

## Mission Moment

At the heart of every Quilter's Guild is community. It's where artisans come together to sew, share experiences, and learn from each other. The members of Thunder Bay Quilter's Guild have shown their care for community by generously donating hand-crafted quilted placemats to all tenants of PR Cook and Sister Leila Greco Apartments. They truly made spirits bright for 313 people this holiday season.

A Staff Member of Supportive Living



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.

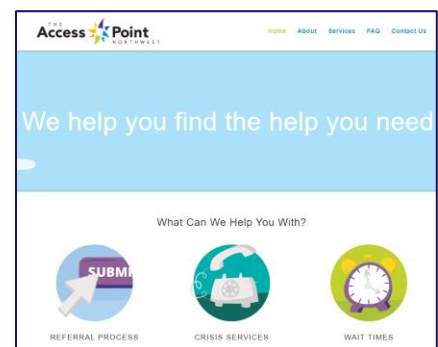
## Here for Our Clients

### Ontario Structured Psychotherapy Program - Client Direct Referrals

St. Joseph's Care Group is the Northwestern Ontario network lead organization for the Ontario Structured Psychotherapy Program (OSPP), a provincial program designed to improve access to, and quality of care for, depression and anxiety-related disorders.

The Access Point Northwest is an established, trusted online singular 'point' where anyone can access community mental health services. In late December 2022, The Access Point Northwest began offering client direct access to OSPP, giving people the ability to self-refer by removing the need for primary care consultation and referral.

This improved and low-barrier access to service ensures that anyone in Northwestern Ontario can participate in high quality mental health services either virtually or in-person. Clients are seamlessly connected to the most appropriate service stream via a client-centred intake and assessment process conducted by St. Joseph's Health Centre staff in-person or virtually.



### Family Recovery Series – For Families & Caregivers of People Struggling with Substance Misuse

Addiction affects everyone in the family, as the family system and related behaviours focus more on crisis management and survival. Enter the Family Recovery Series at Sister Margaret Smith Centre (SMSC). It's an 8-week in-person series where loved ones find support in one another, learn new skills for relating to people with addiction, regain a healthier sense of self, and develop the motivation to live a meaningful life. It provides a safe place for family members to share some of the burdens and negative feelings that they may not feel comfortable sharing elsewhere.

Though the pandemic put a temporary pause on in-person group sessions, the team at SMSC leveraged the opportunity to revise the program, updating it in alignment with research and leading practices. The Family Recovery Series combines the strengths of Motivational Interviewing, Community Resourcing & Family Training and the Invitation to Change Model.

Fall of 2022 saw eight group sessions, and started another series this January, each with fourteen participants. All participants have reported positive changes in their relationships within their family as well as their own ability to cope with how their loved one's addictions issues impact them.

## Community Stroke Rehabilitation

In December 2021, CorHealth (formerly Cancer Care Ontario and the Ontario Stroke Network) became CorHealth Ontario, a part of Ontario Health. CorHealth Ontario is mandated with enhancing cardiac, stroke and vascular care within the province. CorHealth Ontario is working with Ontario Health regions and Regional Stroke Networks to allocate an initial investment of \$4.6 million dollars in 2022/23 to address immediate need by increasing the number of people served, the number of therapy sessions or visits provided, and the quality of care associated with stroke rehabilitation provided in the community setting.

As part of that funding, St. Joseph's Hospital's Outpatient Rehabilitative Care has received a one-time investment of \$234,500 to:

- Reduce wait times for the Outpatient Neurology Program;
- Develop a community transitional program;
- Invest in capital equipment and supplies for SJCG's Ambulatory Program supporting stroke recovery; and
- Continue funding for the Community Rehabilitation Worker program.

This investment is part of Ontario's multiyear strategy to enable an equitable, integrated and patient-centred system of care that significantly improves outcomes for people who have experienced stroke through appropriate and timely rehabilitation and community re-engagement.



