

Mission Moment



A Community Conversation on Safety, Belonging, and Well-Being

On November 13, 2025, the City of Thunder Bay hosted a community-wide forum to bring together residents, local leaders, service providers, Indigenous partners, youth, and equity-deserving groups to explore what safety and well-being mean in our community.

Designed to help drive Thunder Bay's next Community Safety & Well-Being Plan, the topics covered – like housing and belonging, mental health and

substance use, and inclusion - were deeply personal to many in attendance. Cindy Erwin and Brock Lambert, Addiction & Mental Health Counsellors from the Sister Margaret Smith Centre, were on site to provide brief support and a listening ear for anyone who may have felt unsafe or triggered by the conversation.

St. Joseph's Care Group was proud to support this forum because creating safer, healthier communities requires spaces where people can listen, learn, and engage with one another, especially around complex, real-life issues. By supporting opportunities for respectful dialogue and shared understanding, we contribute to a stronger, more connected Thunder Bay where community safety and well-being are built together, for everyone.

- Submitted by Communications & Government Relations

Drive High-Quality People-Centred Care

Enhancing Care Through Modern Electronic Health Records Systems

Technology is a powerful tool to enhance the delivery of client care. Modern electronic health records (EHR) systems enable staff to work more efficiently, make informed decisions, and focus on what matters most: providing safe, high-quality, person-centred care. While no single system is designed for a multisector provider like St. Joseph's Care Group, two key projects are underway to modernize EHRs in our hospital and mental health and addictions sectors.

Meditech Expanse

Meditech Expanse (Expanse), built for hospital environments, aims to enhance clinical decision-making and streamline workflows while equipping staff and physicians with modern tools to work efficiently. The project officially began in February 2025, and we are now moving from the planning phase into system design. To ensure it meets organizational needs, staff and physicians with diverse roles and expertise contributed input on workflows, configuration, and operational readiness. Recent engagement included:

- Over 50 staff participating in region-wide working groups to review clinical processes against system design
- More than 100 staff involved in discussions and walkthroughs to validate equipment and hardware requirements
- Physician leaders reviewing and refining hundreds of clinical order sets

EMHWare

While Meditech Expanse is designed for hospital environments, it will be adapted to meet the specific needs of community mental health and addictions programs in a later phase. To ensure we continue to meet current provincial requirements in the meantime, EMHWare is being deployed as an interim electronic medical record. This approach

allows staff to maintain compliance, support client care, and prepare for a smooth transition to the fully integrated system once Expanse is customized for our multisector organization.

Positioning for the Future

Building on these successes, adopting modern electronic health records positions St. Joseph's Care Group to leverage emerging technologies, explore innovative models of care, and respond effectively to the evolving demands of a complex, multisector healthcare environment. These initiatives strengthen organizational agility and lay the foundation for integrated, data-informed decision-making across hospital, community, mental health, and long-term care programs.

Did you know? We have seen the benefit of modern EHRs firsthand with the 2024 implementation of PointClickCare in long-term care and supportive housing. Staff reported easier documentation and streamlined workflows, while modules such as Wound Care enhanced resident monitoring and reporting.

Nurture Our People

Investing in the Next Generation: Employee Dependent Scholarships



St. Joseph's Care Group (SJCG) recently launched the Employee Dependent Scholarship Program, awarding ten \$1,000 bursaries annually to the children or dependents of staff.

Applications must be enrolled in part- or full-time degree or diploma programs at recognized post-secondary institutions. They are evaluated on a number of criteria including the impact of the award on growth and career path, intent to work in the healthcare field, and extracurricular activities or community volunteerism. Selection criteria also include self-identification, with 70% this year's recipients identifying with equity-deserving groups.

The impact of the program is reflected in recipients' feedback. One student shared: "Your support helps alleviate financial pressure with textbooks and clinical requirements, allowing me to focus fully on developing the skills required to succeed in my profession. Receiving this scholarship has strengthened my motivation and confidence, and being recognized for my hard work affirms that my efforts and goals are valued. Thank you for investing in my education and supporting students pursuing careers in healthcare."

This testimony highlights how the scholarships not only provide financial relief but also inspire confidence and reinforce the value of hard work. Through this program, SJCG is investing in the future of healthcare while strengthening connections with staff, families, and the next generation of healthcare professionals. The scholarships celebrate staff contributions while supporting students as they take the next step in their educational journey.

Help us celebrate our scholarship recipients! Like and congratulate the recipients, and amplify recruitment, on our January 21 social media posts.



Lead and Enhance Regional Specialized Care

Advancing Our Strategic Vision: Coordinating Regional Programs for Better Care

In October 2025, St. Joseph's Care Group updated its Strategic Plan to prioritize coordinating regional programs to deliver equitable specialized services across Northwestern Ontario, as close to home as possible. This reflects our commitment to improving access, consistency, and quality of care for communities across the region.

To support this strategic direction, all Regional Programs have been consolidated under the Vice President, Clinical & Community, and a new Director of Regional Programs role has been created through conversion of an existing position. This role serves as a strategic enabler, fostering alignment and coordination across the region, standardizing program planning and service delivery, and optimizing resources, all while ensuring programs remain responsive to the unique needs of each community.

By bringing programs with regional mandates under a unified leadership structure, we strengthen collaboration, improve planning, and ensure services are delivered efficiently and effectively. This approach enables St. Joseph's Care Group to translate our strategic priority into tangible results, providing equitable access to specialized care for all communities across Northwestern Ontario.