

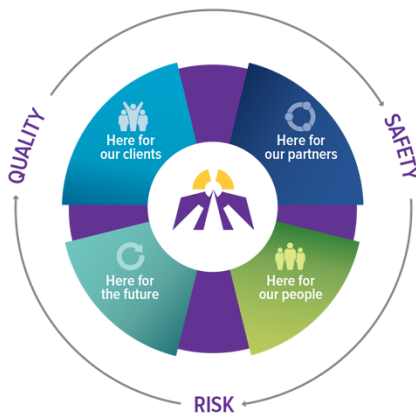
Leadership Team Report

OCTOBER 2021



After my stroke five years ago, everyone at St. Joseph's Hospital was so helpful during my care and after I left. When I got home, I had help to arrange physiotherapy and complete the paper work needed to get my job back. I will always appreciate everything that everyone did to support my speech therapy and the other therapies while I was an inpatient along with the help that allowed me to transition to my new normal. Thank you.

Client, 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 Vaccine 3rd Dose

Hogarth Riverview Manor and Bethammi Nursing Home teams offered the third dose of the COVID-19 vaccine to all eligible consenting residents during the week of September 13th to 17th. The long-term care teams completed all aspects of the dose administration, including reconstitution of the vaccine, administering the vaccine to residents and post administration monitoring. The teams provided excellent comprehensive care during the vaccination process and there were minimal short-term side effects reported by residents. Emergency Medical Services offered the third dose in both Seniors' Supportive Housing sites.

Catholic Masses Resumed in Long Term Care

Catholic services have resumed at Bethammi Nursing Home as of mid-September, with separate services per floor to comply with COVID-19 protocols. Plans are underway to resume unit-specific Catholic services at HRM.

Care
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Matawa

The Matawa Education and Care Centre was very happy to welcome back students to in-person learning this month, after the school being closed since December 2020. The team working with Matawa has been kept busy meeting with returning students as well as navigating new referrals and assisting with student registrations. The team took part in Orientation Week activities, including team-building activities with students, a welcome barbecue and a Choose Life walk. The team also provided education sessions around trauma informed care and compassion fatigue to MECC staff, as well as team-building activities as a way to start the new school year.

Sacred Fire

With the guidance of our Elders Advisory Council, planning from the Indigenous Health Education Committee and coordination by the N'doo'owe Binesi, Indigenous Health department, a 4 day Sacred Fire took place at the Sister Margaret Smith Centre (SMSC). The Sacred Fire was lit on September 27th, 2021 with a sunrise ceremony lead by Elder Gerry Baxter and burned for 4 days in the Green Werks garden, which lead into the first National Day for Truth and Reconciliation on September 30th, 2021.

In Anishnaabe culture, the Sacred Fire is used for ceremony to bring healing and opens a doorway to the spiritual world. Many clients, residents and staff visited the Sacred Fire over the 4 days to offer prayers and healing for the children that passed away at residential schools, as well as all Indigenous people who are still impacted today by the intergenerational trauma and legacy of the schools.

Over the course of 4 days each Elder from our Elders Advisory Council, all residential school survivors, were able to share some of their stories. The fire was concluded with closing ceremonies, feasting the ancestors and offerings of tobacco. These 4 days of ceremony was significant in our journey towards Truth, Reconciliation and Healing.

Inpatient Rehabilitative Care

The ease in visiting restrictions in July allowed for clients and family members to participate in person at family conferences to more effectively guide care and plan transitions home. Clients indicate how nice it is to engage with more visitors and volunteers.

The redesigned client bedside whiteboards installed this year provides a daily communication tool to support staff to 'listen carefully' and discuss goals of care with clients and their family. Whiteboard audits are underway to evaluate the adoption and quality of completion of the boards.

HERE FOR OUR

Partners

GPA Curriculum Review Committee

The Gentle Persuasive Approach (GPA) course offered through the Advanced Gerontological Education Inc. (AGE Inc.) is a best practice approach for staff training in the field of managing responsive behaviours in seniors. GPA education has resumed at both long-term care homes and seniors' supportive housing sites this Fall.

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As a GPA instructor, the Manager, Seniors' Supportive Housing is a member of the Curriculum Review Committee that is mandated to review and revise training materials and make recommendations for the program that will be delivered in the next edition.

