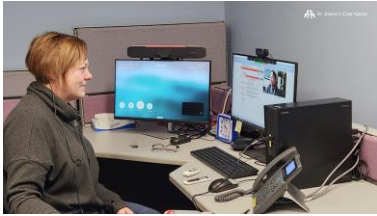


Leadership Team Report

March 2024



Mission Moment



For people in Northwestern Ontario coping with hearing loss, frequent travel for adjustment sessions (mapping) can be a significant barrier. In fact, some people choose not to have cochlear implant surgery because of the need for travel. Enter St. Joseph's Care Groups' (SJCG) Cochlear Implant program, which brings care closer to home by connecting St. Joseph's Hospital with Sunnybrook Health Sciences Centre or SickKids Hospital in Toronto.

Leslie Ryan is a big fan of this local program, and she makes a point of recommending it to anyone living with or considering a cochlear implant. "I can't tell you how happy I was," says Leslie. "To have hearing loss all my life and to have Carlee, my Speech-Language Pathologist, help me connect with Amy, my Audiologist at Sunnybrook, for virtual mapping sessions is a breakthrough in technology. It gave me so much comfort because I didn't have to be away from home to receive care."



Read Leslie's story on SJCG's social media channels (LinkedIn, Facebook, Instagram & X) as well as on our website.



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

Unique Role of Indigenous Health Associates in Long-Term Care

The Indigenous Health Team plays an integral role in ensuring that high quality, culturally safe care is available to clients and residents. Sage Laliberte is an Indigenous Health Associate assisting residents of Hogarth Riverview Manor (HRM) in accessing culturally safe care and traditional healing, among many other important Indigenous-led supports. Recently, a resident at HRM wished to travel to their home community to attend a celebration of life for two very close family members. Sage and the leadership team at HRM worked with representatives from Aroland First Nation to make all the necessary arrangements to ensure the resident could travel and attend the celebration.

When plans changed suddenly, Sage responded quickly to ensure this very important opportunity was not lost. Sage received a call at 9:30am on a Sunday morning to learn that the celebration of life would be taking place the next day, a full two-weeks earlier than expected. Sage took immediate action and reached out to the Director of Care, Administrator, and Clinical Manager in hopes that together they could make all the necessary last minute arrangements.

The team sprung to action and by 11:30am that same day they had; a Leave of Absence (LOA) order approved by the Nurse Practitioner, an appropriate loaner wheelchair secured, a travel lunch prepared, LOA medications from the pharmacy, and 1:1

education provided to the resident on how and when to take the appropriate medications. Two and a half hours later, the medical transport arrived and the resident traveled safely to Nakina. Sage and the HRM team demonstrated the SJCG corporate values of Care, Compassion & Commitment to support the resident's goal of attending the celebration of life.

Winter Fun in High Support Housing

Outdoor recreation has a positive impact on mental illness and has been shown to improve quality of life. A recent group activity brought smiles to everyone in Mental Health High Support Housing. Clients and staff participated in a winter sleigh ride in the country. It was an afternoon filled with fun, excitement and lots of fresh air. After the sleigh ride, the group went for a walk in the woods and enjoyed lunch together in a cozy cabin. The positive response from the clients was overwhelming as they not only appreciated the activities, but also the opportunity to socialize and enjoy nature together. After all the fun, everyone can't wait for the next adventure.

Client and Family Engagement Lead Role Making an Impact

Through funding from Ontario Health North West last fiscal year, SJCG established the role of Client & Family Engagement Lead within Seniors Supportive Housing. The main goal of this added resource was to engage with clients and families at both PR Cook and Sister Lila Greco Apartments to shape services that support our clients in their homes, ultimately helping to keep people living at home longer. Deanna Bessel, the Client & Family Engagement Lead, held a number of individual and group engagement sessions that focused on safety and wellness. Feedback covered security within the sites as well as the breadth of services that clients and families want to see.

With the help of the management and support services team, many improvements that were identified in the engagement were successfully implemented. Deanna also made sure that all clients were aware of the Client Satisfaction Survey and as a result, both the number of surveys completed and survey results increased significantly from 2022 to 2023. The most notable increase was in response to the question "How often did staff involve you in planning your (or your family member's) care?" which improved from 2.98/5 the previous year to 3.79/5.



