

MISSION MOMENT

"Even though I have only lived here three months, my doctor said that my blood pressure has come down and my blood sugars are doing better. That's because I am happy here!"

Tenant, Sister Leila Greco Apartments



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

Compliance Update - Bethammi Nursing Home

The most recent inspection conducted at Bethammi Nursing Home on September 9 – 12, 2019 resulted in the home achieving compliance with the Director Referral and the Director's Order. The MOHLTC Inspections Office indicated on the last call in September that they were impressed with the home's organization of information and knowledge of resident care, indicating these were signs of strong leadership and work at the front line. The bi-weekly update calls are no longer required; the Ministry expressed their confidence in the home's ability to sustain improvement.

Compliance Update - Hogarth Riverview Manor

Hogarth Riverview Manor's most recent inspection in August 2019 resulted in positive feedback with no findings during the complaints inspection. Three of the six compliance orders were lifted, with 2 more due on September 30, 2019 and one on October 14, 2019. Three additional low risk orders were received; however these orders will easily be rectified in the areas of: following plan of care, review and evaluation of mandatory programs and transfer of residents according to policy.

New Attending Physicians

Dr. Michael Long and Dr. Kathy Simpson joined Hogarth Riverview Manor as attending physicians covering the 5th and 4th floors respectively. At Bethammi Nursing Home, Dr. Katie Frederiksen joined as attending physician covering the 3rd floor.

Sister Leila Greco Apartments Beautification

The backyard of the Sister Leila Greco Apartments has seen significant improvements over the summer. A number of finishing elements from the construction project were addressed. In addition, the Tenant Committee raised funds to add special touches to the backyard, including a Zen space.

Bed Rail Safety Program

Bethammi Nursing Home and Hogarth Riverview Manor implemented an extensive program to ensure that bed entrapment testing is up to date for all residents and reviewed/maintained on an ongoing basis. To reduce risk, both homes have also implemented a program to minimize the use of bed rails. The homes are working with families and physicians to remove existing rails where appropriate, and to avoid using rails for new admissions.

Piano Donation

The family of a resident donated a piano to the Lilac (4S) Resident Home Area for the enjoyment of the residents. The family very graciously first had the piano tuned then transported to HRM. During the dedication ceremony, the singing group *Sounds of Superior Chorus* were in attendance to sing and play the piano for the residents. Cake, coffee and music was enjoyed by all!

Rockin' Recovery

On September 4, 2019, the Drug Awareness Committee, Thunder Bay Drug Strategy, Fort William First Nation and the Thunder Bay District Health Unit hosted the annual Recovery Day event "Rockin' Recovery" at Marina Park. This event is held to reduce stigma around addiction, build awareness and celebrate recovery. This year St. Joseph's Care Group was a gold sponsor for the event. Sister Margaret Smith Centre staff Bailey Fowler and Amber Scavarelli served on the planning committee. Additionally, 10 staff from SMSC volunteered their time to help make the day a success.

Coffee and Conversation Program

Cory Di Franco and Kaitlyn McFall, Recreationists with the Mental Health Rehabilitation Program, established a new weekly program called "Coffee and Conversation". The program consists of a planned outing at a local coffee shop with the purpose of engaging clients in meaningful conversation or in a topic of their choice. The program helps clients with social skills, interpersonal interactions and offers various levels of exposure in a public setting and community integration.

Cooking at Alpha Court

Clients with the Mental Health Rehabilitation program participated in a cooking group at Alpha Court supported by staff. Clients partake in meal planning, food preparation, cooking and serving the various meals. The cooking group at Alpha Court has generated client engagement and positive feedback making it a very popular group. Other benefits of the cooking group include increased confidence in using and navigate the public transit system by taking the bus to and from Alpha Court.

Patient Oriented Discharge Summary (PODS) Trial

The Geriatric Assessment and Rehabilitative Care interprofessional team completed the PODS 10-week trial with great results and improved coordination related to multiple team members' input, compliance, quality and completion prior to discharge. Client satisfaction rate is high overall and relates to improvements in understanding medication, involvement in discharge planning (24% to 55%) and reduced ER visits once home (10% to 5%). Phone call comments with clients and family indicate satisfaction with discharge processes, family conferences and the written PODS. Areas of improvement relate to understanding why some usual medications are no longer recommended and physical assistance to pack up the room and get to the car. The PODS rollout occurs next on Physical Rehabilitation, 3rd floor.

