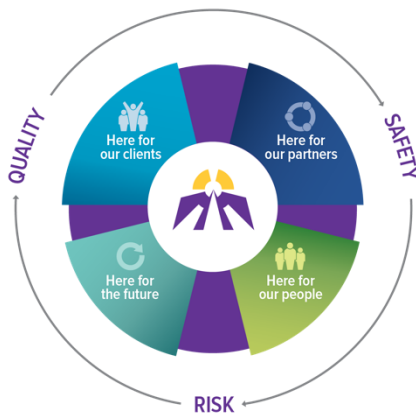


MISSION MOMENT

Greetings to the best wound care staff ever! I am grateful for all you have done for me. Thank you!

Client, Wound Services
St. Joseph's Hospital



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

French Interpretation

As part of our French Language Services Plan, seventeen (17) French-speaking employees working across various sites can offer basic interpretation for our clients. Connecting a French-speaking client with an employee who speaks their language can help a client feel welcomed, safe and informed. Employees are recognized by their new Employee ID Tag Holder that identifies 'Je parle français' (*I speak French*) and their contact information can be found on the internal French Language Services employee contact page.

Vaccination Clinics

A mobile vaccination clinic provided the COVID-19 vaccine for 83 clients awaiting long-term care at St. Joseph's Hospital. Tenants of P.R. Cook and Sister Leila Greco Apartments were vaccinated on site, with 75% of SLG tenants and 80% of PR Cook tenants choosing to be vaccinated. Tenants who may have changed their mind were given information on clinics being offered to seniors in the community. More clinics are being planned to provide vaccinations for eligible clients in-hospital and in other congregate living programs.

Leadership Team Report

April 2021



Rheumatic Disease Program

The Rheumatic Disease Program launched the "Living with Fibromyalgia" program virtually. The service delivery enhancement improves program capacity and access to care during the pandemic, as well as reduces travel burden to clients living in the region. There has been excellent client participation.

Regional Wound Care and Regional Referral System

A central intake and referral system for Regional Wound Care launched on April 1. The Regional Wound Care Program/Regional Referral System will include regionally distributed advanced practice wound care clinicians. SJH's Wound Clinic will expand its regional role and provide Wound, Ostomy and Continence standardized assessments and care plans to regional providers to allow care as close to the client's home as possible. The advanced practice clinicians will benefit from the support of the technology platform of Novari eRequest to digitally enable interdisciplinary communication, referrals and contextualized care planning.

Chronic Pain Management Program

The Chronic Pain Management Team developed a hybrid model of care for the PACE-IT program, combining virtual and in-person programming. Twenty-five clients participated with 17 attending via WebEx and eight attending in person (in a setting that ensured adequate physical distancing.) Creative models of service continue to be developed to ensure timely access to services.

HERE FOR OUR

Partners

Regional Rehabilitative Care Program (RRCP)

The Ministry of Health provided 2-year funding for a regional service offering- Good Life for Arthritis in Denmark (GLA:D), for osteoarthritis conservative management which showed proof of concept as a research pilot. Funds are being utilized to support technology infrastructure for virtual care delivery at six regional sites and 2021-22 funds will support local and regional programming.

Essential Care Partner Vaccinations

One essential care partner for each tenant of P.R. Cook and Sister Leila Greco Apartments were offered vaccines through the Thunder Bay District Health Unit. In addition, both Long-Term Care Homes were informed that they could offer the vaccine code to a second essential caregiver for residents.

Isolation Shelter Funding

In follow up to the demonstrated need for the Isolation Shelter in recent months, and in partnership with numerous community organizations within the City of Thunder Bay, a proposal was submitted to the Public Health Agency of Canada (PHAC) for funding in support of a 40-bed Isolation Shelter. SJCG received \$1.5M from PHAC to support continued operations for the Isolation Shelter until September 30, 2021. This funding will cover hotel room costs, staffing, security and other operating expenses.

Child and Adolescent Psychiatry Funding

SJCG, in partnership with TBRHSC, received funding to expand access to services for child and youth mental health in the Northwest Region. The expansion of this program will provide for enhanced psychiatry and mental health services in partnership with Northern Communities and Indigenous health partners. A physician Alternative Payment Plan (APP) will support the recruitment of Child and Adolescent psychiatrists and physicians for the Child and Adolescent Multidisciplinary Psychiatry Services (CHAMPS).

HERE FOR OUR

People

Peer Auditing/Coaching

To promote Seniors' Supportive Housing staff confidence and competence throughout the COVID-19 pandemic, staff coach each other through the process of putting on and taking off Personal Protective Equipment (PPE). Before entering a client's apartment, a staff member will request another staff member provide a peer coaching moment to allow both staff members to review the process and discuss the risk assessment.

Naloxone Education

Breanne Nelli, Coordinator of Clinical Learning and Practice, provided naloxone education to staff of the Mental Health Rehabilitation program. The education focused on recognizing signs and symptoms of opioid overdose, management of an overdose, and implementation of the Medical Directive.

Indigenous Health Services

Under the leadership of Paul Francis, Director Indigenous Relations, we are currently recruiting five new positions funded by Indigenous Services Canada. These much-needed resources will be added to the current team complement to enhance services for Indigenous clients including those who require safe and supported care at the Isolation Shelter. Some members of the Indigenous Health Team have recently relocated to the former Gift Shop space at the Algoma Street entrance at St. Joseph's Hospital.

LEADS the Way Cohort Meeting

The LEADS the Way quarterly cohort meetings were held March 8 and 10. Nineteen LEADS the Way graduates discussed project updates and leadership development opportunities, including the Certified Health Executive Program, Organizational LEADS Facilitator training, and LEADS on-line self-assessment tool. Ideas were shared for fostering personal and team resilience.

HERE FOR OUR

Future

Provincial Rehabilitative Guide for Ontario Health Team (OHT) Development

The Rehabilitative Care Alliance (RCA) has developed a new evidence-based guidance document for OHT administrators/planners and regional policy-makers that outlines how rehabilitative care can improve outcomes in primary care, hospitals (acute care, rehab or CCC) and in the community. This resource is part of the RCA's ongoing work to strengthen and standardize rehabilitative care in Ontario and to support OHTs in integrating rehabilitative care in the delivery of services to their priority populations.

Presentation to Lakehead University

The Sister Margaret Smith Centre (SMSC) Family Program was requested by Lakehead University to provide a presentation to 3rd year Nursing Students about the program for the loved ones of people who are involved with addictive behaviours. This presentation was a valuable opportunity to inform health system learners about the community supports and programs that SMSC offers.

eConsult

In March, eight North West Regional Specialty Groups were launched with two additional groups expected in April. These eConsult groups will support a community of practice and help to build Primary Care Practitioner capacity, responding to the unmet needs of people living in Northwestern Ontario.