

Mission Moment

“Dear Hospice Staff – St. Joe’s 4th Floor – Victoria, Ryan and All. My sister and I cannot express the gratitude in our hearts for your care of our father in his last days. He was so special and we were blessed to have you in our lives to help us deal with such a difficult time. You deserve more, but we wanted you to know we will never forget all you did for him and us. Thank God for people like you.”

~ Family Member, 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

Community Stroke Rehabilitation Pilot Project

In the fourth quarter of 2022, St. Joseph’s Hospital’s Neurology Outpatient Services completed the 7-week Community Stroke Rehabilitation Pilot Project. The enhanced staffing model was developed to deliver services aimed to achieve best practice standards by increasing the frequency of visits from 2-3 to 3-4 per week. As a result, the team provided an additional 339 client visits and showed improvement in the quality of service.

Neurology Outpatient Services turns to the future to continue improving access to care for post-stroke clients. In less than 7 weeks, the team achieved the following outcomes:

- Purchased \$35,000 worth of equipment and supplies to support the Community Rehabilitation Workers cohort, which provides culturally safe care to clients in remote Indigenous communities.
- Invested \$44,000 in capital equipment, such as exercise equipment, blood pressure monitors, and virtual care stations.
- Re-initiated a group program for post-stroke clients that implements chronic disease self-management principles.
- Instigated a proposal for a Community Transitions Program in collaboration with the Canada Games Complex by securing space and equipment to ensure accessible exercise opportunities are available for stroke clients transitioning to the community.

Neurology Outpatient Services will continue working with CorHealth and Ontario Health to prioritize and develop a multi-year plan for Community Stroke Rehabilitation in the region.

Connecting Long-Term Care Residents to Specialized Care and Supports

On April 13, 2023, St. Joseph's Care Group's (SJCG) Hogarth Riverview Manor welcomed colleagues from the City of Thunder Bay's Pioneer Ridge and Southbridge Pinewood for a media event where MPP Kevin announced *Local Priorities Fund Targeted Investments for Long-Term Care*.

The Local Priorities Fund enables long-term care homes to purchase identified specialized equipment and training that will benefit current and future residents of long-term care by prevent unnecessary hospitalization, enable better transitions from hospital to long-term care, and support individuals with higher care needs. For staff, it means having the right resources to deliver the safe, high-quality care that residents deserve.



SJCG received over \$700,000 in one-time funding for Hogarth Riverview Manor and Bethammi Nursing Home to make a number of improvements including:

- Purchase and installation of ceiling lifts to assist staff with safe lifting, and prevent injuries to residents;
- Specialized mattresses to prevent and improve healing of wounds such as pressure ulcers, and meet the needs of residents whose height and/or weight is above the average;
- Lipped mattresses that keep residents safer by reducing the likelihood of falls; and
- Furnishings and equipment to improve quality of life and dignity, such as bariatric assistive devices for toileting.

Here for Our Partners

Minister of Seniors and Local MP Tour Hogarth Riverview Manor

Residents and staff of Hogarth Riverview Manor (HRM) were delighted to meet Federal Minister of Seniors Kamal Khera, and Thunder Bay – Rainy River MP Marcus Powlowski, who visited the home on April 12, 2023.

Staff did a tremendous job of showcasing HRM, including the iCare process improvement program which was brought to life through a tour of 6 North (Rose) resident home area. Residents and family members warmly engaged with the MPs, sharing their experiences and learning from each other. The tour concluded in Willow Place, our transitional-to-community care unit. Minister Khera expressed keen interest in this unique model of care.



Improving Equity in Access to Palliative Care

Improving Equity in Access to Palliative Care is a new partnership between the Regional Palliative Care Program (RPCP) and Norwest Community Health Centres' Palliative Carelink (Palliative Carelink). Palliative Carelink is a program that supports individuals with palliative care needs and provides navigation with other healthcare professionals that strive to implement an earlier approach to palliative care. Specifically, the group endeavours to support a client's present condition while planning for future needs.

The new partnership focuses on improving access to palliative approaches to care with and for people experiencing homelessness or vulnerable housing. Mainstream models of palliative care often fail to consider the unique challenges faced by people experiencing homelessness or vulnerable housing. This can make it harder to access programs and services when they need it most. By improving equity in access to palliative approaches to care, we can:

- Ensure care is delivered in a safe and timely manner
- Allow people to receive care with dignity in an environment of their choice
- Reduce emergency department visits and hospital admissions

Palliative CareLink recently received a \$100,000 grant over four years to support the activities outlined in the project proposal to improve equity in access to palliative care. The program team is honoured to be a team participant and their expertise and knowledge to help Northwestern Ontario make measurable improvements for people experiencing homelessness or vulnerable housing to access the supports they need.



