

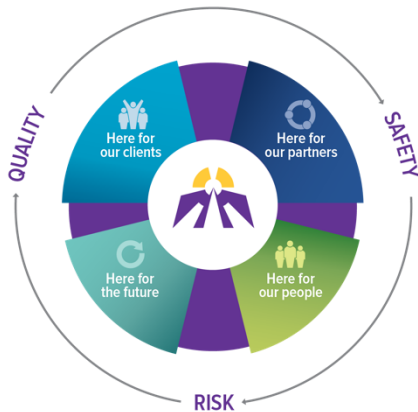
Leadership Team Report

March 2021



Thank you to all the frontline staff who are working hard to keep residents of Hogarth Riverview Manor safe, including my grandfather. Outbreaks are bound to happen but you have done an amazing job keeping it contained. Your sacrifice has not gone unnoticed!

Family, Hogarth Riverview Manor



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

Traditional Healing Services

Thank you to our dedicated First Nations Elders who assist clients through Traditional Healing services. Traditional Healing services are an essential aspect of care at St. Joseph's Care Group. Services to First Nations' clients throughout the pandemic are possible by implementing necessary precautions during ceremonies such as limiting the number participating, physical distancing, wearing PPE, and adapting ceremonies to avoid sharing the eagle feather and other sacred items.

Indigenous Programs in High Support Housing

Mental Health High Support Housing and Indigenous Relations are collaborating to offer cultural and spiritual support for clients through programs focused on Indigenous health and traditional healing that is rooted in Indigenous culture, values, and traditions.

Client Flow –Enhanced Rehabilitation for Assessment Beds & Pandemic Impact

Wait times and waitlists have increased for medically complex and geriatric assessment rehabilitative care (GARC). The trend is a result of increased referrals from acute care and the community, and is also related to the outbreaks in long-term care, affecting ability to discharge. The impacts to client flow coupled with the surge in acute care hospitalized COVID-19 cases lead to opening 5 Surge Beds. Another admission trend observed relates to the

Care
Compassion
Commitment

decreased number of frail seniors who are suitable for the Assessment Beds - volumes have diminished and as a result, the enhanced staff resources were discontinued at the end of February.

Outbreak at Bethammi Nursing Home

A COVID-19 outbreak was declared at Bethammi Nursing Home 3rd floor on February 19th, 2021 following a positive swab result from weekly staff asymptomatic testing. Residents were tested the following day and every three days until February 26th, with all tests resulting negative. Additional precautions and audits were put in place to protect residents and staff throughout the outbreak. The outbreak is now over - with no spread occurring.

Sister Margaret Smith Centre – Day Treatment Program

In follow up to a successful funding application to Ontario Health, Sister Margaret Smith Centre has initiated implementation of the new Intensive Day Treatment Program. The new team is engaged in detailed program planning and building on the success of the pilot project that was conducted earlier this year. This option will provide a viable alternative to those who require the intensity of a 24/7 residential program but are unable to attend for a variety of reasons - such as child care or employment. The program will also provide transportation and phone supports in the evening hours if needed.

HERE FOR OUR

Partners

Supportive Housing Tenants Receive First Vaccine Dose

The Thunder Bay District Health Unit held onsite vaccination clinics for tenants at PR Cook and Sister Leila Greco Apartments on February 24th and 25th, 2021. Approximately 78% of residents received their first vaccine.

Balmoral Withdrawal Management Services

In follow up to a successful funding application to Ontario Health, Balmoral Centre has hired Nurse Practitioners (NPs) to enhance primary care services for clients receiving withdrawal management support. These additional resources have also supported a pilot project with TBRHSC, which involved the addition of three dedicated beds to facilitate transitions in care between the Emergency Department and Balmoral Centre. With the additional beds and the increased resources, the availability of withdrawal management services has been expanded. The NPs are also providing a weekly primary care clinic for the Sister Margaret Smith Centre residential programs.

Regional Rehabilitative Care Outreach Program

The Regional Rehabilitative Care Outreach Program (RRCOP) is providing service to North of Superior Healthcare (NOSH) for Occupational Therapy (OT) and Physiotherapy (PT) services and to Geraldton District Hospital for PT services. The introduction of occupational therapy at both NOSH sites provides an opportunity to fill an unmet need and demonstrate the value of OT in rehabilitative care. The addition of PT services to Geraldton prevents a 3-month gap in service for these communities. The RRCOP team consists of Denise Taylor, Manager, Deanne Lee (OT), and Karen St. Jacques (PT).

Senior Friendly Care Education

On February 2, 2021, the Regional Seniors' Care Program launched the Senior Friendly Care E-Learning Series across the Northwest to all Regional Hospitals and three Family Health Teams. Feedback was excellent and we anticipate the first cohort of 25 learners this month. The plan is to build geriatric expertise across the Northwest. The sessions will be followed up with additional learning opportunities lead by the St. Joseph's Hospital Specialized Geriatric interprofessional teams.

HERE FOR OUR

People

LEAP Course for Long-Term Care

The Learning Essential Approaches to Palliative Care (LEAP) course for Long-Term Care was offered to Bethammi Nursing Home by the Regional Palliative Care Program and Centre for Excellence and Research on Aging and Health (CERAH) in February 2021. Eleven staff, including PSWs, RPNs, RNs, a recreation therapist and social worker completed the training.

High School Co-op Students

Volunteer Services welcomed three cooperative education students from Superior CVI and Westgate CVI for placement at St. Joseph's Hospital in Therapeutic Recreation, Indigenous Relations, and Nutrition & Food Services. Special thanks to Dana Burton, Melinda Henderson, Carla Shawayhamaish, and Jessica Harris for supporting and supervising the students over the next few months.

Showcase of Health Research 2021

The Centre for Applied Health Research (CAHR) held a virtual edition of the annual Showcase of Health Research on February 8. Over a series of four free lunch-and-learn sessions, more than 160 attendees had the opportunity to brush up on their statistical skills, learn how to differentiate between research and evaluation, hear from our St. Joseph's Care Group scholarship recipients, and find out about COVID-19 research taking place within Northwestern Ontario. Recorded sessions are available for viewing on the CAHR's website: cahr.sjcg.net/showcase-programs

Televisitation

Nolan Connelly will continue in his role at St. Joseph's Hospital as the Televisitation Assistance until April 23rd, 2021. The televisitation assistant plays a valuable role in connecting clients to families and brightening a client's day with companion visiting. Funding support has been received through Confederation College's Northwest Employment Works.

HERE FOR OUR

Future

COVID-19 Vaccination for Hospital Workers

The VPs of Mental Health and Rehabilitative Care and Chief of Staff worked with colleagues at TBHRSC to develop a combined Hospital Worker Priority List for COVID-19 vaccination. The provincial ethical framework and risk assessment guided an extensive evaluation to prioritize staff, physician and learners for vaccination in order to protect our clients.

The criteria applied assessed client risk based on vulnerability, staff role and responsibility, and the essentiality and criticality of health service and workers were categorized into 'Highest, Very High, High and Moderate' groups. The priority list was recommended to the respective Incident Management Steering Committees followed by approval of the Health Worker Vaccination Task Force lead by the Chief Medical Officer of Health.

Over the last two weeks, vaccination rolled out to the Highest and Very High groups from SJCG and TBRHSC and received a very positive response from workers. Percentage of uptake is expected to be available soon. Vaccinations continue over the next weeks for the high and moderate groups, as well as, clients in hospital who are waiting for a move to a long-term care home.