

Leadership Team Report

September 2023



Mission Moment – Pop Up Drive-Thru Serves Smiles

On July 16th, residents and staff of Hogarth Riverview Manor (HRM) were surprised to see a Tim Hortons Drive-Thru inside their Home. Residents from across HRM came to the 6th floor to enjoy a coffee and a sweet treat, and some coffee shop conversation.

Our staff were thrilled to see residents enjoying the life experience of visiting the drive-thru. There's not enough room to capture all the messages of joy and appreciation from residents and families. We are grateful to Cumberland Street Tim Hortons for donating coffee and Timbits, bringing smiles to residents, families and staff alike!



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

Mental Health Dental Clinic Resumes Service

On Monday, August 14, 2023, the Dental Clinic at St. Joseph's Hospital officially reopened to provide dental service to clients while they are attending the Mental Health Rehabilitation Program. This vital in-house service was temporarily paused during the pandemic (2021), presenting a gap in supporting good oral hygiene for clients. It meant that clients identified as needing oral care had to be matched to providers in the community who accept Ontario Works and/or Ontario Disability Support Program payment on a case-by-case basis.

Good oral hygiene plays a significant role in clients' confidence and overall mental health, especially as they are moving to more independent living. The dental hygienist and dentist work together to reduce anxiety of clients when attending a dental appointment, provide select dental care on site, and support referrals to community-based dentists and dental specialists as required. The dental hygienist also attends each of the floors in the East Wing to support healthy oral hygiene regularly with clients.

Lower Limb Preservation Project Update

The provincial Lower Limb Preservation (LLP) project co-led by St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre is well underway. This project seeks to improve outcomes for clients who are at risk for lower limb loss, reduce avoidable, non-traumatic major lower limb amputations, and improve equitable access for clients to integrated lower limb care.

In the early stages, the project focused on engaging key stakeholders from the four Ontario Health Teams within Northwestern Ontario together with a number of Indigenous health care providers and wound and vascular clinical experts from the region. These engagement sessions focused on building relationships, validating the needs of our region and identifying change initiatives. The change initiatives identified include: integrating regional vascular and wound pathways through an existing wound digital architecture; developing and implementing a shared model of care; conducting a prevention awareness campaign and a foot wear campaign; leveraging digital technologies to support rapid assessment of wound/vascular clients, and; hosting a regional, interprofessional wound care conference for stakeholders.

The interprofessional conference was held in June 2023, bringing together 180 local and regional attendees dedicated to authentic learning and collaborative improvement, guests spent the weekend addressing the unique needs of the region and developing the skills and connections to provide the best care closer to home. Throughout the 3-day conference, registrants had many opportunities to learn from more than 40 speakers, and participated in a number of skills labs, including compression therapy, wound bed prep, and offloading.



Later that month, the LLP team completed a community engagement visit to Eabametoong to educate the community about the project and collaborate on ideas to improve wound/vascular care in their community. Additional engagement/planning visits are scheduled in September with Eabametoong and Northwest Angle 33 First Nation. The remaining change initiatives are on schedule for implementation starting in October.

Here for Our People

Recognizing Staff, Volunteers, Physicians & Retirees Across SJCG

Summer in Northwestern Ontario is short, but we take full advantage of our sunny season. And nothing signals summertime like a barbecue!

Throughout June and July 2023, St. Joseph's Care Group welcomed staff, volunteers, physicians, and retirees to join us for summer barbecues. The 9 separate events were organized by a dedicated internal working group to recognize the commitment and importance of our staff across the organization.

Turnout was exceptional with over 1,300 meals served. Feedback was excellent, with staff appreciating the opportunity to gather, catch up with colleagues, and hear how much they are appreciated directly from colleagues and leadership alike. A special note of appreciation to our Learning & Development and Food Service teams for again going above and beyond to make these wonderful events a reality.



Chapel Blessing at St. Joseph's Heritage

As an act of kindness in service to all, the Auxiliary to St. Joseph's Care Group have continued their legacy of care for body, mind and spirit through the revitalization of the Chapel at St. Joseph's Heritage. On June 19th, 2023, the Chapel was officially blessed by Bishop Fred Colli and Father Francisco Blazek. Tenants of PR Cook Apartments and residents of Bethammi Nursing Home joined in celebration, alongside members of St. Joseph's Foundation, the Auxiliary to St. Joseph's Care Group, St. Joseph's Care Group's Board of Directors and Leadership Team.

To ensure access for all, the Chapel was moved to a new space and barrier-free flooring was installed. The WoodWerks division of our TeamWerks Co-Operative is proudly refurbishing pews for the Chapel.



Both the Chapel at St. Joseph's Heritage, and the renovation of the Chapel at St. Joseph's Hospital completed last October 2022, will stand in tribute to the legacy of the Auxiliary by creating a place of comfort and spiritual reflection for all.

Here for Our Partners

Making Connections with Communities

The Matawa Partnership Program at St. Joseph's Care Group provides mental health and substance use related services to the students who attend the Matawa Education and Care Centre (MECC) for their high school education. The majority of the students who attend the school relocate to Thunder Bay from one of the nine Matawa communities.

