

## MISSION MOMENT

I have nothing but praise for the staff of 5 South who cared for my uncle for five weeks. The constant care, compassion and support from all staff was evident. My questions were answered promptly and the staff worked hard to support his road to recovery and preparing him to leave the hospital. The awesome staff are key to patient success and improving health. You have a great hospital down to the security guards who are very friendly and helpful for all of our needs. You folks run a great operation and a smooth ship.

Family, St. Joseph's Hospital,  
Geriatric Assessment & Rehabilitative 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

### Ensuring Compliance

Hogarth Riverview Manor (HRM) continues work on compliance action plans and operational review recommendations to bring the Home fully into compliance with the Long-Term Care Homes Act, and to develop mechanisms to sustain compliance. Bethammi Nursing Home is also continuing processes to maintain compliance and continually improve quality of care. The ultimate outcome of all these efforts is to keep our residents, their families and our staff members safe and healthy.

# Leadership Team Report

November 2020



## **New Recovery Group at Sister Margaret Smith Centre**

Introducing a new self-help, self-led recovery group called *Recovery Well-Lived* at Sister Margaret Smith Centre on Wednesday evenings from 7-8pm. This group that promotes living well in recovery with an emphasis on support, encouragement and meditation. Both men and women are welcome to attend.

## **The Lodge on Dawson**

The Lodge has been officially open for one year now and celebrated 'graduations' in October with 5 clients being successfully housed in the community. There continues to be a wait list as we are limited by the ability to isolate new admissions due to COVID-19.

## **Influenza Vaccinations**

Ken MacKenzie, Nurse Practitioner with Getting Appropriate Personal and Professional Supports (GAPPS) program, worked with 13 GAPPS partner organizations and St. Joseph's Care Group community programs to provide flu vaccinations for 83 clients through the outreach program.

Flu shots were provided to all hospital inpatients admitted this month, and going forward, all new admissions will be offered a flu shot if they have not already received one.

A Nurse Practitioner with Janzen's Pharmacy provided an in-home flu shot clinic to clients at both PR Cook and Sister Leila Greco Apartments, for which the tenants, families and staff were very grateful.

## **Creating an Accessible Physical Environment**

Renovations have begun to prepare a fully accessible room on the second floor to support our clients with bariatric needs. The accessible space provides all clients the opportunity to receive care in a respectful and dignified manner. The renovated bathroom allows bariatric wheelchairs to maneuver in a barrier-free space.

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# Partners

## **New RAAM Clinic Site**

The RAAM Clinic is a collaboration of seven community partners providing Addiction Medicine and client supports for individuals with substance use issues. Launched in 2018, the RAAM Clinic aims to tackle the elevated rates of opioid and alcohol abuse throughout the NW Region. The RAAM Clinics in Thunder Bay were previously located at NorWest Community Health Centres and Balmoral Centre. The pandemic required a reduction to one site at NorWest, while Balmoral Centre continued to provide addiction

Care  
Compassion  
Commitment

medicine supports for clients accessing residential withdrawal management services. The partners are pleased to announce the opening of a third site, which is located at Dilico Anishinabek Family Care Family Health Team, situated on the Fort William First Nation. With the opening of the third site, access to RAAM will be available 5 days per week.

## **Regional Chief Information Officer (CIO)**

In the summer of 2020, the 12 hospitals in the North West initiated recruitment of a regional Chief Information Officer and were successful in hiring Cindy Fedell. While Cindy is an employee of Thunder Bay Regional Health Sciences Centre, the CIO's mandate is to support the advancement of informatics in hospitals across the North West Region. In October 2020, Cindy assumed her role and began initial engagement with St. Joseph's Care Group. One of Cindy's key priorities is to develop a plan to advance the renewal of our Hospital Information System (HIS). St. Joseph's Care Group welcomes Cindy and is excited to have access to this resource to advance regional informatics services.

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## People

### **Cognitive Behavioural Therapy Training**

Interprofessional staff from the Mental Health Rehabilitation Program, Jane Gastmeier (Social Worker), and Dr. Carolyn Houlding (Psychologist), participated in 'train-the-trainer' education focused on cognitive behavioural therapy for psychosis (CBT-P). Obtaining this education is one initiative of many that supports the implementation of Ontario Health Quality standards for schizophrenia.

### **End-of-Life Recognition and Communication**

To build staff capacity and support residents at the end of life, the Regional Palliative Care Program delivered an 'End of Life Recognition and Communication' inservice to long-term care staff at Bethammi Nursing Home. The program supports the Long Term Care Homes' Quality Improvement initiative through education - to identify and document residents' palliative care needs and raise awareness on how to access the Palliative Care Nurse Consultant.

### **New Employee Portal (Staff Intranet)**

Now, more than ever, we rely on technology to support our staff in finding the information that they need to do their job quickly and easily. This month, St. Joseph's Care Group migrated to a new content management system that aims to do exactly that. The new Employee Portal (staff intranet) provides an improved end-user experience with greater search and filtering capabilities, integration with St. Joseph's Care Group's in-house-developed 411 database, and is fully accessible.

## **Staff Flu Shot Clinics**

Flu shot clinics have been offered to all staff at various SJCG sites. Staff have been encouraged to utilize this service to help protect themselves, co-workers and clients from the seasonal flu. We are pleased to see an increased uptake this year.

## **Virtual Career Fairs**

During the month of October, Human Resources staff participated in a variety of virtual career fairs including the Lakehead University Career Fair, Jobs Canada Job Fair, and McGill University Career Fair. Virtual events are an innovative way to support ongoing recruitment initiatives and provide an opportunity to stay connected with future graduates and job applicants.

## **Connecting Students and Seniors**

Volunteer Services have been working with the Chaplains of St. Patrick and St. Ignatius High Schools to remotely connect high school students with residents at Hogarth Riverview Manor and Bethammi Nursing Home. Students will be delivering personalized cards, messages, and small art for residents in mid-November. The students also plan to continue communicating with residents around special events until the end of the school year. Thank you to the staff involved.

HERE FOR OUR

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# Future

## **Bed Reductions at Bethammi Nursing Home**

Bethammi Nursing Home continues to work towards the 20-bed reduction, as required by the COVID-19 Directive #3. With this census reduction (to 92 residents), the staffing team has changed how vacant PSW shifts are offered with a view to reducing overtime, whilst maintaining staffing levels to provide excellent resident-centred care.

## **Regional Rehabilitative Care Program (RRCP) Pilot**

The Regional Rehabilitative Care Program (RRCP) developed a proposal to include a service delivery component, providing access to primary-level inpatient and outpatient rehabilitative care expertise for clients where it is not locally available, and access to specialized rehabilitative care expertise and support for both providers and clients. Denise Taylor, Manager RRCP, will present to the NW CEO's work group on November 19th to secure funds for a pilot uniquely designed to address the regional rehab care needs in the Northwest and achieve a commitment to permanently fund the comprehensive program.