

June 2022

## Mission Moment

I just wanted to thank you for making the hospital voting program work so smoothly. Thanks for organizing the assistance of your staff. Our Elections Ontario Officers were very impressed and appreciative of the welcome and advanced organization. We heard many stories of appreciative patients, thankful for the opportunity to vote.

Don Parsons

Special Ballots Revisions Officer, SBRO, Elections Ontario, 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 2020-2024 will focus on four key Strategic Priorities:

### Here for Our Clients

To address unmet needs through the provision of quality services.

### Here for Our Partners

To transform the healthcare system.

### Here for Our People

To support staff, physicians and volunteers to live our values.

### Here for Our Future

To ensure continued organizational sustainability.

## Here for Our Clients

### Supporting the Transition into Long-Term Care

In May, Hogarth Riverview Manor (HRM) introduced pre-admission resident and family meetings for families identified as needing more support during the initial conversation with the Resident Admission Coordinator. These meetings were developed in response to the client (resident) experience survey, specifically Listening and Care Planning, and through our client relations process (concerns raised by residents and/or families). At Pre-Admission Meetings, the Resident Admission Coordinator, along with members of the HRM management and support services teams, meets with families to discuss the admission process but, more importantly, to assist the families with the difficult emotional journey of bringing a loved one to long-term care. It's also an opportunity to clarify supports and services available in long-term care, and to get a sense of what is most important to the resident and family in terms of ongoing care. The first few meetings have been well-received and will be more formally evaluated with residents and families through a set of questions at the 6-week admission care conference. Bethammi Nursing Home will be implementing similar meetings once the new Resident Counselor is fully orientated to the Home.

### Serving Clients at End-of-Life in COVID-19 Outbreak

When an outbreak is declared, our practice is to pause hospital admission for the safety and wellbeing of clients and staff. We recognize that exceptional circumstances can arise. At St. Joseph's Hospital, the 4 North Hospice & Palliative Care Team worked closely with the Thunder Bay District Health Unit to safely continue admissions to Hospice during a COVID-19 outbreak. This was done through informed consent of clients and families while maintaining safe Infection Prevention and Control measures. For clients and their families, it meant dignity and care within hospice. Clients were able to access this compassionate and essential service and avoid unnecessary emergency room visits at end of life care. For our partners and broader community, it meant that health system flow was sustained, allowing for care in the right place.

## Heritage Cafeteria Re-Opening

After a lengthy close due to COVID-19, efforts are underway to re-envision our offerings and services at the Heritage Cafeteria. Pauline Swanson, Food Service Manager, and Thomas Atkinson, Interim Director of Food Service, have worked with suppliers and met with residents, tenants and staff to plan for a new revitalized café. Plans include updated opening hours from 9:30 am to 2:00 pm, hiring a full-time Cook, and introducing a new menu with more On the Go items for quick service. We have been fortunate to work with our suppliers, and received complementary equipment including a coffee brewer, ice cream freezer, soup kettles and a cookie oven. The reopening of the cafeteria is planned for mid-June. Morning and lunch options will be made available for residents, their families, staff and external clients. Tenants of PR Cook are particularly looking forward to being able to entertain and treat their guests to a meal out.



## Poster Contest to Promote Awareness of Behavioural Addictions

The 3rd Annual Poster Contest in the Gambling and Behavioural Addictions Program at Sister Margaret Smith Centre was held in May 2022. Posters were collected from children from grades 1-6 in and around Thunder Bay, with winners chosen at the end of the month. The Poster contest is one of the approaches the program uses to connect with students and teachers in the area to let them know about the services St. Joseph's Care Group provides for those encountering issues with gaming or screen overuse. It is also a great way to encourage children to be creative and spend some time away from their screens. A balance between screens and other activities is encouraged, which matches the current Ontario curriculum.

## Meeting our Partners in Sioux Lookout

The Regional Referral Systems Manager, Jackie Wesley, teamed up with Regional Wound Care Manager, Alison Luther, for an in person visit to Sioux Lookout with the Vice President of Rehabilitative Care, Carolyn Freitag. The team was eager to make introductions with the leadership of both organizations and learn more about their services, clients and the challenges faced. They were also interested in the opportunities to build relationships, with the goal of better supporting residents living with chronic diseases and subsequent wound management, such as diabetes and diabetic foot ulcers.

Jackie facilitated engagement sessions with the Diabetes clinical providers from Sioux Lookout First Nations Health Authority (SLFNA) and Sioux Lookout Meno Ya Win Health Center (SLMHC) to map local services and validate a referral pathway to help improve timely access for primary and specialized diabetic care by routing the referral to the most appropriate healthcare provider as close to home as possible. Alison met with frontline staff at SLMHC to assess the Regional Wound Care Program (RWCP) successes and challenges at end of year one of implementation. There was also education provided on best practices to build staff capacity and establish relationships between staff and the RWCP.

