



Report from the Leadership Team December 2008

During this month of December, the Leadership Team would like to wish everyone a very Merry Christmas and a Happy Holiday season! With many best wishes for a fulfilling new year, and a special thanks to our staff, physicians and volunteers for their dedication and commitment to the people we serve.

Client Centred Care

Influenza Vaccine

Residents in both Hogarth Riverview Manor and Bethammi Nursing Home received their influenza vaccine this month.

The Mental Health Outpatient Rehabilitation Program held a flu clinic that was very successful with 35 clients participating from Outpatient Rehabilitation Program, Outreach to Recovery and Community Support Program.

Employment Options Internal Move

The Employment Options Program has relocated to a more "business focused" and client-centred location within our Lakehead Psychiatric Hospital site. The work environment for both staff and clients has improved significantly. The goal is to empower the Co-op to assume more responsibility in the overall business component of the operation.

New Program for Outpatient Rehabilitation

Leisure Lifeskills Instructors have implemented a new walking program for Outpatient Rehabilitation Mental Health clients. This new program has been successful with good client participation and positive feedback.

COPD Education Clinic

In recognition of World Chronic Obstructive Pulmonary Disease (COPD) Day on November 19, 2008, St. Joseph's Care Group (SJCG) held an education session at the Italian Cultural Centre. A special plaque was unveiled at the education session to recognize the official opening of the COPD Education Clinic.

Dr. Birubi Biman, Respiriologist and Director, Pulmonary Rehabilitation & COPD Education Clinic, St. Joseph's Care Group, emphasized the effective treatments available to help people diagnosed with COPD breathe easier and live more active lives.

Our People

LTC Dietary Standards

An education session for the dietary and nursing teams was provided to enhance their knowledge of dietary standards set by the Ministry of Health and Long-Term Care and also provided an opportunity for team-building and role clarity at Hogarth Riverview Manor.

Diabetes 101

The resident care teams at Hogarth Riverview Manor and Bethammi Nursing Home have been actively involved with the "Diabetes 101 Education Series" for Long Term Care. The Clinical Care Coordinators and staff plan to implement best practices learned from the sessions into daily practice at both homes.

Eating Disorders Recognition

Karen Degagne was presented with the Eating Disorders Champion Award by Dr. Gail McVey of the Ontario Eating Disorders Network for her work in developing the Regional Eating Disorders Outreach Program.

Training in Dialectical Behaviour Therapy

Seven staff from Mental Health Outpatient Programs – St. Joseph's Health Centre, attended a three-day workshop on skills training in Dialectical Behaviour Therapy (best practice therapy for treatment of Borderline Personality Disorder) in Pennsylvania. The staff received very positive feedback about our DBT services. In particular, they received many questions about our innovative uses of this therapy with clients who have difficulty controlling their emotions, but who do not have a diagnosis of Borderline Personality Disorder.

St. Joseph's Health Centre (SJHC) First Year Anniversary

We celebrated our first year anniversary at SJHC with a week of celebration, including informative talks on emergency codes and clerical support; opportunities to view Dr. Mulzer's films, *Seeking Bimaadiziwin* and *Sharing Tebwewin*, a lunch at our new evacuation centre, the Elk's Lodge, and a tea for our neighbours in Victoriaville Mall.

Crosscurrents Article

Kim Gosnell was interviewed regarding specialized problem gambling services for older adults by Crosscurrents Journal of Addiction and Mental Health, which is published by CAMH. Her interview was featured in the Fall issue, which focused on numerous mental health and addiction issues among older adult populations.

Recruitment Activities

SJCG participated in a variety of recruitment activities recently:

- Professional Association of Interns and Residents of Ontario (PAIRO) tour during the last week of September with stops in Ottawa, Kingston, London, Hamilton and Toronto;
- Lakehead University Career Fair and the NOSM Career Fair, both held in October;
- Confederation College Career Fair in November;
- sponsor for the Ontario conference of the Canadian Nursing Student Association, held in Sault Ste. Marie in October, allowing us the opportunity to provide promotional materials to all participants.

Thank you to the clinical managers and Human Resources staff who so capably represented St. Joseph's Care Group at these events.

Annual Student Nursing Reception

The Third Annual Student Nursing Reception was held to welcome nursing students completing placements within SJCG and to highlight our services for both future student placement and career opportunities. The event was well received with 69 people from Lakehead University and Confederation College attending. Of special interest were presentations by Ericka Larson and Aparna Nagar, 2008 nursing graduates working at St. Joseph's Hospital. Each offered reasons for choosing St Joseph's Care Group as an employer and shared experiences they have gained in the time they have been here.

Don't "Bear" the Flu Campaign

Influenza immunization clinics were held for all staff and volunteers over the month of November across various sites. This year's "*Don't 'BEAR' the Flu*" campaign featured a teddy bear wearing a purple scarf photographed with each member of the Leadership Team. The campaign included posters and screen savers with quotes from the Leadership Team members promoting why they have opted to be immunized.

Staff was given extra incentive this year to get their flu shots early to be included in draws for prizes. Bearskin Airlines proudly supported this year's campaign by providing a return airfare ticket for two to Ottawa as an incentive prize. Other incentives included the first 350 people immunized received a commemorative pin of the campaign bear and were encouraged to 'wear the bear to show they care'. In addition, all staff had a chance at winning one of eight Intercity gift cards valued at \$25 each. The Thunder Bay District Health Unit was also available at one of the clinics at each site performing "Heart Health Risk Assessments."

Thank you to Marie Murray, Erin Paul and Duncan Koza for their assistance with making this year's Influenza Campaign a success.

