

## MISSION MOMENT

Thank you to Communications, Engagement & Client Relations for everything you do. I would not be able to volunteer as a Client & Family Partner so much, from which I derive tremendous satisfaction, if it weren't for your leadership and involvement.

SJCG Client & Family Partner



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 Spiritual Room Opening

The Indigenous Spirituality Room – Misko Zhaawanong Shkwaadem (Red Southern Door) officially opened on October 28, 2019. This was a joint ceremony between Elder Ernie Kwandibens and Bishop Colli with 15 indigenous residents in attendance along with members of the Management and Leadership Teams. The ceremony was a huge success in strengthening cultural relationships.

### Hogarth Riverview Manor Funeral Home Exits

In an effort to create a more dignified and private exit for deceased residents of Hogarth Riverview Manor, the Home has created three new exits for this purpose; one for the tower, one for Birch/Spruce and one for Cedar/Willow. Another aspect being developed by the Pain and Palliative Care Committee is to honour the deceased resident's departure, to be implemented by the end of this calendar year.

### Blessing of Hogarth Riverview Manor

A blessing of Hogarth Riverview Manor with Bishop Colli occurred on November 22, 2019 in the Chapel with many residents, family members, volunteers and staff in attendance. Cake and coffee followed in Town Hall. The event was well received and appreciated.

## **Peritoneal Dialysis – Bethammi Nursing Home**

Bethammi Nursing Home worked throughout October, in partnership with the TBRHSC's Renal Program, to prepare for the first resident requiring peritoneal dialysis (PD) to move into Bethammi Nursing Home. Bethammi is the only Home in Thunder Bay that accepts residents who require PD. And most important, the client will now be able to receive care in a more homelike setting whilst still meeting the medical care requirements.

## **Mock Code White**

A mock Code White was conducted on the inpatient Mental Health Rehabilitation program at St. Joseph's Hospital. The objective of the mock code is to practice procedures related to Code White incidents such as de-escalation techniques and Non-violent Crisis Intervention Training (NVCIT) strategies.

## **Diagnostic Imaging Upgrade**

An upgrade of X-ray equipment and software has taken place in Diagnostic Imaging at St. Joseph's Hospital including the training of Medical Radiation Technology staff. A campaign is underway by the Foundation to fundraise for this user friendly technology which allows for improved digital imaging.

## **The Lodge on Dawson**

A variety of groups have been developed to assist clients in building skills that will support independent living. Many of these groups are provided by partner agencies including the Ontario Native Women's Association (ONWA) and the Thunder Bay Literacy Group. Other programs include a variety of self-management skills which contribute to the sense of well-being and security that leads to positive changes. One of our first clients just started gainful employment.

## **Chronic Pain Management Program**

The Chronic Pain Management Program is pleased to include Peer Support within the program to support clients accessing the service. The Peer Volunteer will begin training in the New Year. Thank you to Kim Snelgrove for taking the lead in this project.

## **Patient Oriented Discharge Summary (PODS) Implementation**

The Physical Rehabilitation Inpatient teams implemented PODS on October 1st. The team has completed 29 PODS (100%; target 80%), with an average of 92% completion (target 100%), and provided to the clients 1.2 days prior to discharge (target 2 days). Thanks to the 3<sup>rd</sup> floor staff for embracing the change, Mary Adams' leadership and for the 5<sup>th</sup> floor staff mentorship.

## **Quality Improvement Plan Client Satisfaction – "How often did Staff Listen Carefully to You"**

The Rehabilitative Care Inpatient care teams redesigned the bedside whiteboards to function as a daily communication tool between our staff, clients and families that promotes listening, understanding and client centred care principles. The whiteboards convey key information related to clients individual needs, the care team members, care goals and space for clients and families to communicate with team members. Implementation will occur in January.

## **Medical Transportation Policy Briefing**

Non-Insured Health Benefits (NIHB) is currently reviewing their Medical Transportation Policy. The Regional Rehabilitative Care Program (RRCP) partnered with Sioux Lookout First Nation Health Authority Primary Care Team, the Northwest Stroke Network, St. Joseph's Ambulatory Care Services including Neurology and Orthopaedic Outpatient programs and Diabetes Health and Chronic Pain program to provide a brief regarding concerns with the current policy that requires a physician visit or OHIP-billing provider for rehabilitation services. Emily King, Chiefs of Ontario NIHB Navigator, presented the brief to the NIHB explaining the impact to Indigenous clients in the North West LHIN when they are unable to access rehabilitative services due to the current Medical Benefits policy. It is hoped the political awareness will influence change to support the value of inter-professional teams and provision of services by the most appropriate healthcare provider or bundled care provider by the Ministry of Health (MOH) of Ontario. The brief was also presented to the MOH by the Rehab Care Alliance in discussions about Bundled Care Funding models.

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## Partners

### **Nurse Led Outreach Team (NLOT)**

It was shared at the NLOT Collaboration Committee meeting in October that NLOT will be expanding their role into Seniors' Supportive Housing and Retirement Homes. An additional Nurse Practitioner will focus on clients who have recent and frequent visits to the emergency department and on prevention programs and services that may reduce future visits to hospital.

