

MISSION MOMENT

After back surgery, I received care on the 3rd floor at St. Joseph's Hospital. I commend the nursing staff for their great job helping me recover, always with a friendly greeting and a smile. The physical therapists got me walking without a walker. It is unbelievable how many people and equipment is required to rehabilitate one person. Thank you to all staff for my exceptional care. The kind and thoughtful Housekeeper even brought me the newspaper each morning. Keep up the excellent work! We are fortunate to have St. Joseph's Hospital in Thunder Bay.

Client,
Inpatient Rehabilitative Care Services



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

Mock Code White

A mock Code White was conducted on the inpatient Mental Health Rehabilitation program at St. Joseph's Hospital. The objective of this drill is to practice procedures related to a situation involving an aggressive person to better prepare staff and responders for real Code White emergencies. Mock Code White drills occur every three months on the Mental Health Rehabilitation Program to ensure that staff are current and comfortable with proper procedures.

The Lodge on Dawson

The Lodge on Dawson continues to enhance in-house programming. The newest addition is a weekly Healing Circle with Elders to offer participation in traditional healing practices. Clients also have the opportunity to attend community self-help meetings twice a week to encourage them to develop healthy supports as they transition to independent living.

Repetitive Transcranial Magnetic Stimulation (rTMS) Clinic

The Repetitive Transcranial Magnetic Stimulation (rTMS) Clinic officially opened in mid-February and provided treatment to the first client on February 27, 2020. The clinic is located at St. Joseph's Health Centre and is open half-days Monday to Friday, with hours increasing based on client intake.

HERE FOR OUR

Partners

Promotion, Prevention and Early Detection Project

The Eating Disorder Program - Promotion, Prevention and Early Detection Project, in partnership with the University Health Network, is moving into the first phase of implementation in five selected communities (Kenora, Ottawa, Toronto, Windsor and Sudbury). A Planning Retreat was held with the provincial participants in Toronto. Karen Degagne attended as the representative of SJCG's Eating Disorders Program, which will serve as the regional lead for this project.

Extensions for Community Healthcare Outcomes (ECHO)

ECHO St. Joseph's Care Group hosted three evening sessions on Chronic Pain and Indigenous Health. Notably, Paul Francis and Nelly Mesenegeeshik gave a talk on Chronic Pain and Traditional Healing, which was well attended and very well received.

Good Life with Arthritis (GLA:D)

Our Good Life with osteoarthritis in Denmark (GLA:D) Coordinator and Physiotherapist (PT), Erin Puhalski supported the Geraldton Hospital to initiate the GLA:D program delivered by their Kinesiologist. Due to PT shortages, Erin completed the required physiotherapy pre-program assessments. Thank you to Erin for supporting rehabilitation services in our region.

Rehab Services in Remote Northern Communities

The Regional Rehabilitative Care Program (RRCP), the Sioux Lookout First Nation Health Authority, the NWO Regional Stroke Program and Lakehead University are exploring how to develop the role of the Community Therapy Assistant to support remote First Nation communities. Community engagement sessions were held November through January in North Caribou Lake, Michikan (Bearskin Lake), Eabametoong First Nation, and Sandy Lake. The development of such a program is anticipated to build a health human resource that will enhance access to rehabilitation throughout the Northwest.

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 from the Palliative Care Planning Workshop NAN hosted earlier this year. The RPCP was privileged to share a program overview and encourage access by northern communities.

HERE FOR OUR

People

Staff Education – Seniors' Health

In response to increased resident falls at Bethammi Nursing Home, the team reinforced expectations with all front-line staff related to safe lifting, procedures following a fall, and hourly checks. Further mandatory education sessions are planned.

Seniors' Supportive Housing Support Services workers began 2020 mandatory education sessions and have been offered education from Janzen's Pharmacy on safe medication assistance.

RN Engagement

To enhance RN engagement and training, the Administrator at Hogarth Riverview Manor has been meeting daily with the RNs to provide education and feedback on critical incident reporting and on reported critical incidents as well as other issues identified. Feedback from the RNs has been positive with respect to this initiative. This initiative has also been effective in increasing audit capacity throughout the home.

Clozaril Education

Clinical staff from the inpatient Mental Health Rehabilitation Program and High Support Housing participated in education sessions offered by Learning and Professional Practice regarding Clozaril. This medication, also known as Clozapine, is an atypical antipsychotic medication mainly used to treat the symptoms of treatment-resistant schizophrenia. All the education sessions were well attended and very informative.

Canadian Institutes of Health Research (CIHR) Funding

Congratulations to Dr. Chi Cheng, Dr. Arianne St. Jacques, and colleagues for a recently awarded CIHR Catalyst Grant. The grant titled, '*MAY-Net (Mental Health & Addictions Youth Network): developing a national standard for implementing, evaluating and improving youth-friendly mental health and addiction services*', will provide one year of funding. MAYNet will connect organizations and champions across Canada to explore what youth-friendliness looks like in a Canadian, mental health and addiction context. To date, many Canadian and international service guidelines include youth-friendliness as a core principle of care without definition, measurement or assessment guidelines. Canada needs its own national framework on youth-friendly mental health and addiction services.

New Psychiatry Fellow

Welcome to Dr. Sumeet Dama, a Northern Ontario School of Medicine (NOSM) Psychiatry graduate. Dr. Dama is a Fellow in the Addictions Division at the Centre for Addiction and Mental Health and will be working at St. Joseph's Care Group in the Community Mental Health, Rapid Access to Addiction Medicine, and Concurrent Disorders Rehabilitation programs.

Leadership Team Report

March 2020



Responsive Behaviors Support

The Regional Seniors Care Program (RSCP) held a one-day education event to build capacity in hospital staff by applying best practices in managing clients with responsive behaviors. The workshop, titled "Our Response is Crucial: Supporting People with Responsive Behaviors in Hospital Settings" was fully subscribed with a wait list. There was a total of 74 participants with over 20 from the region.

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.

Showcase of Health Research

On Friday, February 7, 2020 the Centre for Applied Health Research hosted the 15th annual Showcase of Health Research at the Victoria Inn. More than 200 registrants had the opportunity to share and learn about local health research initiatives via 8 oral and 40 poster presentations, while networking with other health professionals, students, and scientists.

Students Welcomed at Hogarth Riverview Manor

In February, three welcome events were held for students who are on placement at Hogarth Riverview Manor (HRM). In total, 74 students were greeted by Managers from HRM along with staff from Human Resources and Corporate Learning.

Swipe Card Login

During the month of February and March the Information Technology department rolled out a single sign-on (SSO) solution to a pilot group on the 4th floor of St. Joseph's Hospital that enables clinicians to spend less time with technology and more time with clients. Eliminating the need to repeatedly type and enter usernames and passwords, it allows clinicians to optimize workflows enabling faster access to client information and enhanced care delivery, all with a simple tap of their badge.

Security requirements mandate that passwords be complex and difficult to guess, so they are often forgotten. By the end of May, single sign-on will be deployed to all client care areas at St. Joseph's Hospital bringing with it an increase in clinician productivity, a decrease in risk associated to bad password habits, and a reduction in costs for password resets.