

Leadership Team Report

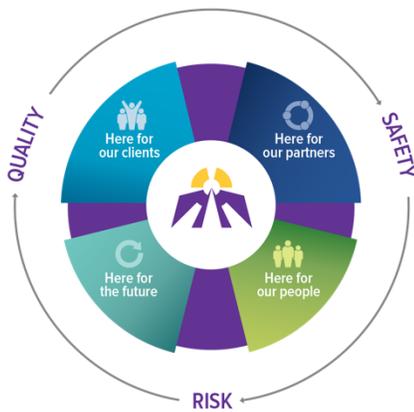
January 2020



MISSION MOMENT

"Thank you all for the care and support you have given me over the six and a half years that I resided at Sister Leila Greco Apartments. It made it possible to live my life to the fullest, enriched by the friendships made and activities enjoyed. A new life awaits me in Winnipeg. I will miss you all and the beauty of Thunder Bay".

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

Christmas Mass

We were delighted to have Bishop Frederick Colli lead Christmas Mass in the Town Hall of Hogarth Riverview Manor on December 17. The mass was well received by the 120 residents and many staff and volunteers in attendance.

Support Groups

December is a time of year that can leave clients in recovery feeling vulnerable. Weekly support groups ran all month including Christmas Eve and New Year's Eve to provide our clients with support throughout the holiday season. In addition, the groups (men, women and older adult) all celebrated with special gatherings to recognize the season in ways that are meaningful to them.

Special Guests in High Support Housing

Clients living in Mental Health High Support Housing welcomed special guests Kim Callaghan, Director of Communications, and Jessica Saunders, Client and Family Engagement Coordinator to Amethyst House. The clients had a wonderful afternoon conversing and sharing stories with their guests, as well as partaking in crafts together and enjoying the special treats they received from Kim and Jessica.

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Leadership Team Report

January 2020



Christmas Celebrations

Inpatient clients of the Mental Health Rehabilitation program attended Christmas parties held on 1 and 2 East at St. Joseph's Hospital. Clients listened to Christmas music, enjoyed healthy snacks and beverages, played festive games, and watched a Christmas movie together. Overall, clients were happy to participate in the festivities and holiday celebrations.

Clients living in High Support Housing attended a Christmas Party held at Mario's Bowl. The party was a great success and well attended. The afternoon was spent bowling, followed by pizza and homemade cheesecakes for dessert that were prepared by one of the clients. The gathering was filled with laughter and happiness.

Nishnawbe Aski Nation Health Summit

The Regional Palliative Care Program (RPCP) participated in a closing keynote panel presentation at the 2019 Nishnawbe Aski Nation Health Summit. The panel presentation focused on the recommendations that emerged from the Palliative Care Planning Workshop NAN hosted earlier this year. The RPCP provided an overview of the program and its function and how the program can be accessed.

Palliative Care Planning Workshop

The Regional Palliative Care Program (RPCP) brought together local health hub facilitators from across the region to participate in a planning workshop focused on palliative care priorities identified by local palliative care committees. For 2019/20 communities are focusing on the following: Public education and outreach; Staff education; Quality Improvement; Primary Care engagement in Palliative Care; and, Telepalliation and Caregiver Support. The short and long term priorities will be presented to the RPCP Advisory Committee and subsequently shared with Primary Care Leaders. The local health hub facilitators also presented their community palliative care highlights.

Physical Rehabilitation

Welcome to Dr. Marcia Migay who has joined the Physical Rehabilitation team to provide Hospitalist coverage to clients on 3S and 3N.

HERE FOR OUR

Partners

Community Therapy Assistant Training Program

The Regional Rehabilitative Care Program, the Sioux Lookout First Nation Health Authority, the NWO Regional Stroke Program and Lakehead University received funding to explore the need and delivery of a Community Therapy Assistant training program for our remote First Nation communities. This role will potentially expand the reach of PT, OT and SLP throughout our region. The first community engagement session was held in Sandy Lake on November 25/26 with 5 Elders and 20 healthcare staff participating. The team will travel to Eabametoong, North Caribou Lake and a Windigo community in January.

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Compassion
Commitment

Leadership Team Report

January 2020



Hogarth Riverview Manor (HRM) Mandatory Management Order

The Senior Manager, Inspections Branch from MOLTC Sudbury Office met with Extendicare Assist and SJCG to discuss the current status of the Mandatory Management Order (MMO) at HRM. They have requested a work plan for the upcoming year to prepare for Extendicare Assist's transition out, with an expectation to lift the MMO by December 31, 2020. The plan was submitted in December.

Chronic Pain Management Program

The Chronic Pain Management team hosted a clinician from Red Lake who is supporting the development of a Chronic Pain Management team in that community. Our team continues to mentor and support clinicians across Northwestern Ontario through on-site experience and virtual technology including Ontario Telehealth Network and Extensions for Community Healthcare Outcomes (ECHO).

