

## MISSION MOMENT

*Our family has infinite gratitude to the nurses of the Hospice Unit for their knowledge, attention, professionalism, compassion, and understanding. Each nurse provided exemplary care. They not only cared for our mother, but for our entire family and made our experience as home like as we could have asked for - ensuring that as a family, we were taking care of ourselves and able to access all resources available to us. We cannot thank them enough!*

Family, Palliative & Transitional Care



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

### Board Storytelling

On October 16, Robert Winters (client), Emily Jones (Counselor) and Tannice Fletcher-Stackhouse (Nurse Practitioner, NorWest Community Health Centres) shared their experiences about the Rapid Access to Addiction Medicine (RAAM) Clinic with the SJCG Board of Directors. As part of education for the Board of Directors, storytelling provides an opportunity for members to hear firsthand experiences about care and service.

### Sister Margaret Smith Centre - Family Program

The Family Program at Sister Margaret Smith Centre has just completed another successful program. Interest for the Family Education and Support Program has been consistent over the last year with 15-20 people registered in each session. The Program is proposed to run 5 times in the next calendar year. An evidence-based approach, Community Reinforcement and Family Training (CRAFT), has been incorporated into the program.

### Sister Margaret Smith Centre - Gambling/Behavioural Addiction

The Superior Scurry was held for the second time in Thunder Bay on Saturday October 19, 2019. It is organized by the YMCA Toronto - YGAP (Youth Gambling Awareness Program). The Superior Scurry aims to provide youth in the

community with information about gambling, tobacco and local resources. Youth were in teams and directed to solve clues that lead them to stops in the city, using public transportation. Sister Margaret Smith Centre was one of the stops. Teams were informed of services offered at SMSC, how to access services, and completed an activity that required participants to sort through different financial, emotional, behavioural and health warning signs of problem gambling in order to receive the clue for their next stop.

## **Mock Fire Evacuations**

Mock fire evacuations were successfully conducted in each high support home. The mock fire exercises involved acting out different fire scenarios developed for each home with the Thunder Bay Fire Department observing and timing how quickly each home was able to effectively evacuate. Both client and staff evacuated the homes in excellent time. All fire safety binders and fire safety checklists were approved by the fire department. The fire department commended staff and clients for their hard work and diligence in ensuring fire safety in the homes.

## **Physiotherapy Services**

St. Elizabeth Health Care ended their contract with HRM and Bethammi in August and we have subsequently contracted with Arvan Rehab Group as our new provider of physiotherapy and occupational therapy services. Arvan has been providing Rehabilitation Services to Long-Term Care and Retirement communities across Ontario since 2000.

## **Smoking Discussion Group**

Recreationist, Cory Di Franco established a new smoking discussion group held weekly with clients of the Mental Health Rehabilitation program. The focus of discussions is to promote smoking cessation, explore participant readiness for change, and provide healthy conscious approaches, options, and support for smoking cessation.

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

The inpatient Mental Health Rehabilitation program continues to participate in the ongoing process of implementing HQO standards for schizophrenia by engaging in regular *Community of Practice* meetings led by Ontario Shores, the designated spread initiative leader. In October, Social Workers Jane Gastmeier, Jenny Kim, and Psychologist Dr. Houlding, attended the first series of training in Family Intervention Therapy (FIT) and Cognitive Behavioural Therapy (CBT); foundational and for Psychosis.

## **Family Peer Support Group and Grief and Loss Group**

A family peer support group started at HRM in October and is held in the Chapel on Tuesdays from 3:00 to 4:30 p.m. Family members are invited to share their journey of change, distress, conflict, love and loss with other families. A grief and loss group started at HRM on October 17<sup>th</sup>. Family members, residents, and staff who have experienced a loss through death are welcomed to take part in a 6-week group to explore the loss of a loved one. These are being organized and conducted by Spiritual Care, Steve Robertson.

## **Senior Friendly Framework Self-Assessment**

The North West Regional Seniors' Care Manager actively engaged a Senior Friendly Task Force to complete the Regional Geriatric Programs of Ontario Senior Friendly Framework Self-Assessment. The Self-Assessment was

completed in September and recommendations have been provided through the report card generated. Additional engagement with other divisions will now further support Senior Friendly actions and recommendations for consideration.