Recovery Day

The Recovery Day Mural sponsored by SJCG traveled throughout multiple Care Group sites; clients and staff were asked to use the mural to share what recovery means to them and offer words of support and encouragement. The mural was used as the backdrop for the live Rockin' Recovery Day event on September 22nd.

Safe Voluntary Isolation Space

The Isolation Shelter continues to provide safe isolation space for people who are homeless or vulnerably housed in Thunder Bay. The Public Health Agency of Canada has approved the extension of funding to December 31, 2021 to ensure ongoing isolation shelter space.

Regional Wound Care and Regional Referral System

In early September the Regional Wound Care Central Intake Program marked an early milestone having received 155 referrals since the spring launch of the program. Joint efforts between the Regional Referral System and the Regional Wound Care Program to disseminate broad awareness, training and onboarding throughout the North West Region to the new wound care pathway has proven successful. Regional wound care referrals received through the central intake process for complex wounds requiring advanced assessment and interdisciplinary care have steadily increased in both volume and rate. The first two weeks of September, 65 patients have been referred from a broad spectrum of providers including Primary Care, Regional Community Hospitals, Indigenous Health Service Providers, Long-Term Care and the Thunder Bay Regional Health Sciences Centre Emergency Department.

Regional Rehabilitative Care Outreach Program (RRCOP) Pilot

The Regional Rehabilitative Care Outreach Program Pilot completed in July after a 6 month pilot, demonstrating success with improving access as well as client and staff satisfaction by mobilizing a small rehabilitative team to service community hospitals experiencing physical or occupational therapy shortages. Thank you to Deanne Lee, Occupational Therapist (OT) and Karen St. Jacques, Physical Therapist (PT) who showed courage and leadership while practicing in new settings with new teams and new technology.

The Regional Rehabilitative Care Program received funding to continue the Regional Rehabilitative Care Outreach Program until March 2022. The program restarted in September with Alison Luther (OT) and Steve Mangoff (PT) continuing the outreach service.

HERE FOR OUR

People

Mock Evacuations

Annual Mock Evacuations took place within a number of St. Joseph's Care Group sites in September in collaboration with Thunder Bay Fire Department and St. Joseph's Care Group Health, Safety & Risk team. These mock sessions assess our staff members' knowledge, skill and response speed. All sites performed the evacuations swiftly and with ease.

LEADS The Way Lite

LEADS The Way Lite is being promoted to staff members who are interested in professional development and have expressed an interest in leadership at work. The first LEADS the Way Lite Learning Day is scheduled for November 10, 2021. Hogarth Riverview Manor Registered Nurses will all be encouraged to attend a session over the next year.

Celebration Barbeque

A celebratory barbecue was held at Hogarth Riverview Manor on September 21, 2021 to thank staff for their contribution to the removal of the Mandatory Management Order. The management and dietary services teams served over 350 staff members, who expressed excitement and gratitude for the event.

Introduction of Outpatient Dermatologist

Outpatient Rehabilitative & Ambulatory Care is pleased to announce Dr. Shamsuyarova, Dermatologist, will offer service through a newly established visiting clinic. She will provide service to clients with dermatology referrals, as well as provide consultation for clients in the Wound Clinic.

HERE FOR OUR

Future

Student Placements

There were over 219 student placements across St. Joseph's Care Group in the month of September. Personal support workers, recreational therapy, and social work students received work experience with seniors in long-term care and at PR Cook and Sister Leila Greco apartments. Nursing, psychology, social work, pharmacy, occupational therapy, nurse practitioner, social service worker, and library students were welcomed at St. Joseph's Hospital, as well as Balmoral Centre, Sister Margaret Smith Centre, Health Centre, Manor House, and Lodge on Dawson. We welcome the energy and enthusiasm the students bring to the Care Group.

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ST. JOSEPH'S CARE GROUP

Ontario Palliative Care Network

With the passage of the Compassionate Care Act (December 2020), the Ministry of Health has been undertaking consultations to support the development of a provincial framework to support improved access to palliative care for all Ontarians. Online consultations have taken place with relevant stakeholders to inform the Ontario Palliative Care Network's submission to the Ministry for proposed palliative care frameworks for both adult and pediatric populations. The Regional Palliative Care Program along with interested stakeholders and partners across the North West region participated in the consultation process.