



Report from the Leadership Team January 2008

Client Centred Care

Incident Reporting

On January 1st the E-Safety Reporting System was implemented across all sites of St. Joseph's Care Group. This electronic system is used to report both client and visitor incidents. This is an exciting move forward in safety reporting as it will simplify incident reporting for staff and will allow more efficient and timely follow up to all our incidents.

Resident Satisfaction Survey

Hogarth Riverview Manor and Bethammi Nursing Home have recently revised the resident satisfaction survey. The draft survey has been sent to the Research Department for review.

RAI/MDS Implementation

Bethammi Nursing Home and Hogarth Riverview Manor successfully met the Ministry of Health and Long-Term Care's December 31, 2007, deadline to ensure that all residents had their initial Resident Assessment Plan (RAP) implemented. Congratulations to the RAI Coordinators and the staff at both homes.

LHIN - Innovations in Coordinated Care Proposals

We are pleased to have received one-time funding through the North West LHIN for the following projects:

- The Integration of Client Centered Inpatient and Outpatient Diabetes Care in Thunder Bay
- Community Based Exercise Program For Persons with Parkinson Disease and Multiple Sclerosis: Sustainability
- Hospice Palliative Care Outreach Program
- Advance Practice Physiotherapy Role in Hip & Knee Arthroplasties
- Wound & Ostomy Best Practice Standards.

In addition to the above, proposals submitted by Thunder Bay Regional Health Sciences Centre (Adolescent Psychiatry) and the Arthritis Society (Getting a Grip on Arthritis) were approved for funding. Our organization is a partner in both of these initiatives.

Smoking Cessation Program Research

St. Joseph's Hospital and Lakehead Psychiatric Hospital sites are participating in research to review the efficacy of smoking cessation programs. There are three phases to this project: The first phase conducts an organizational assessment around smoking and tobacco use. The second phase is a health care provider survey regarding practices in relation to best practice guidelines on inpatient tobacco use and smoking cessation interventions strategies/approaches for clients who use tobacco. The third phase provides recommendations for effective smoking cessation tools/programs for use including outcome measures.

Hospice/Palliative Care

St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre and North West Community Care Access Centre met to discuss an agenda for joint palliative care services. The three organizations are committed to a vision of a seamless continuum of care for palliative clients. Further meetings have been set for January to further develop the vision and determine the most appropriate plan of action.

Best Practice Guidelines

Bethammi Nursing Home and Hogarth Riverview Manor have taken part in the IC3 project regarding the Continence Care Best Practice Guideline in long-term care. Both homes have developed two teams of both management and front-line staff to enhance continence care.

IS/IT Indicators

Information Services monitors key performance indicators on a monthly basis. November indicators reflected 100% uptime on the PACS, Meditech and network systems, 62.5% resolution at first call for the over 2000 help desk calls logged in November, 1 confirmed privacy breach and an average of 81% of physicians using Meditech. The capacity of the PACS storage device is being closely monitored and is 97% full; however, an archiving solution is being pursued to resolve this issue.

IS/IT Projects

The number and scope of the projects that IS is involved with continues to be overwhelming. Initial work indicates that there are four major provincially sponsored projects, eight Wait Times related projects, eight North West LHIN initiatives, four other regional projects, as well as 68 corporate and optimization projects. This does not include any of the potential innovation projects or implications from the charter class of the Medical School arriving in May. Demand continues to outstrip our capacity; thus, priority setting practices and options are being examined.

Our People

Collective Bargaining

Tentative agreements have been reached with SEIU Service Employees and St. Joseph's Heritage, and OPSEU Service and Clerical Employees and LPH. All parties are hoping to ratify the agreements in January.

Infection Prevention & Control

Congratulations to Nancy Robertson for achieving certification in infection prevention and control by successfully passing the comprehensive examination administered by the Certification Board for Infection Control and Epidemiology. Certification represents both Nancy's and St. Joseph's Care Group's commitment to continual improvement of infection prevention and control functions and their contribution to healthcare and client safety.

