-healthcare related services.

At MetaECHO, Tim Larocque, ECHO Researcher, presented a poster titled *"Improving Evidence-Based Chronic Pain Care and Opioid Stewardship in Northern Ontario: Evaluation of ECHO St. Joseph's Care Group Chronic Pain"*. This project was a collaboration between St. Joseph's Care Group, Ottawa Hospital and the Northern Ontario School of Medicine.

## **Behavioural Supports Ontario Quality Improvement**

The Project Team for the Quality Improvement Project from the Behavioural Supports One-time Funding 2018/2019 has continued to work diligently to develop consistent processes for Behavioural Supports across the North West and refine current systems related to communication and access to services. The Project Coordinator travelled to Sudbury in February and spent two days with the Provincial Behavioral Supports Leadership team to build knowledge and capacity.

HERE FOR OUR

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# People

## **Occupational Therapist Visits Northern Indigenous Communities**

Building cultural sensitivity takes many forms; one way, is to immerse oneself in the culture. The Regional Rehab manager provided a unique experience for Deanne Lee, OT from 3N to travel to North Caribou, First Nation. There, she had opportunity to visit in the home, interact and educate the Chief and Band Council on Falls Prevention and participate in a feast with Elders. The experience deepened her understanding of Indigenous people's way of life in the north which helps her to develop client centred and culturally sensitive care plans in the future.

# Leadership Team Report

April 2019



## **Memory Clinic Capacity**

Staff from the Specialized Geriatric Service, Brittany Zawacki, RN, and Charlene Burford, SW, were excited to participate in the training provided by the Northwest Community Health Centre to become two of the newest members of the Thunder Bay Collaborative Memory Clinic. The Dementia Strategy funded this education to build capacity to support expansion of the Collaborative which includes the recent opening of the Mary Berglund Community Health Centre Memory Clinic.

## **Advanced Leadership Program**

Congratulations to Lance Crupi, Manager of the Mental Health Rehabilitation Program, for completing the Advanced Leadership Program facilitated by the North West Local Health Integration Network in collaboration with the Rotman School of Management – University of Toronto. The program offers existing and new healthcare leaders a different perspective of organizational healthcare, leadership techniques and strategies, and change management.

## **La Verendrye High School Students**

Human Resources and Corporate Learning hosted students from La Verendrye High School at St. Joseph's Hospital on Wednesday, March 27, 2019. The students toured the Hospital with a focus on their areas of interest including food services, building maintenance, trades, and administrative support. After the tour, the students met with Cheryl Calvert, Deron Surkan, Kathy Del Pino, and Lorelei Anderson, and asked questions related to their respective occupational areas. These experiential learning opportunities provide youth with valuable insight as they consider their future career paths and choice of employers.

## **Personal Support Worker (PSW) Training**

The MOHLTC funded LTC homes for End of Life Care training. This included 2 days of train-the-trainer for a Clinical Educator and RPN, followed by 2 days of training for 30 PSWs, completed during March 2019.

HERE FOR OUR

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# Future

## **Data Centre Update**

Transition work to the new data centre at 1040 Oliver Road continues. Phase 2 of the move involves migrating all data from the old data centre at 980 Oliver Road to the new data centre. All migration for the major critical systems was completed in March. The final project work involves migrating remaining data and servers and moving physical assets, which will be completed by mid-April.