

Mission Moment – A Recipe for Joy

What started as an idea has become a recipe for joy at St. Joseph's Heritage. Residents & tenants were asked to share their favourite recipes, or Culinary Delights, to potentially be added to the regular menu, something Helena was excited to do. "I brought Pineapple Delight to a party and shared it with everyone," said Helena. "It called for whipping cream and crushed pineapple, but I like to use pineapple chunks instead as it gives more texture."

First, Food Services met with Helena to learn how she prepares Pineapple Delight. Then, they prepared the dessert for Chef Helena to critique, relying on her guidance to improve taste and texture. Once perfected, it was added to the menu in August 2024.

Culinary Delights has been a hit with everyone, bringing a taste of the familiar with more variety to our menus.



- Submitted by Nutrition & Food Services

Drive High-Quality People-Centred Care

Milestone Alert! 4,000 Quality Improvements at Hogarth Riverview Manor

June was a time of celebration at Hogarth Riverview Manor as the Home reached the milestone of implementing 4,000 quality improvements!

It's a quality journey that began in November 2020 with the introduction of unit quality improvement huddles. Frontline and support staff from each unit gather around quality huddle boards every day of the week for 15 minutes, generating ideas for process efficiencies and improving resident quality of life. Ideas are recorded on an iCare improvement ticket and are followed through to completion. This approach brings together interdisciplinary members to support each other in delivering quality care.

As each iCare ticket is completed, a small celebration is held on the unit and members are recognized for their contributions. The practice of implementing improvements and recognizing staff daily has created a culture of continuous quality improvement, spreading common language, aligning strategic priorities with frontline work, improving communication by breaking down silos, and improving resident-centred care.

Leadership Team Rounding Pilot Program at St. Joseph's Hospital

Leadership rounding in healthcare is a practice where leaders, such as Vice Presidents and Directors, regularly visit and have conversations with frontline staff. It's a proactive approach that emphasizes visibility, accountability, and vested interest in the needs of staff and clients.

The team at St. Joseph's Hospital's 4 South Transitional Care unit worked collaboratively with the Vice President Clinical & Chief Nursing Executive, Vice President People & Mission, and the Director of Inpatient Care together with unit Managers to pilot rounding that focused specifically on a quality issue identified as most important to staff. Over the past year, the team gained a shared understanding of what are called 'complex behaviours' exhibited by clients.

This pilot will lead into the rollout of the quality program at St. Joseph's Hospital later this year.

Positive Changes for Addictions Services

Balmoral Centre, our withdrawal management centre located at 667 Sibley Drive, is operating above capacity. Originally envisioned as a sobering centre where clients accessing care would be ambulatory, it has grown well beyond its initial purpose to offer medically-supported withdrawal management. Anyone entering the building must be able to navigate stairs up or down, or fit within a small lift. All space within this building has been fully utilized.

Crossroads Centre is a pre- and post-treatment centre for people living with addiction. Located at 500 Oliver Road, it is a former elementary school that has more space than is required for pre- and post-treatment. The building is a single-story structure that is fully accessible.

In July 2024, St. Joseph's Care Group announced that we will 'swap' locations. It's a complex move because we will sustain operations without a disruption to care. In the months to come, withdrawal management will move from the Sibley Drive location to Crossroads Centre on Oliver Road. Both programs will run concurrently at that site while Sibley Drive is renovated and readied for pre- and post-treatment clients and staff.

This move will bring safer care in an environment more suited to the clients served, better access to a continuum of services in mental health and addictions, and the room to embed programming and spaces for healing and ceremony for Indigenous Peoples.



Nurture our People

Gardening Meets Menus



Clients and staff alike are growing smiles by taking fresh to a whole new level. Guided by St. Joseph's Care Group's Green Team, a gardening committee, green spaces are popping up at a number of sites.

