

Leadership Team Report

January 2021



MISSION MOMENT

During my visit to St. Joseph's Hospital in the fall, I noticed that everything was so clean and shiny. Every floor was polished and the spaces looked very comfortable for clients and families. What wonderful housekeepers you have!

-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

Christmas Like No Other

Due to the increase in COVID-19 cases in the community, visitor restrictions were put in place for Seniors' Supportive Housing on December 2, 2020. Seated dining and group recreational activities were canceled. All meals were provided through delivery, and staff focused on providing recreation through 1:1 visits with clients to encourage independent participation in exercises, puzzles and games carried out virtually.

Due to the precautions in place, Seniors' Supportive Housing and Long-Term Care could not host the variety of seasonal programs and outings normally offered during the holiday season. In lieu of this, Supportive Housing tenants received a small Christmas package of goodies by staff members who went caroling door-to-door. Numerous community partners, including school boards, St. Joseph's Foundation and the Thunder Bay Police Association, took the initiative to make Christmas special for residents and staff at both Long-Term Care Homes through crafts, cards, gifts, video concerts and a mini Parade of Lights.

Care
Compassion
Commitment

COVID-19 Cohort Plan

A cohort plan was developed proactively in the event of COVID-19 positive clients within St. Joseph's Hospital. The Cohort Unit is situated on 5 South and care for asymptomatic/mild symptomatic clients, with a dedicated team of staff and physicians, is ready to be implemented. All those involved in planning and some frontline staff tested the plan in tabletop exercises. The scenarios tested the processes related to admission, transfer, end-of-life care and managing a death. The exercise proved valuable to identify some outstanding logistics and to educate more broadly on how the cohort unit and related IPAC measures will work. The team is prepared for this potential event, and will continue with tabletop exercises to assess code blue response and other key processes.

Regional Referral and Wound Care Pathways

In December, software vendors were invited to demonstrate their systems capable of supporting central intake and referral. A proposed enabling technology plan was developed for the Wound Care Pathway. As we prepare to select and procure a software platform, the Ontario Health Digital Health Team identified an opportunity to apply for grant funds for Central Intake and Referral Management Software. A proposal was submitted in partnership with Thunder Bay Regional Health Sciences Centre.

SJCG's Regional Wound Care Manager, Seona Furlong, led the development of a standardized wound assessment and documentation tool set that will be used by advanced practice clinicians across the region. This collaborative design process amongst our regional wound care experts resulted in creation of an evidence-based wound assessment framework to better identify patients at risk for wound and skin complications and standardize access to specialized and advanced wound care in our region.

HERE FOR OUR

Partners

Working Together to Keep Residents Safe

The move to weekly COVID-19 swabbing for all long-term care home staff has been well supported by the Emergency Medical Service (EMS) team. To ensure that essential support workers also receive their swabbing on a consistent basis, HRM and Bethammi continue to include essential support workers in the weekly swabbing clinics. This ensures consistent weekly care from partners, including dental hygiene, foot care, lab work, wheelchair mobility consultation, Physiotherapy and Occupational Therapy.

Community Support for Clients

Knowing that Christmas time has many challenges for our seniors, the Thunder Bay Quilters Guild generously donated handcrafted placemats for each tenant of Sister Leila Greco Apartments. Each placemat with its own unique design was delivered the week leading up to Christmas.

HERE FOR OUR

People

Christmas Cheer

Traditionally, St. Joseph's Care Group hosts holiday teas at several locations with staff and volunteers to celebrate the Christmas season. Like many other events, it was not possible to host these events safely this year. The Nutrition and Food Services Team worked together to create amazing gift baskets which were provided to every department throughout St. Joseph's Care Group. Almost 100 gift baskets were distributed providing the opportunity for each staff member to receive a small gift sourced from local vendors.

Sharing SJCG 'PODS' Nationally

Denise Taylor, Manager of the Regional Rehabilitative Care Program, co-presented "Adapting, Implementing and Evaluation a Patient Oriented Discharge Summary (PODS) to Support Rehabilitation Transitions in Care for Complex Clients" with Angie Andreoli from Toronto Rehabilitation Hospital at the Canadian Physiotherapy Association Virtual Summit.

Regional Palliative Care Program

The Regional Palliative Care Program collaborated with TBRHSC Cancer Centre's Regional Indigenous Cancer Lead, Indigenous Navigator and St. Joseph Care Group's Indigenous Cultural Health Associate to deliver an education session titled 'Resources for Working with Indigenous Clients'. Some resources shared during the education can now be located on the iNtranet.

Vaccination Rollout

After much anticipation, the COVID-19 vaccine rollout started on December 22, 2020 in Thunder Bay. Long-term care frontline providers were in the first wave of vaccine recipients and Sean Bolton, a Personal Support Worker at Hogarth Riverview Manor, was the first recipient in the City. After his vaccination, Sean spoke with media representatives to encourage other health care workers to receive the shot and expressed his excitement about this opportunity. Thank you Sean for 'leading by example'!

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Client & Family Partner Program

Client & Family Partners participate in-person and virtually in initiatives at all levels of the organization. Throughout 2020, 63 Client & Family Partners (CFPs) participated in 26 initiatives across the organization. Specifically, CFPs were involved in 16 committees/councils, seven working groups/projects and six employment interview processes.

HERE FOR OUR

Future

Regional Rehabilitative Care Program Transformation

The Regional Rehabilitative Care Program was identified as a priority regional service and funded by the Small Hospital Transformation Fund to pilot a new format. The program added a service delivery component to meet the region's service needs and rebranded as the 'Regional Rehabilitative Care Outreach Program' (RRCOP). The RRCOP addresses the ongoing human resource challenges across the region, and will work with regional hospitals to ensure sustainable access to rehabilitation services. In addition, the program will provide a "Shared Care" service to assist regional rehabilitation professionals to assess and treat clients with more specialized rehabilitation needs facilitating care closer to home. Pilot site participants will be confirmed this month and the 6-month pilot will launch immediately.

Bethammi Nursing Home Bed Count

As per Directive #3, Bethammi Nursing Home continues to reduce the overall bed count by not admitting or re-admitting to rooms with more than one person. As of the end of December, the census is 92. Funding for 112 beds is guaranteed until the end of February 2021 and will need to be clarified with the Ministry of Long-Term Care beyond the pandemic.