

## MISSION MOMENT

Before being admitted to hospital, one of our clients would play the piano during weekly visits while her daughter made dinner. The daughter loved hearing her mother play. While here, the mother showed signs of low mood and cognitive deficits. I was curious if she would be able to play the piano, and when she sat in front of it, she started to play beautiful music. I knew that the mother and daughter had regular televisits, so we scheduled time to set her up at the piano and surprise her daughter with a call. She played while her daughter sang along. There was a beautiful connection that they normally would have had; the experience was an important part of the mother's recovery.

Staff, St. Joseph's Hospital – Inpatient Rehabilitative Care Services (3 South)



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

### Ontario Structured Psychotherapy Program

The Mental Health and Addictions Centre of Excellence at Ontario Health announced an expansion of the Ontario Structured Psychotherapy Program (OSPP), increasing the number of lead organizations from 4 to 10. SJCG will serve as the OSPP "Network Lead Organization" (NLO) for the North West. In the coming weeks, we will be working in collaboration with our community partners to establish Satellite Delivery Sites, to be located across the region.

### Getting Outdoors

The recreation staff in Seniors' Supportive Housing is encouraging clients during their 1:1 visits, to go outside for walks or to participate in the gardening programs. In addition, two general visitors are now permitted for outdoor visits at our Long-Term Care Homes. The multiple benefits of being outdoors cannot be overstated.

## **Balmoral Centre Withdrawal Management Services**

Balmoral Centre has significantly increased client admissions with the implementation of the COVID-19 antigen screening process and other quality initiatives. Congregate living areas have reopened and meal service has resumed in the dining room, following installation of Plexiglas dividers and diligent cleaning practices. Physically distanced group programs have also resumed.

## **Sister Margaret Smith Centre**

The "Boredom Busters" and Youth DBT skills groups have resumed virtual sessions over the past month. Counsellors have developed some creative strategies to engage the youth who are becoming weary of virtual learning platforms. Staff thoughtfully prepare and deliver activity packages the day of the group and all participate together on the screen.

## **Trial Beverage Program**

Food Services started a temporary beverage program in May, offering the tenants of P.R. Cook Apartments a beverage for each day of the week. Beverages are delivered on Mondays between 1:00 p.m. and 4:00 p.m. by Recreation Staff or picked up from the Cafeteria on Tuesdays.

## **Securing Housing for Discharge**

Social Workers face many challenges on a regular basis to find appropriate housing for clients to discharge home. Recently one of the Social Workers on the third floor was able to think 'outside of the box' when presented with a housing option that a community organization was looking to fill. The Social Worker identified a client who appeared to meet the criteria and moved quickly to secure the housing. As a result, a client who had lost their home due to unforeseen circumstances now has a new and safe discharge location.

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# Partners

## **Supporting Placement for Seniors**

The bedsit wait list for PR Cook Apartments often fluctuates and, in May, there was a higher than normal turnover. During a time when acute care capacity needed to increase, P.R. Cook Apartments successfully offered units to two people deemed alternate level of care at the Transitional Care Unit. These clients have since transitioned into permanent supportive housing units.

## **Rapid Access to Addiction Medicine (RAAM)**

Communities across the North West continue to experience a very high rate of deaths from accidental overdose, tragically demonstrating a critical need for timely access to addictions care. To support this effort, a RAAM Regional Advisory group has been established with partner agencies who are all directly involved in the delivery of RAAM using innovative models of care within a northern context. The group will gather pertinent information and resources that could be adapted to deliver RAAM services within other northern communities across the province or

the country. The first meeting of the RAAM Reach Regional Advisory was held on May 27, 2021 and we look forward to sharing the results of this initiative with key stakeholders.

## **Community of Practice**

The NW Frailty Focused 'Community of Practice' for health service providers from across the care continuum launched virtually on May 26<sup>th</sup>. The session included an introduction to the services offered for Frail Seniors Care through SJCG Specialized Geriatric Services, Geriatric Telemedicine program; and "Ask the Geriatrician" opportunity with Dr. Sara Kelly. The forum builds awareness and connection with providers in the region so they know when to access and refer clients in need of specialized geriatric services.

## **Post-Falls Pathway Pilot**

The managers for regional seniors and rehabilitative care programs collaborated with the Nurse Led Outreach Team (NLOT) to restart the Rehabilitative Care Alliance Post-Falls Pathway Pilot as of June 1. The NLOT will follow up all seniors' emergency visits as a result of a fall in Assisted Living. The intent of the pilot is to standardize care for frail older adults who present to the ED/Primary Care with a fall through the integration of rehabilitative care services into secondary fall prevention pathways, thereby mitigating functional decline and discharging home safely.

HERE FOR OUR

# People

## **Health and Safety Week**

The Joint Health and Safety Committees at the Heritage and HRM sites celebrated Health and Safety week, May 2<sup>nd</sup> to 8<sup>th</sup>, reflecting on their adaptability and role in keeping staff healthy and safe during COVID-19.

## **New Healthcare Resource**

The Library recently partnered with iMD Health to make it easier for clients, families, and staff to find up-to-date information on a wide range of healthcare topics. iMD Health is a patient education platform that brings together content on more than 2,100 medical topics in a simple-to-use format that includes articles, images, infographics, and short videos. All staff can access iMD from their application launcher by accessing the iMD logo.

## **Building Capacity**

In order to build our capacity for Gentle Persuasive Approaches (GPA) Training across the organization and to invest in developing our people, seven corporate support staff completed the Certified Coach Training program in May. Congratulations to Kirsten Untinen, Kerry Blackburn, Sarah Kuzik, Laura Szturm, Breanne Nelli, Linda Belcamino and Tammy McKinnon.

# Leadership Team Report

June 2021



## **Canadian Immigrant Summit**

On May 25<sup>th</sup>, Lisa Beckwick, Director of Organizational and People Development, represented St. Joseph's Care Group as a panel member at the Canadian Immigration Virtual Summit hosted by the Conference Board of Canada. The panel explored the necessary collaboration between employers, policymakers, and practitioners to leverage newcomer talent to meet the needs of business and community.

## **San'yas Indigenous Cultural Safety Training**

Matawa program staff started the San'yas Indigenous Cultural Safety training – the post-training program "From Bystander to Ally". This course will assist with expanding the knowledge on Indigenous culture and history, with a focus on the role we all have to speak up in the presence of racism and become an ally to Indigenous Peoples.

## **Research Published**

Congratulations to Mandy Byerley-Vita, Stacey Freemantle and Kristine Quaid who were co-authors in a research project that resulted in an article "Exploring Care of Hospital Inpatients with Substance Involvement," published in the journal Social Science & Medicine on May 24, 2021. The research was a joint collaboration between Dalhousie University, St. Joseph's Care Group, and Lakehead University as part of a patient-oriented research initiative that occurred at St. Joseph's Care Group approximately 3 years ago.

The impact of substance use in providing safe, client-centred care is a critical issue across our country. This work illustrates the importance of having processes and integrated services to support individuals who are substance involved in the rehabilitation setting as well as robust protocols to support clinicians and patients in the health care setting.

## **Physiotherapy Medal of Distinction**

In 2020, to celebrate the Association's 100th anniversary, the Canadian Physiotherapy Association (CPA) created the centenary Medals of Distinction to recognize one hundred individuals who have had a significant and meaningful impact on the physiotherapy profession. Congratulations to Denise Taylor, Physiotherapist, and Manager of the Regional Rehabilitative Care Program, for being recognized as one of the 100 exceptional physiotherapists across Canada.