The photo on the left is of green onions growing at our St. Joseph's Heritage Site. Staff, together with tenants and residents, cared for the plants through the summer. At harvest time, the green onions made their way to the Lodge on Dawson, and were used for a DIY Nacho night (photo to the right).

Fresh rosemary, chives and parsley were selected by residents of Bethammi Nursing Home to be grown in the balcony area – an area recently refreshed with thanks to St. Joseph's Foundation and a generous donation from Tbaytel. Upon harvest, the herbs are used by our Food Services staff to create delicious meals.



Gardening has planted the seed of generosity, with residents and staff alike generously showing their support through the donation of soil, as well as bedding plants including kale, Brussels sprouts, and tomatillos.

Operation Night Owl – Surprise Appreciation

Not everyone can make it to staff appreciation events like our summer barbecues, so we bring the party to them. Dubbed Operation Night Owl, groups gather at midnight bringing cheer and surprises to our 24/7 sites.

So what does Operation Night Owl look like in practice? The picture to the right was taken on June 27 when the stealthy team of Tammy McKinnon, Kimberly Upton, Andrea Docherty, and Jonathon Riabov toured the halls of Hogarth Riverview Manor, Sister Leila Greco Apartments, and Willow Place. As you can see in the photo, Tammy and Jonathon took their mission to spread cheer seriously – demonstrating to our *Top Dog* staff how far we would go to *Catch Up* (Ketchup) by meeting them where they're at.



Staff were still talking about the midnight adventure days later, and expressed how much fun they had.

An Update on the Clinical Scholar Program

Nurses in their first year of practice are at the highest risk of leaving their employer. To address this challenge, we introduced the Clinical Scholar Program (CSP) during the pandemic—a support system where an experienced nurse is assigned and dedicated to helping new graduate nurses and internationally educated nurses transition smoothly into their careers.

The results speak for themselves. In 2023/24, we achieved a remarkable 100% retention rate for new nurses. Participants shared that the program significantly boosted their confidence and competence, helped them navigate stressful situations, and eased their integration into St. Joseph's Care Group. Additionally, the need for extra orientation shifts among new staff has decreased, indicating quicker acclimatization and readiness for full responsibilities.

The CSP does not just help retain staff; it contributes positively to overall job satisfaction, creating a more stable and supportive work environment for everyone. Presently, one CSP is funded through the province. Recognizing the value of this role, St. Joseph's Care Group has chosen to add a second position.

Lead and Enhance Regional Specialized Care



Northwestern Ontario Regional Rapid Access Addiction Medicine

On March 31, 2024, a new regional Rapid Access to Addiction Medicine (RAAM) website launched, making it easier for people to quickly and confidentially find resources on and connect with the closest RAAM clinic. www.nworaam.ca

RAAM clinics provide low-barrier, walk-in access to specialized services and care through time-limited services including peer support, pharmacotherapy, brief counselling, and referrals to community services. There are currently 8 sites operating in Northwestern Ontario: Thunder Bay, Kenora, Marathon, Nipigon, Sioux Lookout, Rainy River, Longlac, and Dryden. St. Joseph's Care Group is the lead organization for regional RAAM Clinics.

Strategic Enablers

Announcing St. Joseph's Care Group's New Employee & Family Assistance Program Provider

Starting October 1, St. Joseph's Care Group (SJCG) will have a new, locally based Employee & Family Assistance Provider: Thunder Bay Counselling. Thunder Bay Counselling is a provider of personal and workplace support services in Thunder Bay that serves a wide range of clients from diverse backgrounds, cultures and professions. They are independently operated, not-for-profit, and their staff are professionally trained with backgrounds in social work, addictions and mental health, child and youth work, and the financial industry.

There is a 'soft transition' period for people who are currently accessing services from our Behavioural Sciences Centre (BSC). Over the month of October, staff or their families from SJCG who have not completed their care journey will be warmly transferred to Thunder Bay Counselling Centre. The final day of BSC operations is Thursday, October 31, 2024.