



## Report from the Leadership Team November 2008

### **Client Centred Care**

#### **Reaching Out...With Mittens**

The clients of Day Hospital are *Reaching Out...With Mittens*. The annual mitten project is led by Recreational Therapist, Christine Johnston. Over the month of November, interested Day Hospital clients are creating mittens during their afternoon program time. Mittens are donated to individuals in need, and to date, our clients have created over 50 pair of mittens.

#### **Hallowe'en Fun**

High support staff and the tenants at Franklin Manor worked together to organize a Hallowe'en party for the tenants of our high support homes. The clients contributed by setting up of decorations, gift bags and prizes - a fantastic example of Psychosocial Rehabilitation in action!

#### **Palliative Care Rounds**

Regular palliative care rounds are taking place at Bethammi Nursing Home and Hogarth Riverview Manor. Marg Polling, Regional Pain/Palliative Care Coordinator at CCAC is assisting our homes with education and consultation on a monthly basis.

#### **Dental Screening for Long Term Care Residents**

Dr. William Hettenhausen led a team of volunteer dentists doing oral screening on long-term care residents. Needs identified through the screening process will be followed up by the Clinical Care Coordinators with residents/families. The dentists are undertaking research on dental/oral care in long-term care homes.

#### **Magnetic Restraint Reduction**

Hogarth Riverview Manor has been successful in further reducing magnetic restraints. Since November 2007, magnetic restraint utilization has decreased from 10 to 4, with the potential of 2 more restraints being removed. The reduction is credited to the Clinical Care Coordinator's education sessions and increased staff and family/resident awareness of restraint utilization.

### **Our People**

#### **2008 "Who's Who" in Workplace Health Awards**

Congratulations to Michelle Knudson, Coordinator, Occupational Health and Safety, on receiving the 2008 "Who's Who in Workplace Health" Award, as selected by Working Well Magazine. Michelle is the innovator of the Wellness Incentive Program (WIP) offered at St. Joseph's Care Group. The WIP helps employees commit to well-being, work-life balance and fitness, and reimburses them for 50% of the cost of various fitness initiatives (to a maximum of \$100). Under Michelle's leadership, SJCG has also implemented an impressive list of wellness initiatives in addition to the WIP.

#### **Leadership Development - Client Safety**

In recognition of Canadian Patient Safety Week, St. Joseph's Care Group hosted a Leadership Development Day entitled "Enhancing Client Safety Across the Care Group: Moving Concepts into Action". The purpose of the day was to bring awareness to the importance of the leadership role in client safety. The day was well attended and feedback has been very positive.

### **2008 OHA Healthy Hospital Innovators Award**

St. Joseph's Care Group received the 2008 Healthy Hospital Innovators Award celebrated at the OHA HealthAchieve Convention. This Award has been developed in partnership with the National Quality Institute (NQI) and recognizes OHA member organizations for:

- ❖ Commitment to a long-term strategic approach for the development and sustainability of a healthy workplace, and to become role models of healthy workplaces for their communities.
- ❖ Demonstrating willingness to participated in knowledge transfer on healthy workplace initiatives and effective practices within and outside the health sector.

Through receipt of the Healthy Hospital Innovators Award, St. Joseph's Care Group also received Level One Certification of the National Quality Institute's Progressive Excellence Program (NQI-PEP®). This certification provides organizations with a practical roadmap to build on current achievements in workplace wellness.

### **Health Care Professional Appreciation Week**

In celebration of the extraordinary care provided to the community by health care professionals, the City of Thunder Bay again dedicated a special week during October to say thank you. Citizens had the opportunity to express appreciation for the care provided to them or a loved one. SJCG hosted displays and mail-boxes at various sites during the week. Messages directed to "Our People" will be shared with the individuals or teams mentioned later this month.

### **Staff Education Opportunities**

Eight staff members from Seniors' Mental Health Programs and the Program Manager attended the 13<sup>th</sup> Annual Alzheimer Society Thunder Bay "Partnerships in Care: Dementia & the Chronic Care Continuum" conference featuring Dr. Anthony M. Iacopino.

Dr. Morrison, two nursing staff from the Dementia Care Program and a case manager from the Seniors' Behavioural Health Outreach Team (SBHOT) attended the Geriatric Mental Health Conference in Toronto on Behavioural & Psychological Symptoms of Dementia (BPSD) and Late Life Depression (LLD): Translating Knowledge into Practice.

### **Nursing Leadership Institute**

Mental Health Rehabilitation and Dementia Care Program Managers and Clinical Supervisors attended a nursing leadership course which focused on self-development of leadership competencies for both established and emergent leaders. Participants will return for a follow up session in January, 2009 to provide a presentation related to the facility project.

### **Psychosocial Rehabilitation Information Sessions**

The Psychosocial Rehabilitation Coordinator scheduled information sessions with the nursing staff in October on both inpatient Mental Health Rehabilitation programs to discuss the principles of Psychosocial Rehabilitation and Recovery and provide an opportunity for meaningful discussion and feedback.

### **Pharmacy Examining Board of Canada**

Garry Prokopowich has been invited by the Pharmacy Examining Board of Canada to be an author of the Pharmacy Technician Objective Structured Performance Evaluation. Garry will be one of 10 pharmacists across Canada working to develop stations for this national entry-to-practice examination for Pharmacy Technicians. Pharmacy Technicians will be regulated health care professionals beginning in 2010 and this exam will be required as part of that process.

### **Health Care Professional Appreciation Week**

Tami Ross, Speech-Language Pathologist, was recognized in the city's Health Care Professional Appreciation Week for the outstanding contributions she has made in the area of early literacy.

