

Leadership Team Report

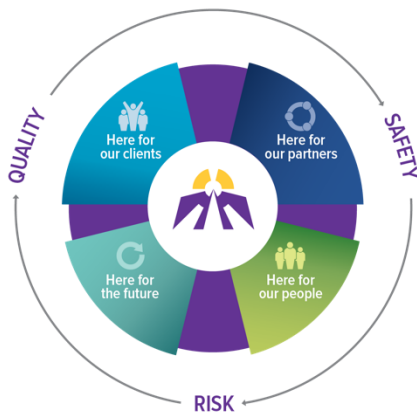
February 2020



MISSION MOMENT

On behalf of my family, thank you kindly for your recent care, compassion, and comfort for our father during his final days. Your professionalism and dedication is very much appreciated.

Family, Palliative & Transitional Care
St. Joseph's Hospital



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

Care for People with Responsive Behaviours

The Regional Seniors Care Program Manager is working alongside the North West Chief Nursing Executives Group to develop strategies for regional hospitals to support staff to care for people with responsive behaviours. In response to this expressed need, we are developing a one-day education and planning event for February 27, 2020 with funding to support regional participants travel.

Nutrition on a Budget

The Mental Health Rehabilitation Program introduced a new group facilitated by the program recreationist and dietitian called "Nutrition on a Budget". The purpose of the group is to assist clients to select healthy and nutritious recipes that can be prepared for a family under \$30. Participating clients are guided to select a meal, develop a grocery list, purchase required ingredients and prepare the meal themselves. This new program facilitates skill development with a focus on healthy, affordable meal planning, food preparation and food safety.

Care
Compassion
Commitment

UTURN

The UTURN system is offering a 12-week outpatient recovery group for youth aged 16-24 who meet weekly to explore a range of topics related to wellness. The primary purpose of this group is to bring youth together to create healthy relationships, build skills, learn about available resources and support one another on their recovery journey.

Suicide Risk Assessment and Screening

A suicide risk assessment and screening tool has been implemented within Mental Health Rehabilitation in accordance with the Accreditation Canada's Required Organizational Practices (ROPs). Standardizing use of high-quality suicide risk assessments into practice ensures all necessary components of a client's admission are considered to ensure their safety and well-being. Education sessions for staff are currently underway facilitated by Breanne O'Neill, Coordinator of Clinical Learning and Practice.

Family Support

The Resident Counselor and Spiritual Care Provider offered the "Making Connections Support Group" sessions to families of residents living at Bethammi Nursing Home. Family members reported they felt they had learned new ways of coping; gained from others' experiences; and developed better ways to relate to those their loved one living with dementia.

Restorative Care Program

Both HRM and Bethammi are working towards implementing a Nursing Restorative Program that identifies specific residents for targeted, daily interventions aimed to improving resident function in specific activities of daily living. In January, both homes began working with the first residents identified for the program.

Responsive Behaviour Rounds

Bethammi has begun Responsive Behaviour Rounds to provide more comprehensive care for residents and their families. The home started to implement the Extendicare Mental Health and Responsive Behaviours policy and by mid-January had completed the required assessments for residents who were identified as at risk for aggressive behaviour or self-harm.

MOLTC Inspections

Inspectors presented at both Bethammi and HRM in January to investigate Critical Incidents and Complaints. The exit interview for Bethammi indicated that non-compliances were found in the area of falls management. Education and increased auditing has begun around safe lifting, post-falls procedures and hourly care and comfort rounds. The five inspectors at HRM exited on January 30 and we await the report.

Seniors' Supportive Housing

The Nurse Led Outreach Team (NLOT) presented to tenants of PR Cook and Sister Leila Greco about the NLOT program provided by Thunder Bay Regional Health Sciences Centre and the role of the Nurse Practitioner. Keeping seniors at home for as long as possible and avoiding unnecessary visits to the Emergency Department continue to be priorities in Seniors' Supportive Housing.

HERE FOR OUR

Partners

Community Safety and Well-Being Consultation Session

Staff from Sister Margaret Smith Centre attended and participated in a Community Safety and Well-Being Planning Consultation session. This consultation was facilitated by the City of Thunder Bay Crime Prevention Council. The purpose of the session was to give service providers the opportunity to provide input into the provincially mandated Community Safety and Well-Being Plan.

Extensions for Community Healthcare Outcomes (ECHO)

ECHO St. Joseph's Care Group hosted four evening sessions on Chronic Pain and Rheumatic Diseases to offer education to primary care providers unable to attend during the daytime timeslot. The specialist hub consisted of chronic pain and rheumatic diseases specialists from St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre, and the University Health Network in Toronto.