Collaboration

Administrative Systems

We have agreed on the Ormed system to replace our finance, human resources and payroll systems, and have started planning for implementation. Our target to go live for the finance systems is July 1st with payroll and human resources to follow. The four organizations involved, Thunder Bay Regional Health Sciences Centre, St. Joseph's Care Group, Nipigon District Memorial Hospital and Manitouwadge General Hospital, agreed to do as much training together as possible, in order to minimize implementation costs.

LHIN e-Health Lead

It had been previously reported that the Ministry's e-Health Program had released its e-Health strategy and that the Northwest and Northeast LHINs were assigned a special project to implement a diabetes registry in the aboriginal population. We have now had three meetings with the Ministry's implementation and adoption team to discuss next steps and to review our readiness to take on this project. We recognize the need to have representatives of the Aboriginal population tell us how and where to engage their communities. We continue to plan our engagement and consultation process and recognize that it may take a little longer to do that than the preferred approach of the Ministry.

St. Joseph's Heritage

There was a failure of two transformers causing a power outage at St. Joseph's Heritage on the evening of Saturday, November 8th. Administration initiated emergency procedures and with effective collaboration of managers, staff, the fire department and families, over 127 tenants were vacated from P. R. Cook Apartments to stay with family overnight. Contractors, Thunder Bay Hydro and Building Services staff worked throughout the night to bring temporary power back to the building, and a new transformer was installed within the week.

Transitioning Clients from the Children to the Adult System

When clients of Children's Centre Thunder Bay exceed age 18 years, they are referred to the adult mental health system for ongoing care. This transition is difficult for the adolescents and, often times, they do not follow through. To address this, Sister Margaret Smith Centre staff is working closely with Children's Centre Thunder Bay staff to facilitate transfer and eliminate service disruption.

Employment Programs Retreat

Jo-Ann Vis facilitated a one day session for staff from March of Dimes (MOD), Canadian Mental Health Association (CMHA) and SJCG to discuss the services each agency provides now, develop a future vision for employment services in Thunder Bay and establish collaborative strategies. Future discussions will include other community partners and consumers.

Moving on After Stroke (MOST) Program

Continued support of the MOST program, demonstrates our commitment to the Ontario Stroke Network and the implementation of the Stroke Rehab Consensus Panel recommendations. The research project filled a need for stroke survivors throughout the region and the district of Thunder Bay, and we will continue to respond to this need. Although new funding has not been secured, we are determined to minimize any interruption in service delivery. We are currently collaborating with OTN, Baycrest and regional partners to plan for the first session to begin in January through to May.

Sudbury Regional Hospital

Dieticians of the Eating Disorder Programs continue to provide assessment, follow up and consultative services and supports via videoconferencing for clients in Sudbury due to their difficulty recruiting a dietician. They anticipate that the Dietician position will be filled by January 2009.

Drug Awareness Week

Youth Addiction Services of Sister Margaret Smith Centre sponsored a poster contest in partnership with Quality Market and Grade 5 students to raise awareness of substance abuse. Winners of the contest were announced on November with more than 500 entries. The event received excellent media coverage.

Teaching & Research Identities

Student Placements

We have been able to provide excellent clinical placement opportunities for Lakehead University Nursing students, social work students, occupational therapy students, and medical students within many of our programs.

Dementia Education

The Psychogeriatric Resource Consultant (PRC) provided education to staff at Marathon Hospital related to dementia and strategies for care. In addition, the PRC and Mary Warren, OT (Reactivation Services) provided a presentation to staff at the Canadian Mental Health Association on hoarding and Diogenes syndrome.

Seniors Health Research Transfer Network Research

The Seniors Health Research Transfer Network (SHRTN) research project is now complete. This six-week education series for Improving Diabetes Care in Long-Term Care Homes in Northwestern Ontario was produced and delivered by Diabetes Nurse Clinicians from Diabetes Health Thunder Bay, St Joseph Care Group. The delivery system included face-to-face seminars in Thunder Bay at various Long-Term Care Homes, videoconference and web cast to the region. This was a joint project with the Northern Diabetes Health Network, CERAH, SHRTN, NWO Regional Stroke Program and Ontario Telemedicine Network.

Stroke Rehabilitation Research

The "Tele-Rehab: Improving Access to Quality Stroke Rehabilitation in Rural and Remote Communities" proposal obtained approval for full funding (\$106,670) through the Ontario Stroke System Research Committee. Esmé French and Kirsti Reinikka are the principal investigators for the project. Therapy resources to participate in the remote assessment and treatment of stroke survivors will be provided by the neurology services. The overall goal of the research project is to enable equitable access to rehabilitation reassessments for persons with stroke living in rural and remote areas, particularly First Nations communities, without access to rehabilitation professionals in their home community.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

Progress continues on construction of our new SMSC, with the work continuing on schedule. The building is now enclosed and work continues on the interior as well as the exterior. The SMSC Transfer Committee met in November to further develop the plans associated with the move from the present to new facility next year.

Mental Health Rehabilitation Program (MHRP)

MOHLTC is considering adding areas to the approved Functional Program for the MHRP integration on the St. Joseph's Hospital site. Work on sketch plan details and costing elements continues.

Centre of Excellence for Integrated Seniors Services (CEISS)

Schematic design package preparation continues and proposed design 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

Installation work on the new boilers in the penthouse continues. Installation of new lighting fixtures continues. Toilet fixture replacement began in November and will continue through December. The project is progressing on schedule at the St. Joseph's Hospital site with minimal disruption to staff and clients.