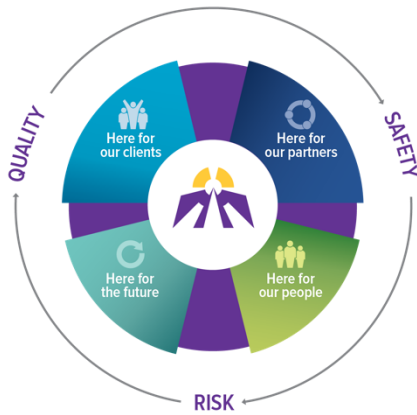


## MISSION MOMENT

*"What a great team we have on the second floor at the hospital.  
Thank you for all you did to help get my husband back home".*

Family, Rehabilitative Care - Medically Complex Services



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

### Client and Family Support Group

Gioia Seerveld, Spiritual Care Specialist, is facilitating Client and Family Support Groups at St. Joseph's Hospital. Participants feel encouraged when they hear others describe similar circumstances. This group is an opportunity for clients and family members to receive compassionate support in a safe environment.

### Sister Margaret Smith Centre Celebrates Mental Health Week

Staff at Sister Margaret Smith Centre celebrated Mental Health Week from May 6-10, 2019, by encouraging all staff and clients to promote mental health awareness and positive wellness. Daily walks were hosted each afternoon. The message was: "Do you know what just 30 minutes a day of walking can do for your BODY, MIND, & SPIRIT? With spring in the air & summer on the way, there has never been a better time to boost energy, get active and enjoy the benefits of walking."

### Surge Beds

The construction of a permanent surge room on each of 1 and 2 East is complete. The mental health rehabilitation surge beds are utilized in response to overcapacity and mental health inpatient bed pressures in the healthcare system.

# Leadership Team Report

June 2019



## **Mental Health Outpatient Program**

Group treatment options have increased with the addition of a number of evidence-based programs being offered. The Transdiagnostic group addresses anxiety and mood disorders and has shown success. We are aware of one other mental health program in Ontario piloting the Barlow manual in a group with success. Dr. Alex Drawson, facilitator of the Transdiagnostic group, is conducting a joint research project comparing the two groups with the lead psychologist at the Ottawa Hospital. This research will also compare outcomes for treatment of mental health and chronic pain clients.

## **Health Quality Ontario (HQO) Standards**

On May 29, 2019, Lance Crupi, Clinical Manager and Dr. Carolyn Houlding, Psychologist, with the Mental Health Rehabilitation Program at St. Joseph's Hospital attended a kick-off meeting in Toronto led by Ontario Shores. The purpose of the meeting is to start the process for implementing HQO standards for schizophrenia in a comprehensive and coordinated fashion.

## **High Support Housing**

High Support housing staff performed a risk assessment of all the homes. No major/high risks were identified in the assessment. Staff appreciated participating in the process and found it helpful and informative.

Clients participated in selecting, purchasing, and planting seeds to grow various vegetables and flowers at their respective homes. Clients are looking forward to maintaining the gardens and flower beds.

Both clients and staff in High Support housing partake in regular meetings where all parties express their thoughts/concerns and provide input into high support living. This month clients at Amethyst House expressed an interest in obtaining pet fish for therapeutic benefit. Clients believe caring for fish is calming and nurturing to their mental health. As a result, several fish were purchased, which clients enjoyed naming and caring for diligently.

## **2019 Clean, Green and Beautiful Award**

St. Joseph's Care Group (SJCG) Hogarth Riverview Manor Campus which includes Sister Leila Greco Apartments and Sister Margaret Smith Centre was selected as the winner of the Thunder Bay Chamber of Commerce 2019 Clean, Green and Beautiful Award. These LEED Certified buildings are surrounded by landscaped groups with interior courtyards for clients and residents. The Green Werks Garden provided more than 1,000 lbs of fresh food to SJCG Nutrition and Food Services and Regional Food Distribution Agency in 2018. This campus was designed to be a vibrant and inviting part of a residential neighbourhood bordering on green spaces and parks. An award celebration with cake and coffee took place on May 16<sup>th</sup> in Town Hall of Hogarth Riverview Manor. The award is displayed in the entrance to The Link.

## **Compass Group Canada**

Compass Group Canada began on June 4, 2019 as our new vendor for Nutrition and Food Services at St. Joseph's Care Group. We are excited about implementing their enhanced food ordering process. The resident meal order will appear on a TV screen in the serverly along with special instructions such as diet, food texture, allergies and other important information, which will provide a safer dining experience.

