

# Leadership Team Report

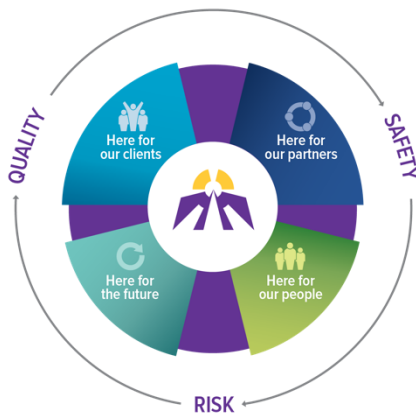
September 2021



## MISSION MOMENT

I feel blessed to volunteer as a Eucharistic Minister. The clients I have visited are grateful to have someone praying with them and taking Our Lord for them to receive. While with them, I pray for their healing and for God's protection. In His mercy, Jesus blesses both of us. I thank God that I can love and serve Him in this way. I am awaiting the day to come soon that I can safely resume this ministry.

Volunteer, 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

### COVID-19 Updates

The IMS team has continued to connect over the summer as the COVID-19 pandemic continues. We have increased visitor numbers for clients, allowing a more client-centred approach to care. Visitors are provided with education around PPE donning and doffing to ensure client and staff safety.

Telemedicine visits increased to ensure a continuum of care, allowing clients to meet with different care partners over videoconference to confer about their plan of care and appropriate interventions.

Clients with the Mental Health Rehabilitation program are again accessing the community for indoor and outdoor activities (recreational and therapeutic programs focused on skill development) using COVID-19 precautions.

Seated dinner service resumed at Sister Leila Greco and P.R. Cook Apartments. Staff reoriented to dining room routines and tenants have shared how much they enjoy hot plated meals over the take-out meals that they have had for many months. We have never received so many compliments on the food before!

Care  
Compassion  
Commitment

# Leadership Team Report

September 2021



At Bethammi Nursing Home and Hogarth Riverview Manor, partitions were removed and residents started enjoying communal dining again.

We continue to pay close attention to the COVID-19 rates in our community, region and province. As September arrives, positive cases are increasing – we hope this will not have an impact on the resumption of so many 'normal' activities that benefit the clients we serve.

## **Breaking Free**

New to St. Joseph's Care Group, the City of Thunder Bay and Ontario is an exciting provincial initiative that aims to assist individuals living with substance use issues. **Breaking Free Online (BFO)** is an evidence-based, well-being and recovery support program that provides 24-hour online access to tools, skills and supports to enhance recovery from substance use. St. Joseph's Care Group is the lead organization for the implementation of this initiative in Northwestern Ontario.

## **Day Treatment Update**

Sister Margaret Smith Centre had a successful completion of the first Day Treatment block ending August 6, 2021. The program ran for a total of five weeks. The first two weeks consisted of a part-time commitment to build a foundation for intensive treatment. This new program provides an alternative to an intensive residential treatment program, for clients facing obstacles or those with prior commitments, which will ensure access to intensive treatment while remaining in their homes or supportive living environments.

HERE FOR OUR

# Partners

## **Regional Wound Care and Regional Referral System**

The Regional Wound Care Central Intake and Regional Referral System secured two new regional partnerships with Meno Ya Win Health Centre and Marathon Family Health Team. Advanced practice wound care clinicians from each of these partner agencies joined the central intake team of clinical experts. The addition of these two regional partnerships increases access to best practice wound assessment and triage across the region. The Regional Wound Care Central Intake and Referral System's distributed model of care ensures clients with chronic and/or non-healing wounds have timely and equitable access to wound professionals as close to home as possible.

## **Project ECHO**

The Pallium Palliative Care Project ECHO is a 5-year initiative to build primary or generalist level capacity to provide a palliative care approach in communities and care settings across Canada, including rural and remote regions and Indigenous communities. St. Joseph's Care Group is a regional Palliative Care Hub under the national Pallium Canada ECHO (Extension for Community Healthcare Outcomes). As a regional Palliative Care hub, there is a particular focus on adult palliative care needs in the North West, and Indigenous palliative care learning needs. The

# Leadership Team Report

September 2021



Palliative Care ECHO initiative is a collaboration with St. Joseph's Project ECHO, the Regional Palliative Care Program and Lakehead University's Centre for Education in Research on Aging & Health.