Falls Prevention Pathway Project

The Regional Rehabilitative Care Program and Regional Seniors Care Program are co-leading a Falls Prevention Pathway project with the TBRHSC Emergency Department (ED) and the Rehab Care Alliance. Community dwelling seniors over 65 who have fallen will be assessed by the Geriatric Care Coordinator in ED and referred to the appropriate rehabilitative care service depending on their level of frailty. The 5 pathways include: Inpatient Geriatric Assessment and Rehabilitative Care; Seniors Outpatient Assessment and Rehabilitation; LHIN Home and Community Care; Community Physiotherapy Clinic; and VON Community Exercise and Falls Prevention. There are currently 2 "patients" enrolled in the first cycle. The project will include 3- 3 month cycles of 10-15 patients per cycle.

HERE FOR OUR

People

Pharmacy Enhancements

St. Joseph's Care Group has incorporated the compounding of pharmaceuticals in a new sterile room in Pharmacy. To operate the room in alignment with provincial requirements, regular cleaning is required. Duties involved with cleaning this space is more complicated than other areas of the organization. The pharmacy and housekeeping teams worked collaboratively to develop a solution wherein hospital cleaning staff received training and support to complete the specialized cleaning, sanitizing and decontamination of the space. Several cleaners have transitioned to this new role, following training, and the new process is proving to be extremely successful.

GPA Sessions

Throughout 2019, Gentle Persuasive Approaches in Dementia Care (GPA) training has been offered to all staff in Seniors Supportive Housing, and will continue to be offered to staff to help support them as the population changes and more clients come into Supportive Housing with responsive behaviors. A goal for the 2020 Education Plan includes GPA training for all PSWs and registered staff.

Leadership Team Report

January 2020



SMSC Health and Wellness Activities

Wellness is an important part of every day at Sister Margaret Smith Centre (SMSC) for both our clients and our staff. In the month of December we hosted a variety of activities that promoted healthy fun and wellness for all. First, December saw the completion of the first 8-week yoga program at SMSC for Yoga in the Workspace facilitated by a Registered Yoga Teacher. The Sacred Space was used as the lunch time meeting place for this Gentle Yoga practice that left participants reenergized and ready to take on the afternoon.

December was also the month for the "12 days of sit less" initiative which originated with the Thunder Bay District Health Unit (TBDHU) and had many agencies participating. The Wellness champion for this initiative at SMSC was Lori Schmidt who organized meeting spots for the challenge every day and kept a photo journal of the daily challenges, which were submitted to TBDHU and posted on Facebook. Participation in the challenges was steady with some staff participating on their own and others as a group. It was a fun way to break up the day and surely lead to more productivity!

North West Regional Geriatric Conference

On November 14th, the NW Regional Geriatric Conference was held in partnership with CERAH at Lakehead University. The focus was Frailty in Seniors: Supporting Resilience, Independence and Quality of Life to support rehabilitation and managing the seven most common geriatric syndromes. The keynote speaker was Kelly Kay, Co-Executive Director of the Regional Geriatric Programs of Ontario Provincial Leadership Office. We were also fortunate to have expert speakers from within, including Dr. Peter de Bakker, Geriatrician; Trina Pearson, Dietician; Rachel Desrochers, Physical Therapist and Mary Warren, Occupational Therapist. The conference drew 81 professionals from across the North West who work with seniors in community, acute and rehabilitative care.

Regional Rehabilitative Care Education

The Regional Seniors' and Rehabilitative Care Program managers partnered to coordinate education for professionals from the region to build capacity in both Seniors' and Rehabilitative Care. The Evaluation and Treatment Balance Course immediately followed the Geriatric Conference on Nov 15/16. Fifteen Physical Therapists, Occupational Therapists, and Kinesiologists from the region participated in the 2-day event.

Motivational Interviewing

Erin Puhalski, Physical Therapist (PT) from Rheumatic Disease Program (RDP), and Catharine Tombs, PT from Outpatient Neurology, attended the Canadian Mental Health Summit for Advanced Motivational Interviewing workshop. Erin and Catharine will share their advanced knowledge to help build capacity with staff to enhance techniques for clients to better self-manage their Chronic Disease.

HERE FOR OUR

Future

Funding Opportunities

Bethammi Nursing Home continues to capitalize on opportunities to increase revenue including application to WSIB for supplies and equipment; focused attention on improving the case mix index through on-the-spot education of front-line staff members; and planning for implementation of a Nursing Restorative Care program.

Extensions for Community Healthcare Outcomes (ECHO)

Tim Larocque, ECHO Manager, recently presented at Centre for Education and Research on Aging and Health (CERAH) in their Palliative Care Education Collaborative Meeting. The presentation and ECHO model was well-received, and opportunities into potentially pursuing a Palliative Care ECHO at St. Joseph's Care Group were discussed. St. Joseph Care Group ECHO held their last session of 2019 on December 18th on ethical issues in chronic pain.

Centralized Staffing Project Evaluation

The evaluation of the centralized Staffing Office shows positive results. The 2018/19 project was a significant change management initiative with a goal to improve staffing and reduce overtime across the inpatient and outpatient rehab and mental health units for nursing and rehab staff. Staff resources were trained and centralized into one office where new call-in processes developed and standard protocols implemented. The evaluation shows overtime decreased from 2.48% pre implementation in September 2018 to 1.92% post-implementation in October 2019. This reduction in overtime is significant and helps realize the projected efficiency target. As well, the redesign of the scheduling processes improved filling vacant shifts from 1 week to 4-6 weeks' notice. The advance notice improved staff satisfaction and also resulted in the majority of shifts being filled at straight time.