### **Thunder Bay Community Cross-Sector Collaboration Event**

On Thursday, November 28, 2019, the Lakehead Social Planning Council, the United Way of Thunder Bay and Thunder Bay Chamber of Commerce held a community event specifically designed to bring organizations together to improve lives and build a healthier, more inclusive and prosperous Thunder Bay. The event was attended by approximately 200 individuals representing agencies that crossed multiple sectors from health care to municipal housing. A series of action items were identified and plans are underway to move those actions forward.

### **Rapid Access to Addiction Medicine (RAAM) Media Event**

In celebration of Addictions Awareness Week, a media event was held to highlight the success of the RAAM program since it opened in 2018. The event was well attended by partner agencies and featured a special presentation from a client who courageously and eloquently shared her very personal story within this public forum. Several media outlets were in attendance and the event received significant media attention.

### **Outreach to Library**

UTURN's Youth Outreach Counsellors (YOC), which include workers from SMSC in addition to the Youth Outreach Workers (YOW) through Dilico, have collaborated with the Brodie Street Community Library as part of its strategic

plan to provide a more welcoming and inclusive center of social innovation and change. The objective of the collaboration is to provide barrier free support and counseling services to youth who are at risk.

### **Regional Palliative Care Program Appointments**

The Regional Palliative Care Physician is pleased to announce Dr. Kevin Miller and Dr. Kevin Bezanson will be share the Regional Palliative Care Clinical Co-Lead role. This role provides leadership that builds, fosters and maintains quality palliative care services throughout the region. The RPCP would like to acknowledge and thank Dr. Kathy Simpson for her leadership and commitment in this role over the past several years.

### **Palliative Care Booster – October 24-25, 2019**

The Regional Palliative Care Program (RPCP) was the partner sponsor for the Centre for Education Northwestern Ontario Palliative Care Booster on October 24<sup>th</sup> and 25<sup>th</sup>. This year's theme was 'Teaming up for Whole-Person Centred Care'. There were 108 participants with 50% of the attendees from Thunder Bay and 50% from the region. Presentations included the recommendations and findings from Nishnawbe Aski Nation Palliative Care Planning Workshop; Role of Allied Health in Palliative Care; and the Ontario Palliative Care Delivery Framework.

### **Primary Care Leaders Meeting**

On October 24<sup>th</sup> the RPCP facilitated a Primary Care Leaders Meeting targeted to Physicians and Nurse Practitioners across the region. A total of twenty six attendees participated in person and virtually. The group examined the role of primary care in palliative care from a regional perspective, and what was required for primary care to deliver excellent palliative care. There were a number of recommendations and priorities identified by the group, which the RPCP will develop an action plan to support improved collaboration between family physicians, nurse practitioners and local and regional partners in the delivery of palliative care.

### **Managing Clients with Responsive Behaviours**

The Regional Seniors' Care Program (RSCP) Manager was invited to join the North West Regional Chief Nursing Executive (CNE) Meeting to discuss potential strategies and interventions in Regional Hospitals in the North West to manage patients and clients with responsive behaviours. The RSCP Manager welcomed the regional CNEs request for assistance and will continue to support through a newly established Work Group/Task Force on Behaviour Management.

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## People

### **Mindful Moments**

Spiritual Care at Hogarth Riverview Manor has implemented Mindful Moments - a new meditation session occurring daily between 11:30 – 1:30 p.m. Staff can spend time during their lunch time to rest and take time to nurture their spirit. Generic guided meditation CDs are available for their use.

# Leadership Team Report

December 2019



## **Culturally Safe Care**

Paul Francis, Director of Indigenous Relations, is participating in a project called "*Engaging for Change*", with Lakehead University and the Thunder Bay Regional Health Sciences Centre. Central to this initiative are the stories of Indigenous health care users, representatives from Indigenous health organizations including patient navigators, and health care service providers. The project aims to build culturally safe care through Indigenous narratives.

## **Student Welcome Events**

Corporate Learning and Recruitment & Retention hosted five Student Welcome events at St. Joseph's Hospital in October and November. A total of 114 students and 23 instructors and preceptors attended.

## **Library TED Talk Thursdays**

The Library has begun hosting monthly video viewings called TED Talk Thursday. These lunchtime events have been very well attended. TED is a nonprofit devoted to spreading ideas, usually in the form of short, powerful talks that can be accessed on YouTube. Talks are selected with input from those in attendance. Everyone is welcome!

## **Every Voice Counts: Employee & Physician Surveys**

On November 11th, the Centre for Applied Health Research wrapped up data collection for the organization's Employee & Physician Experience Surveys. Overall, the response rate was 62.7%. Reports will be distributed in the coming weeks.