## **North West Behavioural Supports Ontario Team Collaborative**

The Regional Seniors' Care Program Manager facilitated a launch of the North West Behavioural Supports Ontario Team Collaborative. The 90-minute kickoff meeting was for all health service providers working in BSO funded positions from across the North West, and will be held quarterly as a Community of Practice to assist in the ongoing development and capacity building for this team. This new formal quarterly virtual opportunity to gather and share resources, best practices and work on processes was well received.

## **Regional RAAM Advisory Committee**

The Rapid Access to Addiction Medicine (RAAM) Regional Advisory Committee is in operation and involves organizations from communities across Northwestern Ontario, led by our Regional Coordinator, Pia Heikkinen. Planning is underway to formalize an operational toolkit and implement the "Hub and Spoke" model in the Northwest. Current activities include completion of an inventory of current resources and the identification of priorities needs throughout the region.

HERE FOR OUR

# People

## **Increased Leadership Presence**

St. Joseph's Hospital clinical leadership targeted having an increased presence on the units for staff over the summer months. Management and leadership spent increased time on the units to answer staff questions and provide supportive guidance. Staff responded with positive feedback, feeling their voices are heard and that their work does not go unnoticed.

## **Personality Disorders in Older Adults**

In collaboration with the Centre for Education and Research on Aging & Health and Behavioural Supports Ontario, Dr. Edouard St-Pierre presented "Personality Disorders in Older Adults." The presentation was extremely well received, generating requests for additional education on this content. 58 people attended the session live and 49 viewed the presentation on YouTube post-event from across the North West and the Province.

## **RPNs and RNs in Long-Term Care**

To retain RPNs and RNs in long-term care, a temporary wage enhancement continued over the summer months. This was an extension of the ongoing wage enhancement in LTC in alignment with the Ontario-wide pay enhancement for PSWs in long-term care. The temporary increase helps to minimize the pay gap between long-term care and hospital registered nursing staff.

# Leadership Team Report

September 2021



## **Nurse Practitioners**

The newly funded Nurse Practitioners continue to provide pivotal service to enhance the offerings of Balmoral Centre. Balmoral Centre has now efficiently integrated protocols for rapid addiction medication for urge reduction for those struggling with opiate use disorder and alcohol use disorder. Continued efforts are in place to formalize processes in line with the HQO Best practices for Alcohol Disorder.

## **Gentle Persuasive Approaches Training**

As pandemic restrictions have relaxed somewhat, we are 'reigniting' some of our learning and development efforts that benefit from an in-person connection. Corporate Learning is now offering Gentle Persuasive Approaches ("GPA") training for all Long-Term Care Home staff during corporate orientation. GPA training is a comprehensive, practical education program that equips care providers with the knowledge, understanding and skill to deliver person-centred dementia care.

HERE FOR OUR

# Future

## **Community Rehabilitation Facilitator**

The Regional Rehabilitative Care Program (RRCP) with four communities, Lakehead University, Confederation College, Northwestern Ontario Regional Stroke Network, and Indigenous Services Canada has completed the development of a training curriculum for a new "Community Rehabilitation Facilitator" role. This new role in the Home and Community Care Programs will support clients in remote First Nation communities with rehabilitation needs by a local, trained community member.

The curriculum includes eight week-long modules and clinical placements supervised by a Home and Community Care Program Coordinator. Development of the curriculum included feedback from rehabilitation providers throughout NWO, community health workers, Elders, and families in Sandy Lake, Eabametoong, North Caribou Lake, and Bearskin Lake. The project was funded by the Canadian Frailty Network and Indigenous Services Canada-Home and Community Care, Ontario Branch.

## **Agency Staff Accommodations**

Filling a need to support Health Human Resources, specifically agency staff while working at SJCG sites, the Seniors' Health team converted one bedsit unit at P.R. Cook Apartments to a hospitality suite, and will convert a second unit after Labour Day. The bedsit units are small one-room apartments with very little demand from the community, making them difficult to fill at times. The low rent and availability make them a perfect solution for agency staff.