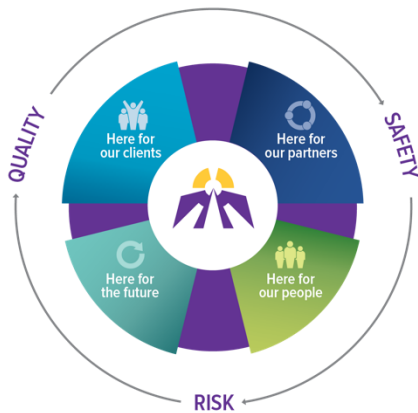


MISSION MOMENT

Thank you to the Neuro Outpatient Services team for continuing to provide service and being flexible to meet the needs of clients who have experienced a stroke. Since the beginning of the pandemic, we have seen an increase in the number of clients who are choosing not to receive inpatient rehabilitative care. It is wonderful to have Neuro Outpatient Services as an option for quality stroke rehabilitation. You are providing a great service during a difficult time and we look forward to continuing to partner to support smooth transitions for clients. Thanks!

Staff, Thunder Bay Regional Health Sciences Centre



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

RESIDENT AND FAMILY COUNCILS

The Administrators at Bethammi Nursing Home and Hogarth Riverview Manor (HRM) met with Family and Resident Council at each Home to review the 2020 Client Satisfaction Survey Results; identify areas of success; and generate ideas to improve areas where the Homes' scores have decreased and/or are below target. A finalized action plan, with contributions from residents, family, staff and management will be available by the end of June 2021.

VACCINATION CLINICS

An additional vaccination clinic was offered for tenants in Seniors' Supportive Housing via Superior North Emergency Medical Services and the Thunder Bay District Health Unit. This brings P.R. Cook Apartments tenant vaccination rate to 90%, and Sister Leila Greco Apartments tenants are at 75%.

Four vaccine clinics at St. Joseph's Hospital resulted in a total of 283 vaccinated clients, including 100% of ALC to LTC and 95% of the East Wing by priority age groups over 80 years of age, adults 65+ years and clients with specific immunocompromised medical condition. Weekly clinics onsite will help to keep pace with groups vaccinated in the community.

TELE-REHAB

The Seniors' Outpatient Assessment and Rehabilitation Team is initiating *tele-rehab* in seniors' homes who meet the safety criteria of having in-house support, or, have established the use of virtual equipment and do not require standby assist. This will maximize rehabilitative support for our seniors who are not yet ready to attend in-person visits during the pandemic.

VULNERABLE POPULATIONS COVID-19 OUTBREAK OVER

On April 29, 2021, the Thunder Bay District Health Unit declared that the outbreak among the vulnerable populations was over. Thank you to everyone involved in responding to this community emergency and a special thank you to all who have supported the Isolation Shelter, which proved to be a critical resource in curtailing community spread and providing safe shelter for our most vulnerable citizens.

CHILD AND ADOLESCENT PSYCHIATRY SERVICES (CAPS)

The expanded CAPS program moved to their new location on the third floor of St. Joseph's Health Centre on April 27, 2021. Thank you to the Infrastructure & Planning team and the staff at Sister Margaret Smith Centre who facilitated this smooth transition.

HERE FOR OUR

Partners

SPECIALIZED GERIATRIC SERVICES - RESIDENTS WITH RESPONSIVE BEHAVIORS

COVID-19 cross-site work restrictions have proven challenging, however, there have been some successes in working virtually to support long-term care homes locally and in the region. Zdenka Fabiano, Community Psychogeriatric Resource Consultant, collaborated with Geraldton Hospital's Long Term Care team to establish Responsive Behavioural Rounds. The rounds provide regular opportunities for staff to problem-solve and build capacity.

Laurenne Stuart, Psychogeriatric Resource Consultant (PRC), collaborated with the Behavioural Support Lead (BSL) at Pioneer Ridge Long-Term Care Home to virtually observe a resident's morning care routine with a resident and two caregivers. The PRC and PSW assessment together, facilitated the development of a care plan to better support the resident in daily care.

REGIONAL REHABILITATIVE CARE OUTREACH PROGRAM (RRCOP)

The RRCOP pilot sites include McCausland Hospital in Terrace Bay for Occupational Therapy and Physiotherapy (OT and PT); Wilson Memorial in Marathon (OT) and Geraldton District Hospital (PT). In March, the program supported 7 acute patients, 11 LTC residents, and 29 outpatients with 62 in-person and 36 virtual visits. The team also presented to North of Superior Healthcare (McCausland and Wilson Memorial) Patient and Family Council about the program and to seek input on the patient satisfaction component, and Marathon, Terrace Bay and Schreiber Family Health Teams about the role of OT, a new service for these communities.

