

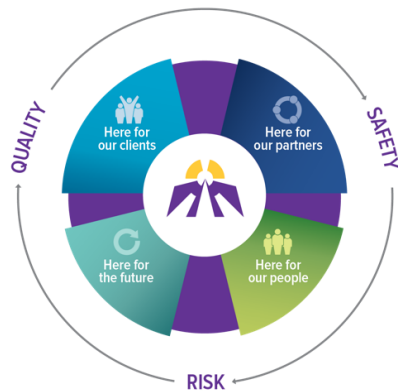
Leadership Team Report

November 2021



Thank you to all the frontline staff working hard to keep residents of Hogarth Riverview Manor safe, including my grandfather. It is not unreasonable for outbreaks to happen and your work to prevent the COVID-19 virus from coming into the home and spreading is amazing. Your sacrifice has not gone unnoticed!

Family, Hogarth Riverview Manor



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

Preparing for SJCG's Accreditation Survey 2022

Accreditation is a voluntary process that assesses healthcare organizations against standards of excellence to improve quality, reduce risk and strengthen accountability. St. Joseph's Care Group (SJCG) will undergo our next on-site Accreditation Survey between April 25-29, 2022. Preparation for Accreditation includes completing readiness self-assessment surveys at all levels (Board, management, and staff), comparing internal processes with Accreditation standards. Under the guidance of a Steering Committee, action plans have been developed to address identified gaps, and to sustain and promote practices of excellence across SJCG.

Matawa

Adventure Time with Matt - a new program offered at Matawa Education & Care Centre (MECC) - is an adventure-based therapeutic program using team building, games and outdoor activities (such as hiking, cycling, rock climbing, etc.) as an intentional treatment modality in combination with traditional therapeutic skill-based teachings. There is emerging evidence that Adventure Therapy is an effective treatment for youth, particularly for youth who have difficulties engaging in more traditional therapy. This group is a collaborative project between SJCG staff and MECC staff. The response from students has been very favourable and the program will continue through November.

Care
Compassion
Commitment

Healing Circle – Resuming Safe Indoor Gathering at Sister Margaret Smith Centre

We learned much about adapting to use virtual technologies to stay safe throughout the pandemic – it's how people have continued to come together in a Healing Circle. But it's not quite the same as gathering in person. We are pleased to share that the Sacred Space is once again home to in person Healing Circles at Sister Margaret Smith Centre, and participants are delighted. Precautions are in place including active screening for the virus, following of the simple steps to stay safe (mask, hand hygiene, physical distancing), and maintaining enhanced cleaning.

HERE FOR OUR

Partners

A Welcoming Space

While Matawa Education & Care Centre (MECC) undergoes construction, Sister Margaret Smith Centre has welcomed students and youth workers to our gymnasium in support of MECC's leisure and athletic activities programming.

Online Learning Essential Approaches to Palliative Care (LEAP)

The Regional Palliative Care Program and Centre for Education on Research on Aging & Health hosted an online Learning Essential Approaches to Palliative Care (LEAP) to build capacity for palliative care within the region. Participants receive in depth learning on essential skills and competencies of palliative care which includes pain and symptom management; goals of care and decision making conversations; assessment and management of delirium; and how to support a person with depression, anxiety and grief. Thirty (30) interprofessional participants from across the region participated in the online learning, and the group included SJCG staff members.

Regional Palliative Care Program Co-Facilitates Engagement Session

The Regional Palliative Care Program was invited to co-facilitate an engagement session hosted by Nishnawbe Aski Nation (NAN). The purpose of the engagement session was to obtain information and guidance from First Nations, on-and-off reserve, to inform policy and program change related to a holistic continuum of long-term care. Feedback from the session will provide NAN with advice and guidance on how services can be delivered, and help to identify areas of innovation for community-led long-term care services.

Regional Rehabilitative Care Outreach Program

Due to existing vacancies, the Regional Rehabilitative Care Outreach Program (RRCOP) is currently providing physiotherapy coverage at Geraldton District Hospital and Wilson Memorial General Hospital in Marathon. Occupational Therapy is also providing services at The McCausland Hospital in Terrace Bay and Wilson Memorial Hospital in Marathon. To better identify and meet regional needs, The Regional Rehabilitative Care Advisory Committee is developing a standard prioritization tool and wait time measurement for outpatient rehabilitation throughout the region.