SJCG Awarded CCHL 3M Health Care Quality Team Award

On April 26, 2023, the Canadian College of Health Leaders (CCHL) announced St. Joseph’s Care Group (SJCG) as the recipient of the *2023 CCHL 3M Health Care Quality Team Award Within an Organization* for our journey of quality transformation at Hogarth Riverview Manor.

The 3M Health Care Quality Team Awards recognize innovation, quality, patient & family engagement, and teamwork. 3M Canada Company encourages institutions and healthcare providers to embrace quality management by developing innovative approaches that bring about sustainable improvement.

A video is being produced to showcase Hogarth Riverview Manor’s Quality Journey. The video will be unveiled at the award presentation ceremony which will take place at the CCHL National Conference on June 6, 2023.

SJCG Recognizes Judy Mostow With the 2023 Sister Dolores Turgeon Volunteer Mission Award

Volunteers are the heart of our community. Every April, we celebrate National Volunteer Week (April 16-22) recognizing the collective impact of volunteers in our communities and encourage volunteerism for years to come. This year, St. Joseph’s Care Group (SJCG) is honoured to present Judy Mostow with the Sister Dolores Turgeon Volunteer Mission Award, in recognition of her volunteer contributions to our organization.

Judy has been an integral member of many committees, councils, and initiatives. Some of her notable work includes:

- Participating in interview panels for leadership roles in the organization;
- Spending time as a Wayfinder, helping clients and families navigate to the supports they need.
- Supporting the Volunteer Services Advisory Committee;
- Assisting with the Client and Family Partner Program;
- Organizing the Client and Family Council, of which she is a founding member.



“When one door closes, another would open,” said Judy, reflecting on her time as a volunteer. “The door keeps opening to me. I keep being asked if I would be willing to volunteer, and it’s been an amazing journey. It’s been so rewarding – my life is rich and blessed because of all the doors that have opened to me. I can’t give back enough.”

Update on the Addictions Recovery Fund 3-Year Investment

On March 14, 2022, Associate Minister of Addictions & Mental Health Michael Tibollo announced a 3-year investment through the Addictions Recovery Fund to immediately expand addictions services and increase the number of treatment beds in the city of Thunder Bay.

In partnership between St. Joseph's Care Group (Sister Margaret Smith Centre and Balmoral Centre), Dilico Anishinabek Family Care, Canadian Mental Health Association Thunder Bay, NorWest Community Health Centres, Crossroads Centre, and North of Superior Programs, existing system capacity was expanded to include 14 new addiction beds (4 for withdrawal management, and 10 for stabilization), as well as local and district transportation services implemented to eliminate travel as a barrier to treatment.

Since its implementation, the pilot has seen numerous enhancements including:

- New referral pathways and transitions
- Enhanced phone screening and triage processes
- Capacity-building through withdrawal management training provided by St. Joseph's Care Group to community partners

In this third and final year of the pilot, the focus will be on evaluation and understanding future needs.

Quality Improvement Plan (QIP) 2023-2024

St. Joseph's Care Group launched its Quality Improvement Plan (QIP) 2023-2024, making it available to staff, partners and the general public. The annual QIP is prepared in alignment with the *Excellent Care for All Act (2010)* and reflects quality improvement priorities for St. Joseph's Hospital, Bethammi Nursing Home and Hogarth Riverview Manor.

This year's QIP was developed in partnership with SJCG's Client & Family Council and Indigenous Community Partners. The quality improvement themes reflected in the plan include service excellence, timely transitions, and safe and equitable care, and align with our 2020-2024 Strategic Plan priorities to address unmet needs through the provision of quality services and to keep staff, physicians, and volunteers safe at work.

A new addition to our 2023-2024 QIP is an Equity indicator, which monitors and improves access to culturally appropriate care offered through our Traditional Healing Program (THP), as part of N'doo'owe Binesi, or Indigenous Health Services. This year, our goal is to increase the number of client referrals to the THP, which facilitates access to traditional medicines, ceremonies and Elders for our clients. The Equity indicator will allow us to track the number of client referrals and take action to increase education for staff about the THP.