Occupational Health

Occupational Health has now wrapped up Flu Clinics for 2007. Unfortunately, our overall rate has dropped again with 34% of staff immunized compared to 35.3% last year. The media reports a similar trend overall in Thunder Bay. The poor response may be related to the media attention highlighting a mismatch between the strains the vaccine protects against and those actually circulating.

'Teams Under Construction' Workshops

Resident Care Teams from Bethammi Nursing Home and Hogarth Riverview Manor recently attended three separate educational sessions entitled 'Teams Under Construction'. The sessions were facilitated by JoAnn Vis to begin achieving 'resident-centered care'. Topics in the sessions included team building, team morale and role contribution. The feedback has been very positive from staff.

Grove Meetings

Hogarth Riverview Manor has implemented weekly 'grove meetings', to ensure staff provide input to resident care decisions, facilitate communication, and provide an opportunity for staff to reflect on residents who have passed away. The meetings are interdisciplinary and have been deemed very successful thus far.

Sister Margaret Smith - Order of Canada

Sister Margaret Smith was one of 136 individuals nominated to receive the Order of Canada. This award recognizes a lifetime of outstanding achievement, dedication to the community and service to the country. Sister Margaret Smith is being honoured for her contribution as a health-care executive and as an innovator who developed new programs for people battling alcoholism across Northern Ontario.

Nutrition & Food Services

In response to ongoing requests from the Wellness Committee and individual staff members, we are pleased to announce that the cafeteria menu at the hospital site will be posted on the iNtranet. Daily Specials and special promotions in the cafeteria will also be featured on the site, and introduction of an on-line catering request form is forthcoming.

Collaboration

Interprofessional Care/Education Initiative

A collaborative work group of St. Joseph's Care Group, Thunder Regional Health Sciences Centre and the Northern Ontario School of Medicine was successful in securing \$135,000 in funding through the HealthForceOntario Interprofessional Care/Education initiative. The project involves exploring a new model for clinical teaching to better prepare students for interprofessional practice in palliative care and oncology settings. Students from various health professions will be involved in the project.

Bioethics Shared Contract

A contract for a shared bioethicist has been signed by all the participating partners including St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre, Northern Ontario School of Medicine, Lakehead University and North West Community Care Access Centre. We are looking forward to working with our partners on advancing bioethics programs and services in our respective organizations.

LTC/TBRHSC Communication Committee

The Manager, Hogarth Riverview Manor, is working with employees from Thunder Bay Regional Health Sciences Centre, other long-term care homes, and North West Community Care Access Centre, to review communications strategies between acute care and long-term care when a resident is being transferred to and from acute care.

LHIN eHealth Lead

The Joint NW and NE LHIN Project Management staffs have made major strides in their efforts to move the eHealth agenda forward across Northern Ontario. These five people have established the PMO, developed a communication strategy, created a Technical Advisory Group, coordinated the SSHA Network Refresh Project, are developing a vendor strategy, have released a Request For Services related to the development of a privacy policy, and have created a survey that will:

- measure project management capacity in the North
- gather infrastructure information
- provide information on regional eHealth projects.

The recently expanded pan-Northern ICT Steering Committee, known as ON-eHealth, will be holding its first meeting on January 18th.

Greening Working Group

The Greening Working Group of the Environmental Services Committee has been actively meeting and brainstorming initiatives that St. Joseph's Care Group should take on as "greening" ideas for a healthier and more environmentally friendly organization. Presentations to the group by Honeywell Energy Solutions, EcoSuperior Environmental Programs, ZWAT (Zero Waste Action Team), and Union Gas Limited provided some great ideas for the sub-groups on Corporate and Individual Initiatives to build on. Honeywell Energy Solutions will continue their involvement by assisting the sub-groups in developing recommendations to educate our staff on 'greening' and energy savings initiatives. Our very own "Benny Birch" has been chosen as the mascot for our "greening" communication initiatives.