## **Rehab Care Alliance Falls Prevention Pathway Pilot**

The North West Seniors' Care and Rehabilitative Care Program Managers are co-leading the Rehab Care Alliance Falls Prevention Pathway Pilot with Thunder Bay Regional Health Sciences Centre and St. Joseph's Hospital Geriatric Assessment and Rehabilitative Care (GARC) unit; the Seniors Outpatient Assessment and Rehabilitation (SOAR) Program, and North West LHIN Home and Community Care Therapy Services, and Community Falls Prevention and Physiotherapy providers. The pathway aims to prevent secondary falls by ensuring the appropriate rehabilitation services are in place. This pilot project will track community-dwelling patients over the age of 65 who present to the Emergency Department after a fall and do not require acute hospitalization but who are at high risk of decline and secondary falls without appropriate intervention. This project further supports existing Frail Senior Pathways from TBRHSC to SOAR and GARC.

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## Partners

### **Harm Reduction Conference**

The Annual Harm Reduction Conference - Innovative Solutions - was held in Thunder Bay on October 29-30, 2019. Several community partners and agencies participated. A counselor from the SMSC Family Education and Support program was part of a Plenary Panel presentation focused on Family Harm Reduction Strategies which highlighted the impact of problematic substance use on family/loved ones and strategies for coping through a Harm reduction lens. At another Plenary Panel session, the partners involved with The Lodge on Dawson and the Home for Good initiative, provided an overview of the project and discussed Housing as Harm Reduction. There was significant interest in the Lodge and the supports it will bring to those living with homelessness and complex health issues.

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

ECHO St. Joseph's Care Group hosted their annual ECHO Bootcamp on October 4-5, 2019. Our hands-on, in-person, skills-based workshop was geared to helping ECHO participants enhance and practice skills discussed in our ECHO sessions. Our program had 22 primary care provider participants (MDs, NPs, PTs, OTs, SW, etc.) from Thunder Bay, Manitouwadge, Cornwall, Sudbury, Nipigon, Dryden, and Pine Falls, MB to build a community of practice around chronic pain management. Program Evaluations from participants were very positive.

### **Supportive Housing Client Education**

Supportive Housing client education topics for the month of September included "Heads Up for Healthier Brains" from the Alzheimer's Society and a presentation from Thunder Bay Regional Health Sciences Centre on "Stroke Prevention".

## **Advantage Ontario – Administrator Leadership Program**

This program is developed by leaders and experts in the long-term care field, the AdvantAge Ontario Administrator Leadership Program expands professional knowledge, enhances leadership capabilities, and prepares leaders for future challenges and opportunities. This program meets the requirements for administrators of 100 hours of instruction time in long term care home administration/management under the *Long Term Care Homes Act, 2007*. Congratulations to Sheila Clark, Administrator at HRM and Kristen Wojtalik, Director of Care at HRM, for completion of the program.

## **Regional Wound Care Planning**

The LHIN hosted an 'open space' session to engage regional partners and identify priorities to advance the Regional Wound Care Plan. SJCG participants included Cheryl Ertl, Scott Munro, Dawn McDonald and Carolyn Freitag. With our local and regional partners, key priorities were identified in a spirit of collaboration. Jill Marcella, SJCG RPCP manager, did an excellent job facilitating the event supported by Hillary Mettam, Lisa Grillo and Sheri-Lynn O'Leary.

## **QIP Collaborative Indicator-Transitions in Care**

The SJCG-TBRHSC QIP collaborative project kicked off with a 'Design Event' in September. At the event, frontline staff from each organization came together to analyze the current processes, identify gaps, and priorities and create and test innovative solutions. The event produced an action plan with individuals assigned as leads for each initiative. The 30 and 60-day check in meetings report the action plan is on schedule. Two improvement activities relate to the development of Rehabilitative Care information packages for TBRHSC staff and clients to be better prepared for a transition, and a revised weekend and evening transfer process pilot - to begin December 1<sup>st</sup>.