## **Visit from Sisters of St. Joseph**

Sister May and Sister Cecily visited The Lodge on Dawson with Gail Brescia, CEO of St. Joseph's Foundation, for a tour. They were very interested in development of this new initiative and pleased to see the services being provided for those in need. We also had an author, Bonnie Schiedel, come to do an interview with the staff to write an article on The Lodge to increase people's knowledge and understanding.

## **Geriatric Assessment Rehabilitation Care Unit (GARC)**

The team ramped up the '24-Bed Assessment Enhanced Care' model and continued to provide excellent care under the interim leadership of Paula Siau, Charge Nurse and Randy Middleton, Manager Palliative Care and Transition. Thank you to Paula and Randy for your leadership in supporting the clients, families and care team and ensuring the delivery of quality, safe care during the transition in leadership.

## **Coffee Break**

"Coffee Break is the Alzheimer Society's major nationwide annual fundraiser where friends, co-workers and customers gather in communities across Canada to raise funds for local Alzheimer Societies. Participants at these events donate in exchange for a cup of coffee." The 5<sup>th</sup> floor team held a coffee break in October and everyone contributed baking items such as cookies, cakes, and pastries to sell along with coffee and tea. Together, the team helped raise \$257 to donate to the Alzheimer's Society.

## **Stroke Aerobic Exercise Implementation Toolkit**

Physiotherapists and managers in the Neurology Stream participated in interviews and focus groups for the Stroke Aerobic exercise implementation of the Toolkit (START) study. The toolkit will highlight the work that St. Joseph's Care Group carried out to implement aerobic training best practices for both bedded (inpatient) and ambulatory (Outpatient) services and participation in the PROPEL study with University Health Network.

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## **Future**

### **Take Our Kids to Work Day**

On November 6, 2019, St. Joseph's Care Group hosted Take Our Kids to Work Day. This year 17 Grade Nine students spent the morning touring St. Joseph's Hospital and engaging in an experiential learning session. Sincere gratitude goes to all of the amazing staff who collaborated to create a fun and memorable experience.

### **St. Patrick's High School Students**

On November 8, 2019, 12 students from St. Patrick's High School's Learn & Work Program attended at St. Joseph's Hospital for a tour and an experiential world cafe to learn about clinical and non-clinical careers in health care.

### **Staff Complete LEADS Internal Facilitator Training**

St. Joseph's Care Group recently hosted a public offering of the LEADS Facilitator Certification Training. Participants from the Care Group and from across the province came together for three days to hone their facilitation skills. Congratulations to Cathy Clara, Myrna Holman, Lisa Beckwick, Janine Black, and Stacey Freemantle for completing the LEADS Facilitator Certification Training.

### **Leadership Development**

In October, a number of members of our Management Team completed the 'LEADS the Way' program. In follow up to the 5-day workshop, leaders will develop projects to apply into practice the framework elements: *Lead Self, Engage Others, Achieve Results, Develop Coalitions, and Systems Transformation.*

### **New Funding Investments Support Rehabilitative Care Regional Outreach**

Ambulatory Care received one-time funding of \$110,500 to support a change management strategy for the adoption of HQO Wound Care Standards. The purpose of the Project is to undertake a dedicated, deliberate and skilled change management process, in order to ensure widespread awareness and adoption across the North West LHIN for the HQO Wound Care Standards and best practices. The Project will also aim to increase understanding of the benefits of adoption offloading devices as a treatment option, as well as build competence throughout the region in the utilization and application of the approved offloading devices. The project begins in December. Expected benefits are multiple, but specifically aimed at improved healing time for Diabetic Foot Ulcers (DFU) and decreased DFU-related amputations.



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The Manager, Regional Seniors Care Program responded quickly to an unexpected request for proposal funding for an additional Community and Acute Care Psychogeriatric Resource Consultant within the BSO Community program. The one-time funding will provide education and training to build capacity and 'boots on the ground' expertise to support regional programs and community hospitals.

The GARC team was excited to learn of the \$25,000 donation from the Fort William Rotary Club in support of an Activities of Daily Living (ADL) Suite on the 5<sup>th</sup> floor. An ADL suite is a designated fully equipped 'mocked up' living space the rehab team uses to assess clients' readiness for safe discharge. St. Joseph's Foundation will match the donation contributing a total sum of \$50,000. The team is grateful for the community support.

## **Infrastructure Upgrades**

St. Joseph's Hospital is completing an upgrade of the original air conditioning chiller system. The upgrade will enable St. Joseph's Care Group to provide clients and staff with a more comfortable environment while also significantly increasing energy efficiency.

Over the next several months, we are also completing a project to modernize the elevators which service the inpatient Rehabilitative Care floors. This upgrade involves renovations to three elevators at both the Camelot and Algoma Street entrances. These upgrades are being undertaken to meet code requirements, increase operating efficiency and reduce energy consumption. Additionally, these renovations will improve client, visitor, staff and volunteer experiences with increased operating speeds and reduced downtime.

The Leadership Team would like to take a moment  
to wish everyone a very safe and happy holiday season.  
Merry Christmas and all the best for 2020!