This spring, staff from St. Joseph's Care Group had the opportunity to travel with MECC staff to Fort Hope, Webequie and Neskantaga to attend the career and service fairs held in these communities. During these events, staff spoke with community members about our services at the school, mental wellness, as well as distributed a variety of wellness giveaways. Staff were invited to participate in community feasts, became more familiar with the communities, and were given personal tours by students. These travel opportunities were invaluable to our program as they allowed for further relationship-building through the development of trust and connection with families, students and community members, and we are planning more travel for this upcoming school year. These enhanced connections to the communities allows the team to expand their learning of Indigenous culture and tradition, enhancing their ability to practice with cultural competency and humility.

In addition to travelling, our relationship with our Matawa partner was further enhanced when the MECC Elders provided guidance and support with giving our program a name in the traditional language that respectfully acknowledges the work that we do. We are honored to be named Oshkibiimaates Wiidoogakewin, meaning Youth Support.

Ontario's Chief of Nursing & Professional Practice Visits St. Joseph's Hospital

On June 23, 2023, St. Joseph's Care Group welcomed Dr. Karima Velji, Ontario's Chief of Nursing and Professional Practice and Assistant Deputy Minister.

Dr. Velji wanted to hear firsthand from staff on the front lines of healthcare on how they are innovating and using technology, and what challenges and opportunities exist to do more for Ontarians. A mix of managers, coordinators, and staff hosted 'world cafès' where Dr. Velji and representatives from Ontario Health North West were able to have an immersive experience with the following:

- Culture is Care – N'doo'owe Binesi, Traditional Healing Across SJCG, Walking With Humility, and Repairing the Sacred Circle
- Lower Limb Preservation – Regional Referral and "Virtually There" Remote Wound Care Glasses Demonstration
- More Access to Psychotherapy in Northwestern Ontario – Ontario Structured Psychotherapy Program
- Frailty Identification & Transition – Getting FIT by Improving Transitions Between Care Environments for Older Adults

We are honoured to hear Dr. Velji's summary of the visit via X (formerly Twitter), where she said: "Beautiful Culture. Great Wisdom. Wonderful innovations. So impressed."



North West Behavioural Supports Ontario Team Retreat – Importance of Understanding Personality, Personhood, and Personal Expressions: The Foundation of Behavioural Supports

On June 13-14, 2023, the North West Behavioural Supports Ontario (BSO) Team, comprised of 40 health care professionals from long-term care homes (LTC), hospitals, and organizations across the region participated in a 2-day education, learning and teambuilding event. The event included interactive sessions from Willow Springs Creative Centre, Melissa McClement, Creative Services & Training Facilitator, and education sessions led by Dr. Edouard St. Pierre and Dr. Kyle Hampe from St. Joseph's Care Group (SJCG).

SJCG, as the North West Lead organization for BSO, developed a strong agenda for the 2 days and evaluation results indicated the sessions successfully met participant needs. The presentations on Personality Disorders and Severe Mental Illness in Older Adults were highly favoured and well received. Participants travelled from across the region and had the ability to network and develop strong collegial alliances with one another.

Regional Rehabilitation Care Program Outreach Team

The North West Regional Rehabilitative Care Outreach Program is pleased to welcome two new physiotherapists: Jason Taddeo and Peter Jordan. Currently, the program is supporting Geraldton District Hospital, The McCausland Hospital in Terrace Bay, and will begin to provide outpatient coverage to Sioux Lookout Meno Ya Win Healthcare. The Outreach Program continues to provide physiotherapy services to The McCausland Hospital and occupational therapy to both The McCausland Hospital and Wilson Memorial Hospital in Marathon, and was able to provide short term coverage for Red Lake Margaret Cochenour Hospital in August to support the sole charge physiotherapist vacation.

The Outreach team is currently preventing the closure of two physiotherapy departments.

Every Voice Counts! Informing our Next Strategic Plan

Every Voice Counts – it's a simple message that describes the importance of giving input and feedback on St. Joseph's Care Group's (SJCG) next Strategic Plan. To continue to serve the people of Northwestern Ontario now and into the future, we need to understand the programs and services people value and why, as well as areas of opportunity to meet emerging and unmet needs. Summer of 2023 saw the launch of our two-phased engagement strategy:



Phase 1: Survey – between July 10 and August 14, 2023, we invited staff, clients, families, health system and community partners, and the broader public to complete a survey to help inform our next strategic plan. Questions were geared towards individuals based on their experiences with SJCG, and because we know that people may experience SJCG in different ways (eg: a staff member who is also a client and a family member of someone else receiving care), we encouraged people to complete the survey under each applicable category.

Our region really came through: nearly 900 people and organizations took the time to complete the survey.

Phase 2: Interviews & Focus Groups – Santis Health is compiling the Survey data by category. In August and September, a series of interviews and focus groups will be hosted by Santis Health to dive deeper into the survey responses. This step will validate understanding of the data collected, and dial in the themes that are most important to the people of Northwestern Ontario.

Through EveryVoiceCounts.ca, along with Insider News and direct email to key partners, we will continue to keep our stakeholders informed on the development and launch of our new Strategic Plan.