

Mission Moment

The health care team who took care of my brother during his stay was stellar. The social worker, Georgia, worked so very hard to contact me after my brother's passing which was not an easy task, and I will be forever grateful. Her kind words about my brother during his hospitalization have helped heal my heart. The rehabilitation team, including the physiotherapist and occupational therapist, were wonderful when my husband and I visited, as we shared stories about my brother. We laughed and teared up, and I think it helped all come to terms with his sudden passing. Thank you to all the nurses and doctors that were there for him as well. St. Joseph's Hospital must be proud of their staff. I worked in healthcare for over thirty years, and I understand the gratifying work, as well as the hurdles we face. Thank you to all St. Joseph's Hospital staff for their dedicated care to the patients and their families. Keep up the great work.

— Family Member, St. Joseph's Hospital

Drive High-Quality People-Centred Care

Aligning Accreditation with SJCG's Daily Work

St. Joseph's Care Group (SJCG) is participating in the Qmentum Global Accreditation program. Qmentum Global's programs enable organizations to provide reliable, high-quality care through evidence-informed standards, practices, and resources to keep clients and the workforce safe. Under Qmentum, a series of activities will be completed between 2023 and 2026, ensuring that quality is embedded in daily work, culminating with an on-site survey planned for 2026.

A key milestone of the program has been the completion of self-assessment surveys. Teams across SJCG reviewed just under 1,500 detailed standards, determined where gaps existed, demonstrated that the organization is achieving about 95% of the standards, and developed plans to meet the remaining standards. A reporting dashboard has been created to track progress on the standards and map them to work underway on the Strategic Plan, Quality Improvement Action Plan, and/or operational projects. This process provides clear actions and accountabilities, offers an overall snapshot of Accreditation preparedness, and aligns the work of Accreditation with key operational and strategic initiatives.

A steering committee, led by the Quality team, will be formed in early 2025 to focus on activities required in preparation for the on-site survey in the spring of 2026.

Inpatient Rehabilitative Care Substance Use Health Strategy

To further advance the development and implementation of an Inpatient Rehabilitation Substance Use Health Strategy at St. Joseph's Hospital, SJCG is drawing on internal expertise. The Northwestern Ontario Regional Rapid Access Addiction Medicine (RAAM) Coordinator will support the creation of a model of care for clients admitted with a substance use disorder or those experiencing problematic substance use including, but not limited to: client assessments, care coordination, discharge planning, and knowledge transfer within the clinical teams. The Medical Director, Addictions Medicine, will lead an Addictions Consult service to support rehabilitative care clients. A Mental Health Support Worker from N'doo'owe Binesi will provide comprehensive assessments and case management for Indigenous people, helping clients individually and in group settings.

According to the Canadian Mental Health Association, it is estimated that 21% of Canada's population will meet the criteria for addiction in their lifetime. In Ontario, one in 10 people use substances problematically. The client population at St. Joseph's Hospital is reflective of this population and includes people who require medical care *and* live with substance use/misuse issues. The introduction and coordination of these specialized resources within Inpatient Rehabilitative Care will enhance the service model and improve the experiences of both our clients and staff.

Robinson-Superior Treaty Art Installation at St. Joseph's Care Group Hospital

On November 8th, 2024, during Treaties Recognition Week, SJCG was joined by Elders and dignitaries to unveil a new permanent display. The Robinson Superior Treaty of 1850 is reproduced on the left-hand side. At the centre is "The Seven Clans," an original artwork by Jessica Mamakeesick. On the right is a panel depicting Anishinaabek culture and the land on which SJCG operates.

At the unveiling, Fort William First Nation Chief Michele Solomon spoke about the importance of taking the time to share information and truth about the Treaties. A total of 50 staff, visitors, clients and family members attended the event.



Art is a powerful communicator of word, thought and emotion. A staff member stood next to a client who identified herself as a member of Sandy Lake First Nation. The client said she was surprised to see a painting like this in our hospital, and described the painting as "...so beautiful it gave her a lump in her chest, (and that she is) happy to sit and admire it."

The art installation is located in the main hallway of St. Joseph's Hospital where hundreds of clients, visitors, and staff will be warmly welcomed by the installation and oriented to the space in which we live and work. Over the next year, smaller versions of the display will be replicated across SJCG's sites.

The above is a portion of a story featured on SJCG's Facebook, LinkedIn, Instagram, and X. Follow us on Social to stay in the know.

Closer to Home: Bringing Vaccinations to Tenants of Seniors' Supportive Housing

Immune systems change as we age, making it harder to fight off infections. Annual vaccinations help protect seniors from severe illness and can reduce the likelihood of experiencing serious complications. While there are several immunization clinics around the city, it is not always easy for tenants to attend in the community. The team at Seniors' Supportive Housing worked with Janzen's Pharmacy to bring vaccination clinics for Influenza, RSV, and COVID-19 directly to tenants of PR Cook and Sister Leila Greco Apartments.

On the day of the vaccination clinic, a Client Counselor was available to assist tenants with any questions, and the Support Services team was also available for clients experiencing post-vaccine issues. The response was excellent, and over 180 people received their vaccines.

Nurture our People

Compassion in Action



On Monday, November 4, 2024, SJCG hosted its 10th annual Ethics Breakfast. This hybrid event (in-person and online) was attended by over 80 participants.