## **Collaboration**

### **Sudbury Regional Eating Disorders Outreach Program**

The Sudbury Regional Eating Disorders Program has been in need of supports arising from recruitment challenges to fill a Dietician vacancy. The Dieticians of our Eating Disorders Team have assisted in filling this gap through the provision of direct client care services and consultative services over the past several months. One of our dieticians traveled to the Sudbury Regional Hospital to provide direct services for a week during the summer months. Services and supports have also been provided via videoconferencing technology.

### **Peer Supports – Mental Health**

The Program Manager, Supervisor, and two consumers attended a Peer Support education session and toured St. Joseph's Health Centre in Hamilton on October 27, 2008. The purpose was to gather information about leading practice peer support models to support our future planning.

### **New Palliative Care Volunteer Team**

This fall, Hospice Northwest, Volunteer Services and Spiritual Care Services joined together to create a new palliative care volunteer team at Hogarth Riverview Manor. Eight enthusiastic individuals were recruited from current committed HRM volunteers, and provided with extensive specialized training by Hospice Northwest. With training completed in early November, the volunteers are now stepping into their new roles, working alongside staff to provide palliative care support for those residents at Hogarth Riverview Manor requiring their service. Hospice Northwest will continue to provide support and training to the palliative care volunteers at HRM and throughout the Care Group, working in collaboration with our staff.

### **Diabetes Education**

Diabetes Health Thunder Bay, in collaboration with the Seniors Health Research Transfer Network, Northern Diabetes Health Network, the Centre for Education and Research on Aging and Health (CERAH), Lakehead University and the Northwestern Ontario Regional Stroke Network is offering a six-week education series. The focus is on improving diabetes care in long-term care (LTC) homes. Beginning in October, a new topic will be offered each week at five different LTC homes in Thunder Bay.

## **Communication & Advocacy**

### **Regional Geriatric Program Visitors**

St. Joseph's Care Group hosted visitors from the Southeastern Regional Geriatric Program (RGP), as well as staff and a Geriatrician from the City of Sudbury. Our visitors toured various programs within SJCG, CERAH and NOSM to gain a better understanding of the programs geared to seniors in our community and to have preliminary discussions on closer collaboration. A Northern RGP is required to meet the needs of the people in our region and in the North East, and we are continuing work to achieve this vision.

### **Leading Innovators – Employment Services**

Doug Dowhos, Coordinator of Team Werks/Employment Options was invited to speak at the Ontario Cooperative 8<sup>th</sup> Annual Conference, along with Quadro Communications, River Village Co-op. These groups were selected as leading innovators in adapting and reshaping the co-op model to suit the needs of their members and the community. The presentation was well received by the audience and provided insight into the unique structure of the co-op and program as well as the close fit with psychosocial rehabilitation.

## **Teaching & Research Identities**

### **Long Term Care Research**

A research project, *Changing Policies in Long-Term Care Homes*, led by Elaine Wiersma, a researcher with Lakehead University, is underway at Hogarth Riverview Manor and Bethammi Nursing Home. To date, staff volunteers have been recruited to participate in this study, the purpose of which is to explore the perceptions of staff and managers about some of the changes that have been occurring in long-term care.

### **Keynote Speaker**

Michel Bédard, Director of Research, was one of the keynote speakers at the 6<sup>th</sup> annual STISM (Systems Technology Inc Simulator) Drive conference in Quebec City in September.

### **Publication of Research Article**

The following article outlining research conducted by SJCG Research Department staff was recently published:

Dubois S, Bédard M, Weaver B. [The Impact of Benzodiazepines on Safe Driving.](#)  
*Traffic Injury Prevention*, 9(5):404-413, 2008.

### **CAN-STRIVE Project**

SJCG has been participating in the CAN-STRIVE research project, facilitated by the University of Waterloo, related to staff time measurement and RUG-III assessments. The data has already been collected in our Long Term Care Homes and will conclude in January with the Complex Continuing Care clients at our St. Joseph's Hospital site.

## **Capital Project Updates**

### **Sister Margaret Smith Centre (SMSC)**

Progress continues on construction of our new SMSC, with the work continuing on schedule. East sidewalk, boulevard landscaping work along Lillie St., and the East parking lot has been completed, work on the West side of the street for entrance and landscaping continues.

### **Mental Health Rehabilitation Program (MHRP)**

SJCG has met with the Ministry of Health and Long Term Care to provide functional program clarifications. The Ministry will be providing a written response and we hope to be able to finalize this step soon. Sketch plan design and costing is proceeding.

### **Centre of Excellence for Integrated Seniors Services (CEISS)**

Master planning and functional programming portions of the project are being finalized. Schematic design is progressing to completion and preliminary costing has been completed. SJCG continues follow up with the Ministry to address the updated project budget requirements with relation to the required project elements.

### **Honeywell Energy Retrofit Project**

Work on the fifth floor penthouse at St. Joseph's Hospital site continues in preparation for installation of the new boilers. The project is progressing on schedule with minimal disruption to staff and clients.

### **Mental Health Rehabilitation Capital Renovations (LPH Site)**

A camera monitor was installed in the hallway adjacent to the team station within the Adult Mental Health Rehabilitation Inpatient Program. Use of this camera will increase the level of safety and security for the clients by allowing the team members to view client activities in the corridors while working in the team station.

Air conditioning units were installed in the client lounges on both Adult Rehabilitation and Older Adult Rehabilitation to provide additional client comfort during summer months. An air conditioning unit was also installed in the close observation area.