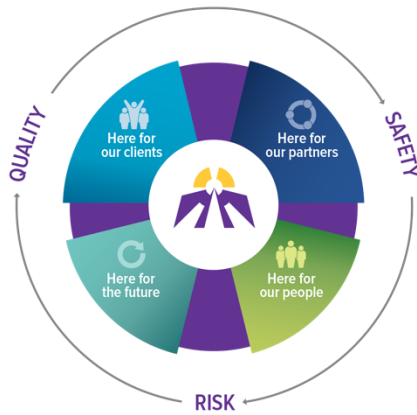


Leadership Team Report

September 2019



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

Hogarth Riverview Manor (HRM) Garden Ribbon Cutting Ceremony

Each year Lowe's Canada launches its Hero Campaign, through fundraising and corporate donations. St. Joseph's Care Group was chosen with special interest in the Horticultural Therapy Program at Hogarth Riverview Manor and Lowe's raised \$4,279.00 towards this program. On June 26, 2019, a Ribbon Cutting Ceremony was held in the Superior Courtyard at Hogarth Riverview Manor to say thank you and recognize all who contributed to its new therapeutic garden courtyard. Many people were in attendance. Residents, family members, staff, Lowe's staff and our Master Gardener, enjoyed the ceremony and coffee and cake to celebrate!

Butterfly Gardens

Clients in Seniors' Supportive Housing, with Recreation Staff, planted Butterfly Gardens at PR Cook and Sister Leila Greco Apartments. The plants were donated by Barbara Kuschak, local artist/Master Gardener and consist of various milkweeds and flowers. Butterfly Gardens are known to attract monarch butterflies and honey bees, keeping our ecosystem alive.

Client Whiteboards

As part of the 2019-20 Quality Improvement Plan initiative to "Listen carefully to our clients", the Hospital Inpatient Units chose to refresh the client whiteboards to enhance the use as a communication tool for clients and family members with the team. Client engagement sessions were held on each unit to discuss the purpose and design of whiteboards. The clients provided valuable feedback that will ensure the boards promote the most meaningful communication possible.

Care
Compassion
Commitment

Leadership Team Report

September 2019



Matawa Learning Centre Partnership

Throughout the summer, SMSC has been working in partnership with the Matawa Learning Centre to establish integrated supports for students. Funding for this collaborative project was provided by the Federal Government. The new staff will be providing counseling for mental health and substance use, specialized assessments, access to psychiatry, family counseling, recreational and life skills programs. As the school year begins, they will be both on-site and available for outreach services linking clients to community resources.

Patient Oriented Discharge Summary Trial

The Geriatric Assessment and Rehabilitative Care (GARC) inpatient team continues with the PODS (Patient Oriented Discharge Summary) trial. PODS is a provincial best practice, which supports the new Health Quality Ontario "Transitions from Hospital to Home" Quality Standard, and our strategic priority: Our Clients. The PODS vision is for every client discharged from St. Joseph's Hospital to be knowledgeable of the following 5 pieces of information:

- **S**igns and symptoms to watch out for
- **M**edication instructions
- **A**ppointments
- **R**ecommendations (Services, Equipment, Other)
- **T**elephone numbers and where to go for more information

PODS is provided and reviewed with the client/family 2 days prior to discharge to allow time to reflect and ask questions. Thanks to Gail O'Quinn, Clinical Manager and the GARC Team for working so diligently through the trial.

HERE FOR OUR

Partners

Northern Ontario Psychology Internship Consortium (NORPIC)

We are very pleased to welcome Dilico Anishinabek Family Centre as a new partner with NORPIC. They will be offering a full time intern position commencing September 1, 2019. This will increase the number of interns to four for 2019/20 and contribute positively in the recruitment of Registered Psychologists in Northwestern Ontario. We welcome our NORPIC interns for 2019/20; Alessandro Metta, Nicole Dent, Carmella White and Elaine Tombs.

eConsult Regional Lead

St. Joseph's Care Group was awarded the contract for Regional eConsult Lead Organization for the North West Ontario Region. This project is designed to promote eConsult in the North West Region and is funded by the Ottawa Hospital, eConsult Centre of Excellence.

Employment Options/Team Werks Farmers Market

Sister Margaret Smith Centre (SMSC) is pleased to partner with Employment Options/Team Werks Cooperative to establish a beautiful garden on site at the Lillie Street Campus. Over the last two months, several staff, clients and volunteers have been working diligently at growing and maintaining the garden, as well as creating a wellness trail and healing circle for the use of SJCG staff, clients and volunteers. The fruits of their labour were highlighted during the last week of August with a farmers market held at SMSC, which will continue throughout September.

Balmoral Centre Support

Throughout the month of August, Balmoral Centre supported Keewaytinook Okimakanak Secondary Student Services (KOSSS) who are developing safe sobering sites in the City of Thunder Bay in follow up to the Youth Inquest Recommendation #114. Balmoral Centre hosted KOSSS employees providing information and resources.