This year's theme was **Compassion in Healthcare**, which deeply resonates with SJCG's core values of **Care, Compassion, and Commitment**. These values guide the work and interactions of staff, physicians, and volunteers, shaping how SJCG provides people-centred care. Continuing to educate and reinforce the importance of compassion in healthcare is essential to ensure that SJCG remains true to these principles.

Dr. Shane Sinclair, PhD, founder of the Compassion Research Lab, spoke about the crucial role compassion plays in healthcare environments and in delivering high-quality client care. The presentation framed compassion as an integral part of the healthcare journey and included not only the relationship with the client, but also the relationships between colleagues, support team members, volunteers, families, and the broader community. Participants had the opportunity to engage in a reflective discussion and worked together to brainstorm how they can intentionally incorporate more compassion into their daily practices.

Want to learn more about this story, and the ground-breaking next steps? Visit SJCG's LinkedIn: [www.Linkedin.com/company/StJosephsCareGroup](https://www.linkedin.com/company/StJosephsCareGroup)

Learning and Connecting - Volunteer Retreat

On November 5, 2024, nearly 50 volunteers gathered for a collaborative educational retreat hosted by SJCG and Thunder Bay Regional Health Sciences Centre (TBRHSC).

The retreat began with a presentation from a physician on **Understanding Your Mental Wellness**. The presentation shared mental health resources available to volunteers through SJCG, notably the Ontario Structured Psychotherapy Program. Staff from TBRHSC shared information on anti-stigma work around substance use and addiction, as well as the cultural and spiritual significance of sacred objects in healing practices in Indigenous culture.

All three presentations explored the importance of creating safe and supportive environments for staff, volunteers, and others, and offered valuable insight to volunteers.

Take Our Kids to Work Day

On November 6, 2024, grade 9 students joined SJCG staff and explored healthcare careers firsthand. The morning opened in a good way as one of the Cultural Practitioners from N'doo'owe Binesi provided teachings about health, safety and wellness in the workplace. Participants also had the chance to practice nursing skills in the Simulation Lab and participate in interactive activities to explore physiotherapy, occupational therapy, social work, psychology, speech-language pathology, and the role of dietitians. Students also engaged in a fun taste-testing experience while learning about Nutrition & Food Services, and toured the behind-the-scenes operations of St. Joseph's Hospital to learn about the skilled trades and other corporate services.



In the afternoon, some students shadowed their parent/guardian, or another staff member, while other students stayed at St. Joseph's Hospital with the Take Our Kids to Work Day Working Group for a series of learning and fun activities. A highlight for students and staff was the creation of a student-led kindness cart. Students visited several different departments to deliver kindness and talk to staff about their roles in healthcare. This early recruitment initiative continues to be a way to celebrate SJCG's amazing staff and highlights the Care, Compassion and Commitment they bring to their work each day.

Lead and Enhance Regional Specialized Care

Community-Based Stroke Expansion for the North West Transition Groups, Outreach Team, and Stroke Navigator

Neurology Outpatient Services and the North West Regional Rehabilitative Care Program (RRCP) received just over \$600,000 in permanent funding from CorHealth and Ontario Health North West through the Community-Based Stroke Funding Strategy.

Of the funding received, \$134,000 will be used to expand Neurology Outpatient Services to assist clients transitioning from hospital-based outpatient care to the community, specifically with mobility and communication goals post-stroke. The remaining

\$467,000 in funding will be used to implement both a new Stroke Navigator role for the North West region and a Community-Based Stroke Rehab Outreach Team, based on the successes of the North West Regional Rehabilitation Outreach team.

Launched in November 2024, the Community-Based Stroke Outreach Team will serve clients from communities east of Thunder Bay, as well as remote First Nations in Treaties 5 and 9. Clients will receive evidence-based stroke rehabilitation services virtually and/or in-person in their home communities comprised of physiotherapy, occupational therapy, rehabilitation assistance, and social work.

The RRCP also created the Stroke Navigator role, which is new for Northwestern Ontario. The Navigator supports people living with stroke and their families along their journey of recovery, prevention, return to meaningful activity, and reintegration into life after stroke. The Navigator provides guidance, reinforces education, and increases access to, and coordination of, healthcare and community services.

Strategic Enablers

Evolution of the Capital Planning Working Group

SJCG formed a Capital Planning Working Group in September of 2023. This year, the Working Group evolved its approach based on experiences from the first year of operation. This internal group brings together SJCG's clinical and corporate services as well as St. Joseph's Foundation of Thunder Bay (the Foundation) to guide organization-wide capital planning.

The primary objective is to compile and prioritize capital requests using a transparent prioritization tool. Bringing together diverse internal interest holders ensures priorities identified are positioned for successful implementation. While the Working Group's primary accountability is to guide the development of capital budgets for the upcoming year, the team also maintains a multi-year capital plan which is integral to SJCG's medium and long-term capital planning.

The Working Group provides a structured setting and approach that allows clinical management, corporate managers and the Foundation to effectively plan together. This collaborative forum has increased the efficiency of the capital budgeting process and improved the transparency of the process used to prioritize capital requests. It is anticipated that this process will expedite the capital budgeting process as Leadership Team will receive a capital budget submission where significant engagement and consultation have occurred before the capital budget is tabled for consideration.