Regional Wound Care and Regional Referral System

As the newly-appointed Regional Referral System lead for Chronic Disease Programs, St. Joseph's Care Group has been tasked with modernizing and streamlining access to care across Northwestern Ontario. Program Managers Seona Furlong and Jackie Wesley recently assisted multisector health service providers in Atikokan to implement the Wound Pathway, sending referrals via Ocean eRequest. Concurrently, the SJCG Wound Care Team continues to collaborate with TBRHSC to define clear referral pathways for specialized wound care between providers to improve access to the right provider in the right place, as close to home as possible.

HERE FOR OUR

People

LEADS the Way

Eighteen (18) participants recently completed their 5-day LEADS the Way learning series, bringing the total number of participants to 47 since the leadership development program's inception. LEADS the Way, a comprehensive program to support our leaders, culminates the LEADS learning experience through completion of a project or reflective journaling practice using the LEADS framework. Focusing on meeting a need within SJCG, the project may be a new undertaking or the application of LEADS concepts to an existing initiative. The reflective journal requires participants to spend quality time each week reflecting on their leadership and how they incorporate LEADS capabilities in their everyday work, and gives the time and space needed for reflection and self-directed development.

Northwestern Ontario Palliative Care Summit

On October 28, 2021, Randy Middleton, Director Seniors' Health and Administrator, Bethammi Nursing Home, participated as a panel member at the Northwestern Ontario Palliative Care Online summit, an online event to build capacity and share best practices across the region. He presented on practices implemented at Bethammi Nursing Home for early identification of residents who may benefit from

Leadership Team Report

November 2021



palliative care, and practices to support staff in the delivery of palliative care. This includes using the Changes in Health, End-stage disease, and Signs and Symptoms (CHESS) assessment tool, Palliative Performance Scale (PPS) and Resident Assessment Coordinator tools, as well as daily team discussions about palliative care.

SJCG Welcomes New Volunteers

On October 19, 2021, 8 new volunteers participated in general orientation hosted by Volunteer Services on October 19. These eight are the first new volunteers to join SJCG since the start of the pandemic in 2020. The 3rd floor at St. Joseph's Hospital welcomed volunteers recruited through the March of Dimes to engage clients with spinal cord injuries. As well, it's great to see, Morgan and Matt, staff from Spinal Cord Injury of Ontario, back on site providing peer support for our clients on their healing journey. If you see volunteers in their purple t-shirts or vests, say hello and let them know how wonderful it is to have them as part of our organization!

Retirement

Dr. Rao retired at the end of October following 26 years of service to the Physical Rehabilitation unit. Dr. Rao has been a valued colleague and member of the 3rd floor interprofessional team, committed to the delivery of excellent client centered care for clients with stroke and acute brain injury. The team wishes her well in her retirement.

Building Capacity and Expanding Knowledge through CBTp and FIT Training

Dr. Carolyn Houlding, a Psychologist with SJCG's Mental Health Rehabilitation Program, provided *Cognitive Behavioural Therapy for Psychosis (CBTp)* and *Family Intervention Therapy (FIT)* training for interprofessional health care professionals including social workers, psychologists, and psychology residents from inpatient and community mental health programs. CBTp and FIT are leading psychotherapies, part of Health Quality Ontario's best practice standards for the treatment of schizophrenia.

HERE FOR OUR

Future

Long-Term Care Trialing Sustainable Products

Residents and staff at Bethammi Nursing Home are participating in a paper straw trial, supported through EcoSuperior, to promote sustainable products and protect our environment. To date, the feedback from staff and residents has been positive. The results will be shared with the product evaluation committee to inform next steps.

Leadership Team Report

November 2021



ST. JOSEPH'S CARE GROUP

Growing the Regional Referral System Service

With implementation of the Regional Wound Care well underway, work has begun on the next two identified regional priority areas: Rheumatic & Autoimmune Disease Pathway and the Diabetes Pathway. The Rheumatic Disease pathway involves stakeholders from Dr. Fidler's office, St. Joseph's Hospital Outpatient Services and the Arthritis Society. A design session was held in mid-October to begin the work for a central intake referral pathway with a second session planned for November. Early engagement has also started for the Diabetes referral pathway. Involvement of and input from primary care providers (physicians and nurse practitioners) is critical to the successful implementation of both pathways. Primary care providers from across the region have been invited to apply for participation on a review panel where referral forms and processes will be designed, refined and implemented.