HERE FOR OUR

Partners

The Lodge on Dawson

The Lodge on Dawson, purchased by St. Joseph's Foundation through funding provided by the Thunder Bay District Social Services Administration Board (TBDSSAB), opened the doors to the first clients on October 1, 2019. The staff and partners including Alpha Court, TBDSSAB, and Dilico worked diligently to make this new program a reality. Renovations were completed, furniture moved in and program flow finalized. On September 3rd a drumming and blessing was attended by partners and staff to commemorate the launch of this project, which will serve homeless individuals suffering from mental health and addiction concerns. "The Lodge" will provide transitional housing to provide stabilization and enhance coping skills to allow successful transitions to more independent living in the community.

New Dentist

The Mental Health Rehabilitation team welcomed Dr. Kris Succo to the dental clinic located in the East Wing at St. Joseph's Hospital. Dr. Succo brings a wealth of knowledge and experience in dentistry from his community practice and will be a tremendous asset in providing preventative, diagnostic, and restorative dental care for our clients.

Crossroads Centre Review

Crossroads Centre provides clients with residential support services before/after addictions treatment. St. Joseph's Care Group (SJCG) has a longstanding history of partnership with Crossroads Centre. In the spring of 2019, Crossroads Executive Director requested that SJCG provide support in the area of administration and corporate services. In response to this request, SJCG worked with Crossroads to undertake a review of corporate services functions. Areas reviewed: Finance, Information Technology, Human Resources, Property and Plant, Environmental Services and Purchasing. The review meetings involved completing a walkthrough of significant processes. Based on information provided, SJCG commented on current practices and offered suggestions to modify processes to align with best practices. Next steps involve collating the results of the meetings and presenting findings and recommendations to Crossroads.

Regional Palliative Care Program

Krista Willson, Performance Improvement Lead, fills a unique role to support quality improvement initiatives as the Palliative Care Program matures and shifts from planning to implementation. Health Quality Ontario identified a new indicator this year for "Palliative Care targeted at Early Identification" which involves clinicians' documentation of the assessment of palliative care needs for an early at-risk population. A number of Long Term Care Homes selected the Palliative Care indicator as part of their 2019/20 Quality Improvement Plans. This is one example of how the new role will lend expertise to advance best practices for palliative care locally and across the region.

Hospice Northwest Partnership

The Memorandum of Understanding (MOU) with Hospice Northwest was renewed and includes two new programs: Both the 'quick response' volunteers providing 24-hour support and a trial support team providing 3 days/week for two hours. Both additions are anticipated to enhance our clients and family experience.

Regional Seniors' Care Program Memory Clinic

The Manager, Regional Seniors' Care Program facilitated an event convening all Primary Care Memory Clinic providers from across the region for the purpose of information sharing and building stronger linkages with Specialized Geriatric Services. Collaborations such as this will help integrate services and better support advancing care for frail seniors.

HERE FOR OUR

People

Culture Days

Culture Days is a national celebration of Arts, Culture and Wellbeing. Lead by the City of Thunder Bay's Culture and Events division, there were 47 separate events taking place over two days across the City. On Saturday, September 28, 2019, St. Joseph's Hospital opened its doors as a Culture Days Hub. In addition to a self-guided tour featuring SJCG's 135 years in service to the people of Northwestern Ontario, there were also two events: a Traditional Arts teaching and a Traditional Medicine & Healing teaching. SJCG was pleased to be asked to participate as a key partner during the Culture Days kickoff and media event.

Supporting Learners

Starting September 12, 2019 the Bethammi Nursing Home Life Enrichment team will be preceptoring two fall semester Therapeutic Recreation Students. The students will be at Bethammi Nursing Home every Thursday and Friday. Hogarth Riverview Manor currently has three high school co-op students that are on placement from Monday – Friday half days until January 2020. There are four Confederation College Therapeutic Recreation students two days a week until mid-December, adding to the richness of programming offered to residents as the students develop their skills and knowledge.