CLIENT & FAMILY PARTNER PROGRAM EVALUATION

In partnership with Communications & Engagement, Client & Family Partners and the Northern Ontario School of Medicine, an evaluation framework for the Client & Family Partner Program has been developed. The project involved identifying program targets and developing tools to measure outcomes of the program. The framework has informed development of the 2021-2022 Client & Family Partner Program Evaluation which will identify impacts that Client & Family Partners have across the organization.

HERE FOR OUR

People

PEOPLE, MISSION & VALUES PORTFOLIO CHANGES

A warm welcome to Adam Shaen, VP, People, Mission & Values who joined us on Monday, May 10, 2021. Adam comes from leading the Human Resources portfolio at Lakehead University, and is replacing Myrna Holman who is set to retire on May 18, 2021. Sincere thanks to Myrna for the significant impact she has made during her tenure with SJCG, and all the best for her future as she relocates to B.C.!

CREATING OPPORTUNITY FOR VACATION

Hogarth Riverview Manor and Bethammi Nursing Home will be hiring additional agency staff, particularly RPNs, into the Homes in May 2021. Although a costly endeavor, our nurses need to take well-deserved summer vacation.

OCAP® TRAINING

Eighteen staff along with the Research Ethics Board (REB) members recently completed training on *The Fundamentals of OCAP® (Ownership Control Access Possession)*. This course, developed by the First Nations Information Governance Committee in partnership with Algonquin College Corporate Training, provides an introduction to the fundamental concepts of OCAP®, information governance, and Indigenous data sovereignty. The next step is to explore how the principles of OCAP® can be incorporated into research done at SJCG that involves Indigenous clients and their communities.

AWARDS IN APPLIED HEALTH RESEARCH

Since 2011, SJCG has offered the Award in Applied Health Research to full-time graduate students at Lakehead University pursuing research related to SJCG service areas. The successful applicants this year were Stephanie Campbell, Lauren Dalicandro, Elizabeth Grassia, and Tiffany Leung.

SISTER DOLORES TURGEON VOLUNTEER MISSION AWARD

Sylvia Kayzer is the 2021 recipient of the Sister Dolores Turgeon Volunteer Mission Award. Sylvia has volunteered for over 25 years as Auxiliary President, Auxiliary and Foundation representative on St. Joseph's Care Group's Board of Directors, Board Chair of St. Joseph's Foundation, on the Volunteer Services Advisory Committee, and most dear to her heart, directly with the residents of HRM.

NATIONAL VOLUNTEER WEEK

April 18 to 24 was National Volunteer Week and the theme for 2021 was "*The Value of One, The Power of Many*" to reflect the awe-inspiring acts of kindness by millions of individuals. Volunteer Services staff provided virtual activities for volunteers. This was a new way to recognize and celebrate our volunteers, and is something we will replicate in years to come.

INTERACTION CONFERENCE

Denise Taylor, Manager Regional Rehabilitative Care Program and Physiotherapy Practice Leader, presented at the Ontario Physiotherapy InterACTION conference April 17 as part of the panel "#WeArePT- Rising to the Challenge Amidst a Global Pandemic and Beyond".

HERE FOR OUR

Future

ONTARIO'S LONG-TERM CARE COVID-19 COMMISSION REPORT

The final report of Ontario's Long-Term Care COVID-19 Commission was released on April 30, 2021. This report contains 84 recommendations across a number of topics, such as infection prevention and control;

health care integration; resident quality of life; human resource challenges; and comprehensive compliance and enforcement, among others. A fulsome review will be required to determine the impact and implementation of the recommendations.

REGIONAL PALLIATIVE CARE

The Ontario Palliative Care Network (OPCN) created an overview of resources that supports a population health management approach intended for Ontario Health Team (OHT) use. To ensure alignment with provincial direction, and to maximize efforts to improve outcomes for clients with palliative care needs, OHTs are encouraged to connect with their Regional Palliative Care Network leadership for system level expertise to support planning and implementation, access local data, and leverage OPCN tools/resources to support integration of palliative care into service delivery planning.

COVID-19 SCREENING TOOL FEATURED NATIONALLY

St. Joseph's Care Group's Online Active Screening Tool for COVID-19 again garnered the attention of the healthcare community. It was featured in the April 2021 edition of Canadian Healthcare Technology, an industry magazine specializing in the coverage of information technology within the healthcare sector. As noted in previous Leadership Team Updates, the Online Screening Tool was developed by St. Joseph's Care Group's Communications, Engagement & Client Relations team and the Centre for Applied Health Research using REDCap software. The Online Screening Tool is in use at 15 partner organizations from across the province with just under 2 million screenings completed as at the end of March 2021. Much attention was garnered when the screening tool was featured in the Ontario Hospital Association's April 2020 edition of Health System News.