Building Capacity in Palliative Care and Advance Care Planning

The Regional Palliative Care Program (RPCP) participated in Hospice Northwest's first regional Visiting Hospice Volunteer conference in Marathon. Participants shared innovative program ideas, learned about topics such as initiating a grief and bereavement support program; peer-led debriefing; pain and symptom management and Advance Care Planning. As well, the RPCP participated in Fort William First Nation's annual health fair and attended a display on Advance Care Planning and Health Care Consent.

Hospice Palliative Care Ontario (HPCO) has new e-learning modules on Health Care Consent, Advance Care Planning and Goals of Care. Sixteen individuals from across the region have been identified as local champions for Health Care Consent and Advance Care planning, and a total of twenty four individuals began the online learning modules. This education will build capacity and skill across the region in Health Care Consent and Advance Care Planning.

Telepalliation Access

Access to telepalliation has expanded to Sioux Lookout and Ignace. The RPCP met with Mary Berglund CHC and the LHIN Home and Community Care Nurse Practitioner in Sioux Lookout providing tablets that will be used to support clients in community receiving palliative care services or needing access to a palliative care consult.

HERE FOR OUR

People

Catholic Health Sponsors of Ontario – Mission Leadership Program

The Mission Leadership Program is a formation program designed for lay people in leadership in Catholic health organizations. It supports the vital knowledge, skills and abilities required to carry out their distinct responsibilities as Mission Leaders. Lina Johnson, Vice President, Seniors' Health participated in the Mission Leadership Program and completed the final module in May 2019. Carolyn Freitag, VP Rehabilitative Care, will attend the next session.

Leadership Team Report

September 2019



Long-Term Care Management

Bethammi Nursing Home has hired two long-standing employees: Mark Vaccher is the successful candidate for the Clinical Manager/Director of Care position and Ashlee Murphy was selected as the Temporary Assistant Clinical Manager. At Hogarth Riverview Manor, Shawndel Polhill is the successful candidate for the Clinical Manager position, covering Spruce/Birch and 1 North.

HELP Volunteer Training

Marielle Henderson, Hospital Elder Life Program (HELP), is now providing corporate volunteer training directly to volunteers of HELP which has expedited start times for volunteers. Also, the program has introduced a shadowing program with new volunteers shadowing more experienced ones as part of their training. The program currently has 32 active volunteers.

Regional Rehabilitative Care Program

Denise Taylor, Manager of the RRCP presented the "Building Capacity for Elder Exercise Programming in Remote and Rural Indigenous Communities" with partners Gracey Kakekayash, Exercise Leader/Diabetes Coordinator/X-ray Technician North Caribou Lake First Nation and Faron Shawanimash, Exercise Leader/Elder Mental Health Worker, Eabametoong First Nation at the Canadian Physiotherapy Association Forum on Aging June 26-29, 2019 in Charlottetown, Prince Edward Island.

New Library Catalogue

The Library launched its new integrated library system which includes a new library catalogue. It allows staff to access all of the Library resources in one place including books, DVDs, the latest journal articles, point-of-care tools and subject guides. All of this can be found by clicking on the "Library Catalogue" icon on the application launcher.

NorthBEAT Anniversary and Launch

The NorthBEAT Collaborative celebrated the one-year anniversary of the Youth Advisory Group on August 15. The event included a launch of their youth-led social media strategy that aims to increase knowledge about psychosis for youth in Northwestern Ontario. The Collaborative, funded by the Ontario Trillium Foundation Youth Opportunities Fund, is focused on making it easier for youth with psychosis to get the services they need, when they need them.

Client & Family Partner Retreat

On June 14, 29 Client & Family Partners (CFP's) attended a retreat at St. Joseph's Heritage. The CFP's learned about how SJCG gains input from clients and families when making operational and strategic decisions. Members of our Leadership Team presented updates on engagement in their divisions, and Catherine Tombs, Physiotherapist provided a presentation on self-care.

Feedback Database Training

In May and June, seven managers participated in annual Feedback Database training hosted by Communications, Engagement & Client Relations. Managers learned how to log complaints in the Feedback Database, and document relevant follow-up information as required by the Excellent Care for All Act.

Leadership Team Report

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French Language Services Training

As part of the Active Offer of French Language Services Pilot Project at St. Joseph's Hospital, two information sessions on the Active Offer of French Language Health Service course were held on May 23 and June 3. Twenty staff attended to learn about the online training which targets those who work in health care. Fifty staff are presently completing the training, and the course is available to all staff in the Learning Management System.

HERE FOR OUR

Future

Senior Friendly Care Framework Self-Assessment

We continue our journey as a Senior Friendly Hospital adopting the Senior Friendly Care Framework. Key stakeholders from across our organization, including Client and Family Partners, met to complete the Senior Friendly Care Framework Self-Assessment. A report card is generated from the self-assessment and will acknowledge our progress to date and identify areas for improvement.