RRCP Recruits Occupational Therapist for Regional Services

The North West Regional Rehabilitative Care Program (RRCP) Outreach team recruited a new Occupational Therapist (OT) to backfill the provision of services at the North of Superior Healthcare sites (The McCausland Hospital in Terrace Bay and Wilson Memorial Hospital in Marathon), as well as the Nipigon District Memorial Hospital. The RRCP Outreach team continues to successfully recruit rehabilitation professionals to support regional vacancies where filling temporary positions can be challenging, particularly with the growing health human resources shortage of physiotherapists and occupational therapists.

As reported in September 2023, two new physiotherapists continue to provide services to Geraldton District Hospital, The McCausland Hospital and Atikokan General Hospital. The RRCP Outreach program has served 383 clients with 1,200 visits as of December 31, 2023, surpassing its annual target of 300 clients and 1,000 visits.

Supporting Community Partners

In November, Brain Injury Services Northern Ontario (BISNO) reached out to the outpatient Seniors' Programs at SJCG to request education for their team. BISNO, a community partner, was seeking to enhance their knowledge of caring for people living with dementia and learn more about outpatient geriatric services in general.

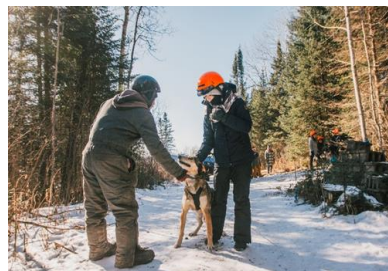
Behavioural Education Lead, Dawn Shea, and Seniors Outpatient Services Nurse Practitioner, Miriah Botsford, collaborated with BISNO to develop and jointly facilitate an education session for BISNO's Community Rehabilitation and Outreach Services team. The education focused on dementia, symptoms of dementia, screening and monitoring tools, and case study reviews. It was also an opportunity to share more about SJCG Specialized Geriatric Services and referral criteria.

N'doo'owe Binesi, Healing Thunder Bird, Indigenous Health Division's Cultural Approach to Wellness

It is important to acknowledge the hardships associated with working in healthcare, and that Indigenous peoples carry additional hardships, facing racism and discrimination on a frequent basis, leading to higher rates of compassion fatigue, burnout, and high turnover.

N'doo'owe Binesi staff attended a retreat on February 23, 2024 at Boreal Journey Dog Sledding. The retreat brought the team together through deep cultural connections to the land and animals. Using an *All My Relations* approach (understanding the connection of all things), the team focused on how connecting with the descendants of the wolf, the trailblazers, can help them continue creating and shaping culturally safe care pathways for everyone. The healing from the staff retreat prioritized supporting the team's emotional, mental, physical and spiritual wellness in a good way.

Utilizing Indigenous culture allows N'doo'owe Binesi staff to heal from the land. This ensures that the team are all able to use their gifts to the fullest while providing care for clients, residents and staff across SJCG.



Leadership ECHO Pilot

With over 50 attendees, SJCG launched a first-of-its-kind Leadership ECHO Pilot on January 25, 2024, continuing to evolve our leadership development programming and grow our teams in innovative ways. Following the ECHO model of an inclusive, non-hierarchical, "all teach, all learn" sharing of knowledge, the management team has been invited to participate in the seven session Leadership ECHO series over 3 months. The sessions provide an opportunity to come together with peers, build relationships, support one another, and informally collaborate, while receiving recommendations about leadership issues that are relevant and meaningful to them.

Alternate Level of Care Funding Announcement 2023-2024



On February 15, 2024, MPP Kevin Holland announced \$4.6 million in one year (2023-2024) funding on behalf of the Ontario government to increase capacity for care closer to home across Northwestern Ontario, provide more care in the right place for people whose needs are not best met in a hospital, and enable earlier interventions to keep people healthier, longer.

SJCG has used this investment to create, sustain or enhance six programs/services unique to the needs of our clients and our region including: Willow Place Community Transitional Care Unit, Frailty Identification & Transition (FIT), Behavioural Supports, North West Regional Rehabilitative Care Program, Seniors' Supportive Housing, and the PR Cook Bedsitter Program.

Showcase of Health Research Celebrates its 20th Year!

SJCG celebrated the 20th anniversary of the Showcase of Health Research on Friday, February 9, 2024. Hosted by our Centre for Applied Health Research, this event highlighted new approaches to care and disseminated research relevant to the health of Northwestern Ontarians. Showcase featured opening remarks from Janine Black and Dr. Michel Bédard, 7 oral presentations, 39 poster presentations, and hosted nearly 200 registrants.