## Electronic Health Record / Digital Health Update

The Northwestern Ontario Digital Health Council has outlined a three-step process to set the strategic direction for digital health as it relates to electronic health records:

1. Determine the outcomes wanted from an electronic health record;
2. Define the scope; and
3. Establish the business case elements.

The process involved 30 demonstrations and 28 workshops, consulting with over 1,200 staff, clinicians, and clients. The advice and experience of industry experts was sought along with reviewing industry analysts' data. It generated an understanding of our current strengths, weaknesses, opportunities and threats. In brief, it defined eight key problems digital health could enable resolution to; it established an understanding of the digital health direction in Ontario and beyond; and it aided in the digital health Vision for Northwestern Ontario.

A Business Case and a Digital Health Strategic Roadmap have now been drafted, compiling all of the learning and conclusions to date, and will next enter a vetting and approval phase.

## Willow Place Respite Beds

Willow Place Community Transitional Care Unit is now offering three respite beds. Referrals are managed by Home and Community Care North West, and these units support respite services for clients and their families for up to 90 days each year. The respite beds replace units at PR Cook and Hogarth Riverview Manor (HRM), as Willow Place offers a structured and more suitable congregate living environment. The PR Cook Respite unit has reverted to a rental unit and has been matched with a tenant. The beds at HRM have been converted to long-stay long-term care beds while Willow Place remains open.

## Leading Seniors with Frailty Best Practices

St. Joseph's Care Group is working with partners across the continuum of care in the City of Thunder Bay to update the pathway for seniors with frailty. Led by St. Joseph's Care Group's North West Regional Seniors' Care Program and North West Regional Rehabilitative Care Program, with support from SJCG's Performance Improvement Coordinator, this will facilitate the implementation of two new best practice frameworks:

1. Ontario Health's "ALC Leading Practices to Prevent Hospitalization and Extended Stays for Older Adults," and
2. Rehabilitation Care Alliance/Provincial Geriatrics Leadership of Ontario "Rehabilitative Care for Older Adults Living With/At Risk of Frailty: From Frailty to Resilience."

Anticipated outcomes of this work include improving system navigation and supporting older adults to live well at home longer.



## Equity, Diversity, and Inclusion Council

Aligning with the strategic priority *Here for Our People*, work to advance equity, diversity, and inclusion (EDI) at St. Joseph's Care Group (SJCG) has begun. In November 2022, an Expression of Interest was sent to all staff, physicians and volunteers, seeking anyone who identifies as members of traditionally under-represented groups (e.g. women, Indigenous People, racialized, LGBTQ2S+, among others) and would like to participate on the new Equity, Diversity, and Inclusion Council (EDIC). The first EDIC, comprised of 18 members, met on January 25<sup>th</sup>, 2023.

With a direct reporting line to the President & CEO, the EDIC acts as an essential agent for establishing a comprehensive EDI foundation and framework, and will oversee and guide our organization in cultivating and promoting an environment characterized by equity, diversity and inclusion. The EDIC is considering next steps, including consultation and engagement of SJCG staff, physicians, students and volunteers, seeking feedback, experiences, potential barriers and insights about equity, diversity and inclusion. Information gathered will inform an organizational EDI Action Plan with tangible and meaningful initiatives.



## Improving Access to Wound Care through Innovative Technology

St. Joseph's Care Group (SJCG) received funding for a pilot project, implemented in December 2022, that uses innovative technology to support and build the capacity of wound clinicians in three regional communities: Sioux Lookout, Marathon and Kenora. While treating clients, clinicians at the client site wear modern, high-tech glasses that visually link to an advanced care wound nurse at SJCG. This virtual connection enables the clinician to care for the clients with real-time guidance from an advanced practice wound nurse without the need to hold a camera, enabling guidance for assessment, treatment and dressing choices for complex wounds.

To date, seven different providers have leveraged this technology to treat almost 20 clients, reducing the need for clients to travel to an advanced wound care site by more than 1,500 km. The pilot aims to demonstrate increased access to specialized wound care closer to home while promoting earlier identification and management of potentially devastating wounds leading to improved healing and avoidance of amputation.