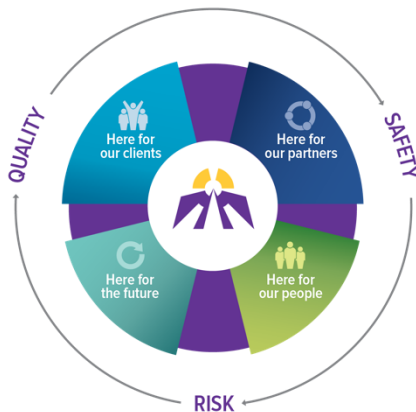


## Mission Moment

SJCG's leadership and dedication to serving clients who have had a stroke is commendable. Soon after the pandemic was declared in March 2020, a number of client-centred initiatives for outpatients were immediately instituted (e.g. virtual care, televisitation, telephone check-ins, enhanced communication, etc.) in order to continue providing quality safe care. Thank you to the staff for supporting health care providers in the region by providing valuable information and resources on stroke recovery.

Community 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

### Long-Term Care Outbreaks

Four outbreaks were declared at Hogarth Riverview Manor in January 2021. Given the size and layout of the Home, each outbreak was limited to one floor. Each outbreak was well managed, with no spread beyond the one positive case that initiated each outbreak. Resident care was impacted by the need to isolate; reduced visitors; and two to three swabs in 14 days; however, residents, families and staff coped well with the added precautions. Commendations to all staff for their vigilance.

# Leadership Team Report

February 2021



## **Resident Vaccinations**

Bethammi Nursing Home and Hogarth Riverview Manor worked closely with the Thunder Bay District Health Unit, Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group Communications team to ensure that every resident who wanted the vaccine, as identified by themselves or through their powers of attorney, received it. Between January 16<sup>th</sup> and 22<sup>nd</sup>, 99% of Bethammi residents and 95% of HRM residents received their first dose and second doses are underway.

## **Virtual Specialist Clinics**

Pandemic restrictions prevented the visiting rheumatologist to travel to Thunder Bay to manage our wait list in the region, and delays in care have grown. A virtual rheumatology assessment clinic facilitated by an Advanced Clinical Practitioner in Arthritis Care (ACPAC) was successfully piloted at St. Joseph's Hospital in November and December of 2020, and the next clinic is scheduled this month.

## **Regional Palliative Care Program**

The RPCP has made temporary changes to the current 24/7 Palliative Care Consultation Line in response to an identified need for access to palliative care expertise in Long Term Care Homes during a COVID-19 outbreak situation. A LTCH in COVID-19 outbreak will have access to the 24/7 consultation line and an on-call Palliative Care Nurse after hours and weekend. The 24/7 line will also be accessible to families and caregivers seeking palliative care information and resources.

HERE FOR OUR

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# Partners

## **Getting Appropriate Personal and Professional Supports (GAPPS)**

Throughout the pandemic, the GAPPS team has been providing health care for clients admitted to the COVID-19 Isolation Shelter. Through this initiative, GAPPS team members have effectively engaged with people and assisted in securing vital services including addictions treatment and housing.

## **Regional Referral System Wound Care Pathway**

In January, SJCG was awarded \$310,000 to enable technology and resources required for the Regional Referral System to launch an automated central intake/referral for Regional Wound Care. The model was validated by health partners across the region and approved by the Regional Referral System Steering Committee to proceed to configuration and testing. The Regional Referral System is engaging key health partners within each sub-region to act as the designated advanced practice assessor to provide access to care closer to home.

HERE FOR OUR

## People

### **Ministry of Labour Audits**

The Ministry of Labour conducted audits of Bethammi Nursing Home and Hogarth Riverview Manor in January, focusing on physical distancing, screening measures, cleaning and disinfecting, hand hygiene, personal protective equipment and communication with front-line providers. The inspector was satisfied that precautions were in place to protect the health and wellness of staff members and identified that no further action was required.

### **Inaugural LEADS Graduation**

The first St. Joseph's Care Group 'LEADS the Way' virtual graduation was held on January 21. Twenty-seven graduates from two cohorts were recognized for completing the LEADS Learning Series. Five Organizational LEADS facilitators were recognized for completing the LEADS Facilitator Training.

### **Virtual Circuit Interviewing**

For the first time, circuit interviews were conducted over WebEx for 20 graduating registered nurses. This provided corporate staff and clinical managers the opportunity to speak with candidates individually in breakout rooms.

HERE FOR OUR

## Future

### **Long-Term Care Occupancy**

At the end of December, the Ministry of Long-Term Care advised Homes that the suspension of occupancy targets in effect under the COVID-19 Emergency Measures Funding Policy is in effect up to and including February 28, 2021. Bethammi Nursing Home will start admitting new residents in February. Hogarth Riverview Manor continues to admit residents to the Home. However, the creation of a 12-bed COVID-19 unit and the four outbreaks has slowed admissions during the past month. As of the end of January, occupancy was at 93% (447/480), with a plan to increase admissions again in February, while maintaining the 12 beds "on hold" for the COVID-19 unit.