## **HRM Regional Behavioural Health Services Unit**

Alison Denton, Manager Regional Seniors' Care Program, Kristen Wojtalik, Director of Care HRM, Lisa Petersen, Manager Specialized Geriatric Services and the Manager of North West Home and Community Care met to discuss and refine transition pathways for admission and discharge to and from the Regional Behavioral Health Service Unit at HRM. This will allow for smoother transitions with the intent that key connections with other Health Service Providers will be informed in a timely manner while not impeding efficient transfer.

## **Diabetes Health Think Tank**

On April 4, 2019, Diabetes Health and Type 1 Diabetes Think Tank Network hosted 'An Empowerment Bridge Insight Session: How can we work together to improve the transition from paediatric to adult care for young adults with type 1 diabetes'. Participants included teens and young adults with type 1 diabetes, family members, care givers and health care providers. Collaboratively we came together to explore issues related to transition and discover new ways to integrate the client experience into clinical practice.

## **French Language Services**

Randy Middleton, Scott Munro and Jane Hodges are participants of the Active Offer of French Language Services Working Group. They completed the interactive online training course, "The active offer of French language health services: Why it matters and How to put it into practice." This training will allow the team to support our Francophone clients to access French language services.

HERE FOR OUR

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# Partners

## **Youth Tragic Events Fan-out Protocol**

Sister Margaret Smith Centre is one of several partner organizations that joined in the signing of the new Memorandum of Agreement for the Youth Tragic Events Fan-out Protocol. The primary purpose of this protocol is to ensure a timely, coordinated response to youth suicide and other tragic events in such a way as to enhance existing school/community resources. This is accomplished by identifying high-risk students, increasing supports to them and reducing the effects of the suicide or other tragic events within the school and community.

This partnership is a demonstration of the collective commitment of the partners to sharing resources, knowledge and expertise in the prevention and responsiveness to youth suicide or tragic events within the community. Signature to this Fan-out Protocol signifies the commitment of the partners.

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

St. Joseph's Care Group's Project ECHO is now a national initiative with registrants participating from the Yukon, Northwest Territories, British Columbia, Manitoba, Nova Scotia and Newfoundland.

# Leadership Team Report

June 2019



## **Green Werks Garden**

Nishnawbe Aski Nation, Moose Cree First Nation and representatives from local food developers, which included St Joseph's Care Group Employment Options/Green Werks Garden, were asked to present at an informal forum held at the Victoria Inn on Wednesday, May 23, 2019. The gathering was intended to look at various models of developing community and produce gardens in remote Indigenous communities as well as institutional lands. The Green Werks Garden provided an overview of the value added benefits of large scale garden initiatives above and beyond the food security benefits. Employment, skills building, beautification, healthy food education and therapeutic benefits were highlighted. The need for financial partners and a sound business plan for long term sustainability were also discussed.

## **Indigenous Engagement**

Mandy Byerley-Vita, Social Worker, and Randy Middleton, Clinical Manager, attended an engagement session lead by the Law Commission of Ontario which focused on Indigenous engagement at the last stages of life. Enhanced knowledge and understanding of Last Stages of Life care from First Nation, Métis and Inuit perspectives will inform potential Indigenous recommendations for law and policy reform. Great conversation, storytelling and past experiences were discussed.

## **Improved Discharge Process**

The Regional Rehabilitative Care Program (RRCP) lead a quality improvement project for improved client transitions and standardized discharge processes. The Discharge Planning working group has finalized a Rehabilitation Patient Oriented Discharge Summary (PODS). The PODS will be piloted starting in June on the 5th floor.

HERE FOR OUR

# People

## **St. Joseph's Hospital School of Nursing – Honoring Our Past**

More than 40 graduates of the former St. Joseph's Hospital School of Nursing attended the acknowledgement of the School's crest and unveiling of commemorative artwork. Present at the event were Gerry Della Mattia, the craftsman who built the terrazzo crest; Bev Santucci, daughter of Dorothy Santucci, the nursing student who designed the crest at the request of Sister Patricia (later known as Sister Margaret Smith); Norma (Randa) Vescio, one of four Randa sisters to graduate from the School; and Margaret Hartviksen and Michael de Jong from the Thunder Bay Museum who installed a historical exhibit displaying St. Joseph's Care Group's 135 years of service in the main hallway cabinet. Fittingly, the event took place in the middle of Nursing Week, and saw nurses past and present who share a common tradition of Care, Compassion and Commitment.

## **Conference Presentation Travel Award Recipient**

Dr. Sara Hagstrom, recipient of a St. Joseph's Care Group (SJCG) Conference Presentation Travel Award, recently presented a talk entitled "*Technology, Training and Professional Practice*" at the National Conference on the Future of Professional Psychology Training held in Montreal, Quebec from May 6 through 9.