Food Services Partnership

Bethammi Nursing Home and Seniors' Supportive Housing continue to partner with Compass Canada to improve the quality of food and the meal experience for residents and tenants. At Bethammi Nursing Home, a new meal service plan was rolled out in December, ensuring that each personal support worker and food services worker knows his or her own role in ensuring a positive meal experience. Since early fall, food quality and service complaints have decreased at Bethammi, PR Cook and Sister Leila Greco, with this trend continuing in December.

NOSM Collaboration

On Saturday, January 25, 2020, St. Joseph's Care Group collaborated with the Northern Ontario School of Medicine (NOSM) to host the Canadian Resident Matching Service (CaRMS) event for Psychiatry. Beckie Walbourne, Remo D'Angelo and Tammy McKinnon coordinated this full day event at St. Joseph's Hospital. Over 50 individuals attended including NOSM faculty, physicians and student applicants from all across Canada.

RNAO Champion Network Webinar

Shelley McAllister and Danielle Normand delivered a presentation to the Registered Nurses Association of Ontario Champions Network. This presentation described an outline of our upcoming pilot project - designed to screen and identify clients who use substances and to connect clients and staff with resources. The presentation provided an opportunity to share what has been developed to date. Positive feedback was received, one viewer stating that we are *"a caring group that is unique, of its own kind doing a wonderful job to save and sustain people with mental health and substance use challenges. I have a feeling that [your project] is going to be successful"*.

HERE FOR OUR

People

Regional Palliative Care Program

The Regional Palliative Care Program (RPCP) supported the delivery of 'Learning Essential Approaches to Palliative' and End of Life Care (LEAP) in December. This course was offered to registered health professionals from hospitals and community care coordinators with Home and Community Care. Twenty-four registered health care providers registered for the course; ten from St. Joseph's Care Group.

Cultural Humility Lunch & Learn

Regional Indigenous Cancer Lead with Thunder Bay Regional Cancer Centre, Crystal Hardy presented at a 'lunch and learn' on Cultural Humility. Crystal shared views and experiences of Indigenous people in the health care system and discussed tips and tools to support care providers when working with Indigenous patients. Twenty-five staff took part in this learning opportunity.

Gentle Yoga Sessions

Back by popular demand! Sister Margaret Smith Centre is once again offering an 8-week gentle yoga program for staff during the lunch break. Sessions are facilitated by Kayla Younger, Registered Yoga Teacher, and organized by Julie Chamberlain.

Northern Ontario Psychology Internship Consortium (NORPIC)

Congratulations to Sara Hagstrom, Psychologist with the Mental Health Outpatient Program, who was selected as one of 250 delegates from across Canada to participate in the 2020 Governor General's Canadian Leadership Conference, which begins in Huntsville, Ontario in June. Sara is a past graduate and active Alumni of Leadership Thunder Bay.

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Retirement

Congratulations to Pirjo Smith, Clinical Supervisor who is retiring from St. Joseph's Care Group. Many staff within the Concurrent Rehabilitation portfolio have had the pleasure of working with Pirjo over the years. With 34 years of clinical experience and more than 18 years with St. Joseph's Care Group, her expertise in Trauma, DBT, EMDR, and Critical Incident Debriefing have been invaluable in her work with both clients and staff. She will certainly be missed!

HRM Clinical Educator

Welcome to Eeva Leutri, Clinical Educator for Hogarth Riverview Manor. Eeva is a Registered Nurse with an undergraduate degree from Lakehead University, and a certificate in critical care nursing. Her experience at Thunder Bay Regional Health Sciences Centre includes: medical/surgical, ICU and hemodialysis nursing. She has also worked at LU as an RN clinical and lab instructor.

Student Placements in Long-Term Care

In January 2020 we welcomed 186 students and several clinical instructors to Long-Term Care. Tammy McKinnon, Jerry Devries and Jason Whatley hosted 6 sessions of classroom orientation for the students and instructors at Hogarth Riverview Manor and Lakehead University.

HERE FOR OUR

Future

Falls Prevention Pathway Project

The Geriatric Assessment and Rehabilitative Care Program (GARC) works with our partners at TBHRSC, Emergency Department to promote early identification for frail seniors to access rehabilitative care through the Falls Prevention Pathway Project. In December, two clients were admitted through this pathway, avoiding acute care admissions. The team continues to receive education to support this pilot project.

New Designated Community Safety Zone

In the fall of 2019, St. Joseph's Care Group approached the City of Thunder Bay to explore options to improve safety for pedestrian traffic crossing Algoma Street to access the hospital. In January 2020, the section of Algoma Street between River Street and Red River Road has become a "Community Safety Zone". Several safety enhancements including installation of speed monitoring signs, audible crosswalk beacons, signage and speed limit enforcement, will significantly increase safety for our clients, visitors, staff, and volunteers crossing Algoma Street.