Communication & Advocacy

Student Nursing Reception

The second Student Nursing Reception was held recently. This event provides nursing students the opportunity to find out more about St. Joseph's Care Group and potential employment opportunities upon graduation. After the event one participant shared the following: "After the reception I really began thinking of SJCG as a future employer. The reception is a wonderful thing put together for students. It really does open up your eyes."

MINDFRAMES

MINDFRAMES is a dramatic presentation by 'Youth with an OPEN mind', part of St. Joseph's Care Group's mental health public education strategy. The 12 member youth group brainstormed ideas and wrote the play, adding in their own poems and selected/composed music with the help of local playwright Eleanor Albanese.

The goal is to raise awareness about the myths and misconceptions surrounding mental illness. The play has been presented to Grades 7 and 8 classes, several high schools, and to the general public.

Teaching & Research Identities

LTC Palliative Care Team

Hogarth Riverview Manor has held an initial meeting towards establishing an interdisciplinary palliative care team. The team will educate staff, residents and families on palliative care issues and the latest research developments.

Rehabilitation Research

Kirsti Reinikka, Esme French and Denise Taylor were accepted to present their abstract "*Videoconferencing a Full Day Training Workshop: Effectiveness, Acceptability, and Cost*" at the Canadian Physiotherapy Association Congress in Ottawa in May-June 2008. They have also submitted a manuscript for publication.

Denise Taylor's proposal "*Clients Perceptions on Factors Influencing Their Participation In a Group Stroke Self-management Program Using videoconference Technology: a Qualitative Study*" has been accepted for full funding by the Ontario Stroke Strategy.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

The tenders for the building of the SMSC have been reviewed and we are currently awaiting final approval from the Ministry of Health and Long-Term Care to award the contract and begin planning for a spring construction start date. The project is expected to take 14 months to complete once the contractors are on site.

Mental Health Rehabilitation Program (MHRP)

Planning continues through the MHRP design phase. This 38-bed and related program addition to the St. Joseph's Hospital site will begin once the new Sister Margaret Smith Centre is completed and demolition of the current building occurs.

Centre of Excellence for Integrated Seniors' Services (CEISS)

A CEISS Steering Committee has been established by the North West LHIN, and is co-chaired by Tracy Buckler and Gwen Dubois-Wing to ensure appropriate planning, communication and achievement of the timelines for this large capital project occurs. 336 LTC beds will be added to the Hogarth Riverview Manor site, as well as 132 supportive housing apartments. This is a joint initiative of the Ministry of Health and Long-Term Care and the Ministry of Municipal Affairs and Housing.

Capital Development and Planning

Recruitment is underway for a new director position to support the many capital projects underway within the Care Group. Advertising occurred during December and interviews will take place shortly. Project management for the SMSC and the MHRP is provided by Tim Knutson of Stantec Corporation, and an additional Project Manager will be recruited to assume the CEISS project management responsibilities.

Honeywell Energy Retrofit

In December 2007, the Honeywell design team provided Building Services with an initial review of the retrofit project. Utility data, drawings, field measurements and end user needs were assessed at the St. Joseph's Hospital site, St. Joseph's Heritage, Balmoral site, Hogarth Riverview Manor, and the new St. Joseph's Health Centre in Victoriaville. A "Concept Report" is now being developed, making recommendations for all energy upgrade initiatives for the sites complete priorities and estimated costing. A response and decisions by SJCG is anticipated in the coming months. This project ties in nicely with our Greening Working Groups initiatives.

VOIP (Voice Over Internet Protocol)

TBaytel and SJCG IT Department have been actively working to address all aspects of installation of a new Voice Over Internet Protocol phone system. Installation of various components has commenced, with anticipated switchover to the new system sometime in March.