

## MISSION MOMENT

*The Chronic Pain Management Program is doing great things. They help me address my physical and mental health. I haven't been this happy in a long time. They need to be commended on their excellence.*

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

### Living the Dementia Journey

'Living the Dementia Journey' is a learning opportunity offered to family members and volunteers of HRM and Bethammi Nursing Home. The two-day interactive sessions share how to support the well being of persons with dementia, while providing the understanding and philosophy of dementia care that builds awareness and compassion.

### Director of Care Model

To better serve residents' needs and maintain compliance with the Long-Term Care Homes Act, the organizational structure at Hogarth Riverview Manor (HRM) has changed to include two Directors of Care (DOC); previously one DOC and one Assistant DOC. The responsibility for the quality of resident care and overall management of the nursing department is now divided between the two DOCs, Kristen Wojtalik and Kathleen Romano. Kathleen is responsible for floors 4, 5, 6 & 7, and Kristen is responsible for floors Birch, Spruce, 1 North, 2 & 3.

### Women's Support Group – Sister Margaret Smith Centre

Sister Margaret Smith Centre has started offering two separate support groups for women. One of the groups is at lunch and the other is in the evening. This was developed in response to requests from some of the women who had been attending during the day, but were no longer able to do so as they had obtained work or returned to

school. Staff were able to adjust their schedules to accommodate an evening group. There has been consistent attendance and interest from other women who have not been able to attend a day group. The support, education and sense of community are what keeps participants attending as they make positive changes in their lives.

## **Mental Health Client Programs**

Five clients with the Mental Health Rehabilitation program participated in a 90-minute hike around Centennial Park and Trowbridge Falls under the guidance of Therapeutic Recreationist, Kaitlyn McFall. Clients expressed excitement for the warmer weather and the opportunity to be surrounded by nature.

Three clients with the Mental Health Rehabilitation program helped prepare dinner at the Shelter House for over 170 people. The volunteer experience allowed clients to expand their food preparation and cooking skills while making a difference in the community for people in need.

Twice per month clients from Amethyst House and Franklin Manor Mental Health High Support housing gather at a local establishment to play pool and socialize while enjoying snacks and refreshments. Due to popular demand, planning is currently underway to organize a pool tournament involving clients from all of the high support homes.

HERE FOR OUR

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# Partners

## **North West Assisted Living Services Networking**

In March, the Regional Geriatric Program hosted a teleconference between regional Assisted Living service providers. This group will teleconference quarterly and serve as a forum to discuss matters related to Seniors' Supportive Housing. Membership includes Assisted Living Services providers and North West LHIN Home and Community Care.

## **Client Satisfaction**

Sister Leila Greco and P.R. Cook Apartments management continue to work with Nutrition and Food Services and the Tenant Advisory Committees/Food Committees (TAC/FC) at each site to improve satisfaction with the meals in Supportive Housing. In addition to regular meetings with TAC/FC and Food Services, the team conducts regular dining room audits and provides feedback to the kitchen, and completes food audits by sharing meals with the tenants. Ongoing improvements are implemented from the results of meetings and audits.

## **Education Session**

Dr. Chi Cheng, Child & Adolescent Psychiatry Services, was asked to present on "Working with Drug-Induced Psychosis" through the Thunder Bay Counseling Centre. The two-part training was free of charge and open to all interested service providers. The training included discussion on system navigation within our community. The event generated a lot of interest and was fully attended.

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

After two successful learning cycles, the new ECHO curriculum has been developed for Cycle 3, with 40 sessions being offered through 12 modules. Two sets of evening sessions will be offered for Cycle 3 with an Ottawa physician, specializing in pain, joining the Hub to broaden the expertise. Cycle 3 began on May 1, 2019.

## **Medical Students Education**

Medically Complex Services partnered with NOSM to have 4 medical students to observe our program. Two first year students and two second year students spent three mornings a week with the team, working alongside the Registered Dietitians, Speech Language Pathologists, Physiotherapists, Occupational Therapists and Social Workers. The students were able to attend a family meeting discussing a difficult discharge and learned from the interprofessional team approach.

## **Hospice Diversion Project**

Randy Middleton, Clinical Manager of Palliative and Transitional Care, and the Hospice diversion partners (LHIN, TBRHSC, Base Hospital, EMS, RPCP) reviewed the pilot process, successes, and areas for improvement. A communication form for families is needed to improve access. This communication form will provide written information for clients and their families to follow the hospice diversion process to improve access to palliative care from the community.

## **Palliative Care Planning Day Hosted by Nishnawbe Aski Nation**

Nishnawbe Aski Nation (NAN) hosted a Palliative Care Planning day to plan for increased access to palliative care services in NAN communities. The RPCP collaborated with NAN in the facilitation of the event. Outcomes from the day will be used by the RPCP to help further the development of RPCP work plan priorities that will benefit First Nations Inuit Metis and Urban Indigenous communities.

HERE FOR OUR

# People

## **St. Joseph's Care Group Award in Applied Health Research**

Lakehead University graduate students Stephanie Campbell, Mary Grace Herring, Angela MacIsaac, and Shakira Mohammed are recipients of the St. Joseph's Care Group Award in Applied Health Research for 2019/20. The Award Review Committee was impressed with the advanced research in which the recipients are currently engaged and the potential positive influence this work will have on future outcomes.