## **World Indigenous Cancer Conference**

The Regional Palliative Care Program (RPCP) in partnership with Lakehead University co presented at the World Indigenous Cancer Conference a session titled, "*Supporting Palliative Care Capacity in First Nations Communities: Lessons Learned from Northwestern Ontario, Canada*" in Calgary on September 19<sup>th</sup>. This was an exciting opportunity for the program to come together with scientists, practitioners and leaders in cancer-related care and research as well as community members and Indigenous people impacted by cancer. The conference had delegates from across Canada, the United States, Australia and New Zealand.

HERE FOR OUR

# People

## **French Language Services – Pilot Project**

The French Language Services Act is a law that protects the rights of Franco-Ontarians and supports the provision of French services within designated areas across the province. St. Joseph's Care Group (SJCG) is classified as an "Identified" organization and is required to provide health care services to the public in French within the existing French language services capacity.

# Leadership Team Report

November 2019



SJCG partnered with the Réseau du Mieux-être Francophone du nord de l'Ontario to develop and implement an *Active Offer of French Language Services Pilot Project* at St. Joseph's Hospital. A committed group of staff and managers, a representative from the Réseau, as well as client and family partners came together to Enhance Staff Education, Develop Identifiers of Client Language, and Improve Visibility of French Services. Highlights of the pilot project's outcomes include:

- More than 20 staff trained in Active Offer of French Language Services
- Seven (7) French-speaking staff completed Interpretation and You training
- Meditech was enhanced to capture First and Preferred Language
- Correspondence and Public-Facing Forms were translated, and procedures updated
- Education, Identification and Resources were enhanced.

SJCG will continue its work in fulfilling the French Health Services Plan.

## **LEADS the Way**

Congratulations to the first cohort of 'LEADS the Way' for completing the LEADS Learning Series. Thirteen participants from St. Joseph's Care Group's management team, joined by five participants from the region, completed five days of interactive workshops exploring each domain of the LEADS framework: *Lead Self, Engage Others, Achieve Results, Develop Coalitions, and Systems Transformation*. Participants will apply their learning by incorporating the LEADS framework into new or existing projects.

## **PSW Partnership with Confederation College**

St. Joseph's Care Group has partnered with the International Education Division of Confederation College to encourage international students to enroll in the Personal Support Worker program. At this time, twenty students will be receiving a \$2,000 bursary and will work for St. Joseph's Care Group upon graduation.

## **Retirement & Announcement**

Gail O'Quinn, Clinical Manager, Geriatric Assessment & Rehabilitative Care (GARC), retired after almost 34 years of an exceptional nursing journey with St. Joseph's Care Group. Many colleagues from across the organization came together and congratulated her at her Retirement Tea. She was surprised and delighted with the song/skit performed by the 5<sup>th</sup> floor staff, which conveyed the deep respect and admiration for her in a fun way that touched her heart.

Kathleen Romano has accepted the position of Clinical Manager, 5<sup>th</sup> Floor (GARC) at St. Joseph's Hospital. Kathleen is a Registered Nurse and brings a wealth of experience from previous roles as the Director of Care, Assistant Director of Care and Clinical Manager at Hogarth Riverview Manor. We welcome Kathleen to the Rehabilitative Care team.

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## Future

### **Rural and Northern Immigration Pilot**

Lynda Fares, Manager, Recruitment and Retention and Divya George, Health & Wellness Support Assistant, attended a meeting with representatives from our local Community Economic Development Commission and from Immigration, Refugees, and Citizenship Canada. The representatives wanted to meet with employers to get a sense of whether employers in Thunder Bay are ready for an immigration pilot. Lynda provided an overview of our organization and Divya spoke to her experience as a newcomer to both Thunder Bay and St. Joseph's Care Group. Their participation helped to support the Care Group's participation in an immigration pilot, bringing new immigrants to Thunder Bay, in particular, for Personal Support Worker positions.

### **Seniors Community Grant**

The Regional Rehabilitative Care Program (RRCP) was successful in acquiring a provincial Seniors Community Grant with lead Sioux Lookout First Nation Health Authority Primary Care Team, and partners Eabametoong First Nation, North Caribou Lake First Nation, Windigo Tribal Council, Northwestern Ontario Regional Stroke Network and Lakehead University Health Sciences and Kinesiology Departments. The \$25,000 grant will explore the role of a Community Rehabilitation Support Worker with Elders and community health workers, to guide development of a training program.