Leadership Team Report

October 2019



Masters of Education Degree

Congratulations to Karen Shaffer, Corporate Learning Facilitator, Long Term Care, who has successfully completed her Master of Education Degree from the University of Ontario Institute of Technology.

Oshki-Wenjack's Inaugural Graduating Class

On September 11, the first graduating class of 11 Practical Nursing students were honoured at their pinning ceremony. St. Joseph's Care Group has worked closely with Oshki-Wenjack and hosted the placements for the nursing students at St. Joseph's Hospital over the past two years.

Situational Awareness Training

Nurses with the Mental Health Rehabilitation Program received several education sessions facilitated by Breanne O'Neill, Mental Health Educator, regarding situational awareness and critical thinking. Training in situational awareness and critical thinking offers important ways to promote safety, security, and team cohesiveness. The objective is to encourage staff to be aware of their surroundings and what is happening around them, to minimize distractions, and to be mindful of any risks or threats in the environment to ensure optimal safety and security. Similarly, it allows for effective critical decisions to be made in crisis situations pertaining to escalating behaviors. The incorporation of critical thinking scenarios challenges nurses to engage and learn from one another to build confidence and improve communication amongst teams.

Peer Leader Training Program

Recreationist, Cory Di Franco and Dietitian, Cara Green, from the Mental Health Rehabilitation Program attended a Peer Leader Training Workshop. The workshop, hosted by the Thunder Bay District Health Unit and the Regional Food Distribution Association, offered information for anyone who is leading or looking to lead a cooking group, community kitchen or cooking program. Focus was given to nutrition, food safety, menu planning, and budgeting. The knowledge gained from the workshop will be shared with the team in order to build upon current programming and engagement with clients.

Geriatric Education Day

The North West Regional Geriatric Collaborative will host an Annual Geriatric Education Day on November 14th to support capacity building around the Senior Friendly Framework. The Regional Rehabilitative Care Program will leverage the opportunity to provide a guest speaker on mobility and offer a Balance Assessment and Treatment course for two days following the event.

HERE FOR OUR

Future

P.R. Cook Dining Room Upgrades

P.R. Cook Apartments continues to improve the dining room with upgrades of the appliances in the servery including fridge, stove, dishwasher, microwave, and smaller appliances used in the dinner program and recreation programs. Finishing touches are being completed to provide many more years of pleasurable dining for tenants.

Additional Supportive Housing Units

A submission was made to the NWLHIN requesting five additional supported units at P.R. Cook Apartments. In 2018, two of these units were approved and on August 28, 2019, the NWLHIN advised that they will be funding the additional three units at PR Cook, thus making 126 of the 181 apartments funded to provide Seniors' Supportive Housing. We will continue to advocate for more supported units to meet the demand for service.

Strategic Plan

Planning and Performance has completed development of a Strategic Plan Resource Document which includes an environmental scan and updated data under each Strategic Direction. The resource document will be used by the Board and the Leadership Team to inform development of the 2020-2023 Strategic Plan refresh.

New Hire Evaluation

An informal gathering was held for new nursing staff hires (RN, RPN and PSW) to evaluate how staff felt about the effectiveness of the structures, processes and relationship development related to hiring, orientation, training and preceptors. Collaborative Practice facilitated the discussion to promote an open and safe environment for feedback. The new graduates felt supported overall and gave direction on areas for improvement. The clinical managers and collaborative practice are developing strategies for next year's spring hire to strengthen the recruitment and retention of nursing graduates.

Rehabilitative Care Staff 'Budget Talks'

The VPs of Rehabilitative Care and Infrastructure & Planning, together, are meeting with staff to provide an update on the impact the improved quality of the coded client data has had on the budget. This is in follow up to staff education and engagements held 2 years ago. The forums include meetings on the units and at the Divisional staff meetings to ensure all staff has opportunity to attend and ask questions. Staff are engaged and asking relevant questions about how they can contribute to improved funding, and are also expressing concern around the increasing complexity of our client population.