## **Hogarth Riverview Manor Employee Recognition Program**

In April, HRM launched a staff-initiated employee recognition program with two components: 'Complement your Peers' and 'Reserved Parking' for 2 staff each month. This initiative arose from the Every Voice Counts (EVC) Committee that was established to improve staff satisfaction. Thus far, HRM staff has expressed enthusiasm about being heard and supported in implementing their ideas for change.

# Leadership Team Report

May 2019



## **French Interpretation Training**

As part of an Active Offer of French Language Services Pilot Project at St. Joseph's Hospital, seven staff participated in Interpretation & You training hosted by Réseau du mieux-être francophone du Nord de l'Ontario to learn basic French interpretation skills. The staff who participated in the training include Mark Lavalle-Demers, Sara Ferguson, Ginette Roy, Colette Proulx, Ginette Antoniak, Rachel Desrochers and Steve Tanguay.

## **New Faces in the People, Mission and Values Portfolio**

Behavioural Sciences Centre (BSC) welcomed Alison Warwick to the .5 position as the Manager of BSC effective April 29th, for a one-year period. Alison also works half-time as the Manager of the Extension for Community Healthcare Outcomes (ECHO) Program.

Patricia Wheeldon, Interim Director of Nutrition and Food Services joins us on May 16<sup>th</sup>. Patty, who is a Compass employee, has worked in a variety of Healthcare Leadership roles, most recently as the District Manager at Baptist Housing in BC.

Tanner Harris, Nutrition and Food Services Manager, has been welcomed by the Hogarth Riverview Manor and Bethammi teams. Tanner, who is a Compass employee, most recently worked as Food Service Manager at Lakehead Manor.

## **Annual Employee Recognition Dinner**

The annual Employee Recognition Dinner was held on Thursday, March 28, 2019 at the Valhalla Inn Ballroom. This event recognizes retired employees and those who have reached 20, 25, 30 or more years of service in 2018 with SJCG. A total of 224 employees, guests, managers, Leadership Team, and Board of Directors were in attendance.

## **Conference Presentation**

Andrew Koscielniak, Exercise Specialist with the Chronic Pain Management Program, received a Travel Award to attend the 40th Annual Scientific Meeting of the Canadian Pain Society in Toronto from April 2-5, 2019. While at the meeting Andrew presented a poster entitled, "*Evaluation of a 6 week interprofessional collaborative chronic pain management program*".

## **Building Capacity**

Pirjo Smith, Clinical Supervisor, Program for Community Recovery, is onsite at St. Joseph's Hospital two days per week to support the interdisciplinary teams on the 2nd and 3rd floors in responding to needs clients identified with addictions. She supports the teams in creating structure for clients through care plans and clinical conversations to build capacity across the team and to build more effective pathways to addictions care within SJCG.

## **Abnormal Involuntary Movement Scale (AIMS) Training**

Clinical staff with the Mental Health Rehabilitation program received AIMS training facilitated by Breanne O'Neil, Clinical Learning and Practice - Addictions and Mental Health. AIMS is a tool used by healthcare professionals to determine if tardive dyskinesia (abnormal involuntary body movements) is present in clients receiving treatment with antipsychotic medications. Utilization of the AIMS includes assessment on admission and on a 3-month basis thereafter.

# Leadership Team Report

May 2019



## **Clozaril Education**

Clinical staff working in Mental Health High Support Housing received education related to Clozaril medication. Clozaril is an atypical antipsychotic medication mainly used to treat severe schizophrenia that does not improve following the use of other antipsychotic medications. Clozaril carries the high risk of decreased white blood cells and requires close and careful monitoring of blood values and side effects.

## **Education Resource Boards**

Education resource boards have been developed and implemented for the Geriatric Assessment and Rehabilitative Care (GARC) clients and their families. These boards contain information regarding dementia, delirium and depression. GARC pamphlets have been enlarged to review the program and program expectations. These initiatives have received positive feedback from families, especially the information regarding dementia. GARC is also partnering with the Alzheimer's Society who provides education and support to the community.

## **Food Drive**

March was Nutrition Month; and in an effort to help our neighbors at the Dew Drop Inn feed many members of our community, the Care Group's Registered Dietitians held a Food Drive. Two grocery carts of food, along with grocery store gift cards, were delivered to the Dew Drop Inn.

## **Regional Palliative Care Program – Education Initiatives**

The Regional Palliative Care Program (RPCP) supported the delivery of Learning Essential Approaches to Palliative Care Core (LEAP). LEAP is a two-day curriculum providing a standardized, competency based approach to enhancing skill and knowledge in palliative care service delivery. This course was offered to community nursing providers in Thunder Bay and 3 registered nurses from St. Joseph's Care Group participated.

In addition to LEAP, the RPCP partnered with CERAH to host a half-day workshop with a lawyer from the Advocacy Centre for Elderly. The workshop focused on issues of consent, capacity, substitute decision making and care planning in health care. The audience included health care practitioners, law school faculty and students and legal aid clinics. There were 75 participants and many from St. Joseph's Care Group attended.

HERE FOR OUR

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# Future

## **Home for Good Initiative**

St. Joseph's Foundation of Thunder Bay (Foundation) in partnership with St. Joseph's Care Group is participating in the provincial 'Home for Good' Initiative. Through this program, the Foundation purchased the property on Dawson Road wherein St. Joseph's Care Group will provide transitional housing and required services for 30 clients. The program will support those that are homeless and require access to mental health and addiction services. To enable the delivery of service within the site, renovations are required and will commence upon receipt of a building permit. Program operations are anticipated to begin in August 2019.

Care  
Compassion  
Commitment