Our partners provided a warm welcome into their facilities and the time spent together was of great value. There were many benefits in addition to the work accomplished, but two were particularly noteworthy. The Executive Director from SLFNA, James Morris, made a request for invitation to visit SJCG to learn more about our services, and SLFNA and SJCG agreed to engage in a wound care shadowing exchange.

## CHAC National Conference 2022

St. Joseph's Care Group, together with Fort William First Nation, hosted the 59th Catholic Health Alliance of Canada's Annual National Conference: Looking Within: Creating Culturally Safe Environments of Care for Indigenous People May 12-13, 2022.

Pre-conference activities began on Wednesday, May 11, 2022, with a Sunrise Ceremony and Lighting of the Sacred Fire. On May 12 – 13, over 125 Catholic healthcare organizations and over 400 people from across Canada came together virtually in ceremony, exploring uncomfortable truths as well as shared actions that will help us collectively move forward toward authentic healing and reconciliation, mutual understanding and trust.

We are grateful to Paul Francis, Director of Indigenous Relations, Marinna Read, Manager Indigenous Health Team, Members of SJCG Indigenous Health Team, Elders Ernie and Charlotte Kwandibens, and Chief Peter Collins of Fort William First Nation who shared their time and knowledge.

## Here for Our People

### **Northern Ontario School of Medicine Award**

Neurology Outpatient Services is pleased to recognize Susan Redmann-Brodeur, who was awarded a Preceptor Award in the category of “Commitment to Clinical Education” by the Northern Ontario School of Medicine. This award recognizes those who have gone above and beyond in providing exceptional experiences to learners. Congratulations Susan!

### **National Nursing Week**

National Nursing Week 2022 took place May 9-15<sup>th</sup>. The theme this year was “We Answer the Call,” which was developed by the Canadian Nurses Association to showcase the many roles nurses play in a client’s health care journey.

In recognition of the hard work and dedication of SJCG nurses and all staff, SJCG employees were invited to attend a “Resiliency ReBoot,” which was a series of webinar sessions designed to re-inspire, re-energize and re-fuel, both professionally and personally. Archived sessions will be available for staff who were unable to attend.

A highlight of National Nursing week over the past few years has been the support that nurses show to one another. Nurses once again participated in Peer Recognition Awards and nominated 150 nurses with 505 awards in various recognition categories. SJCG supported local businesses and provided all nursing staff with a complimentary Dolce virtual gift card and invited Epic Cones to various sites to help us celebrate Nursing Week. Celebrating nursing history, nurses were also encouraged to dress in the traditional nurse uniform of white scrubs on May 12 in recognition of the evolution of the nursing as a profession. Many thanks to Sarah Myllyaho, Nursing Professional Practice & BPSO Lead for organizing the week’s events.

### **National Physiotherapy Month**

In May 2022, we celebrated National Physiotherapy Month. Physiotherapy and Rehabilitative Care have been important departments throughout the history of St. Joseph’s Care Group. In fact, 85 years ago the first physiotherapy department was established at St. Joseph’s Hospital.

Physiotherapy helps Canadians maintain and improve their physical wellbeing, and manage and prevent injury and illness as we age. It was particularly important to recognize these departments in 2022 as we learn more about the lasting effects of “Long COVID” and the ways in which Physiotherapy can be a useful tool in the recovery process.

A number of articles were posted throughout the month on our staff Intranet to recognize and thank our Physiotherapy and Rehabilitative assistants, specialists, and teams for their ongoing commitment to exceptional client care.

## Here for Our Future

### **Awards in Applied Health Research**

The 2022/23 winners of the St. Joseph's Care Group Awards in Applied Health Research were selected. The four awards are available to graduate students at Lakehead University who are pursuing research related to the service areas of SJCG and are supervised by members of the Centre of Applied Health Research team. As selected by our CAHR team, Lauren Dalicandro, Delaney Johnson, Tiffany Leung, and Ishaq Malik will receive scholarships of \$4000 starting in September.

## **AdvantAge Ontario Engagement**

Randy Middleton, Administrator and Director of Seniors Health at Bethammi Nursing Home, attended the AdvantAge Ontario Annual General Meeting on May 12, 2022, where board reports were reviewed, evidence for decisions was provided and elections were held for open Board positions. AdvantAge Ontario is the trusted voice for not-for-profit senior care in Ontario, providing resources and learning opportunities, as well as representing its members at the Ministry of Long-Term Care and Ministry of Health. Randy has recently applied to be a member of the Hospital Advisory Group at AdvantAge Ontario. This advisory group will provide strategic direction and leadership to ensure that the delivery of seniors' services in hospital-led long-term care homes remains viable, sustainable, and strong, and will provide advice to association staff on matters impacting these homes.