Care  
Compassion  
Commitment

# Leadership Team Report

June 2019



## **Education Resource Boards**

Enhanced Education resource boards for clients and families have been installed on the 5<sup>th</sup> Floor – Geriatric Assessment and Rehabilitative Care (GARC). These boards contain information regarding dementia, delirium and depression. As well as the resource boards, GARC pamphlets have been enlarged and posted off the elevator and outside the gym for clients and families 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.

## **Building Capacity**

One of the marginalized client populations we have continued to see more of include those who engage in substance use or who struggle with active addiction. To help support staff to respond to these specific needs, the Hospital site has partnered with our colleagues in Addictions and Mental Health to provide expertise. Pirjo Smith, Clinical Supervisor with the Program for Community Recovery has been onsite two days per week to help lead our interprofessional teams on the 2nd and 3rd floors. Pirjo supported staff to develop care plans and engage clinical discussions with a goal to building capacity within our teams.

## **Palliative Care Champions**

The Regional Palliative Care Program (RPCP) in partnership with Hospice Northwest delivered a half day workshop to Palliative Care champions in Long Term Care. The workshop focused on supporting staff grief and bereavement after the death of a resident through Peer Led Debriefing. Participants from Long Term Care Homes and supportive housing were invited to attend. Hospice Northwest provided 'Comfort Kits' to the participants of the workshop to bring back to their homes/supported housing. The Hospice Northwest Comfort Kits were designed to provide comfort and information to the clients and their family members at end of life. Each kit contains items for visiting families and palliative and end-of-life care information.

## **Meritorious Instructor Status**

Congratulations to Remo D'Angelo, Corporate Learning Facilitator, who has achieved Meritorious Instructor status with the Crisis Prevention Institute and will be inducted into the Crisis Prevention Institute Hall of Merit. Remo is one of only 480 Certified Instructors who has reached this designation.

## **New CAHR Research Intern**

The Centre for Applied Health Research welcomed Elyse Cottrell-Martin to the Northern Ontario Heritage Fund Corporation (NOHFC) funded Research Intern position. Elyse recently completed her Masters in Social Justice Studies at Lakehead University.

## **Certified Health Executive Designation**

Congratulations to Lisa Beckwick, Director of Organizational & People Development, who has attained the designation of Certified Health Executive (CHE) with the Canadian College of Health Leaders.

HERE FOR OUR

## Future

### **New Library Catalogue**

The library has initiated use of a new cataloguing system for books, journals and other records. As a result, library users are able to search all of the library resources in one place, create an account, put books on hold, provide reviews, and more! Check out the new catalogue at <https://sjcg.insignails.com/Library/Home>.

### **Clean, Green & Beautiful Award – SJCG's Lillie Street Community**

In April, Thunder Bay Chamber of Commerce presented St. Joseph's Care Group with the 2019 Clean, Green and Beautiful Award for our 'Lillie Street Community' consisting of Sister Leila Greco Apartments, Hogarth Riverview Manor, The Link, Sister Margaret Smith Centre, and the Behavioural Sciences Centre. The award, judged by committee, recognizes businesses that have demonstrated a commitment to environmental preservation, sustainability, green spaces, public art, and community. Residents, visitors and staff joined us on May 16 for cake and celebration, and the Award is now displayed at the main entrance to The Link.

### **Bundled Care Funding**

In 2018, the Outpatient Rehabilitation program at St. Joseph's Hospital agreed to participate in a new Ministry of Health and Long-Term Care (MOHLTC) value-based funding model (Bundled Care) for primary unilateral total hip arthroplasty (THA) and primary unilateral total knee arthroplasty. Bundled Care involves grouping funds across multiple settings and providers into a single procedure episode payment which ensures all patients receive standardized care according to evidence-based best practice. Thunder Bay Regional Health Sciences Centre is the 'bundle holder' in Northwestern Ontario.

As of April 1<sup>st</sup>, 2019, SJCG has entered into an agreement with the Thunder Bay Regional Health Sciences Centre (the Bundle Holder), to provide bundled care services for all clients referred to this program for rehabilitation of their knee replacement or hip replacement. The Outpatient Team implemented various strategies in accordance with best practices. The most significant practice change was to increase the percentage of group-based therapy sessions for hip and knee clients. Previously about 30% of knee clients attended group sessions, and 0% for hips. Most clients primarily received one-on-one therapy. With the new model, the goal is for 90% of all hip and knee clients to attend group sessions. Sincere thanks to all who worked very hard to accomplish this significant change in process and redesign.