



**Report from the Leadership Team
April 2009**

Client Centred Care

Getting Appropriate Personal and Professional Supports (GAPPS) Project

Approximately 24 clients were registered to GAPPS in the first two weeks of service. In reviewing the client profiles, all have concurrent mental health and addiction issues, histories of poor ability to engage in traditional programs, and a good number have no permanent housing and are involved in the criminal justice system. Cross-agency treatment plans have been developed for all clients registered.

Balmoral Centre Renovations

Renovations to establish a medical treatment room at Balmoral Centre are now complete. With the support of medical and nursing resources, clients will receive primary care services on site.

Problem Gambling Awareness Month

March is Problem Gambling Awareness Month, and the Problem Gambling Team was involved in a number of initiatives designed to raise awareness of Problem Gambling and available resources. An on-line survey was distributed internally, informational placemats were widely distributed and staff participated in special events at the local casino, sponsored by the Responsible Gambling Council.

Environmental Improvements

Improvements in the physical environment on the Dementia Care Program (LPH) continue. A dedicated supplies storage area has been created in the newly renovated Tub room. In addition, a local artist has completed a mural on the main entrance door (inside view) on the Dementia Care Program as a best practice initiative to reduce client exit seeking.

Seniors' Psychiatry Day Program

The Nintendo "Wii" game was introduced to clients as a form of interactive therapeutic programming. Clients actively participate in activities such as virtual bowling and golfing.

Interactive Workshop on Client-Centred Care

Linda Belcamino, Coordinator, Learning & Professional Practice and Michelle Addison, Practice Leader, Physiotherapy, facilitated a half-day workshop for managers and clinical leaders titled "*Planting the Seeds for Client-Centred Care*". The workshop provided an opportunity for participants to learn from each other on the best approaches to client-centred care, provided an overview of interprofessional practice and education, and allowed participants to consider the importance of collaboration and teamwork.

NeuroGym Equipment

Specialized 'NeuroGym' equipment has been purchased and is being implemented at Bethammi Nursing Home and Hogarth Riverview Manor. The NeuroGym line of equipment is designed to enable individuals to regain the strength, coordination and motor abilities necessary to become more functionally independent.

Dining Room Renovations at Bethammi

Bethammi has completed the renovation of the resident's dining room serveries to provide a better dining experience for the residents, promote resident safety and improve staff working environment.

Palliative Care Education

A "*Primer for Palliative Care*" will begin April 17 and will conclude on May 22. Six components are being offered. Five staff from Hospice/Palliative Care will be attending.

Diabetes Classes

Diabetes Health initiated the first set of Type 2 diabetes classes at the Heritage site. There are also Assistive Devices Program classes for people with Type 1 diabetes preparing for insulin infusion pumps.

Our People

Building Bridges Conference

The fourth "Building Bridges Conference" was held in Thunder Bay on March 19 and 20, 2009. The conference focused on the unique needs of people with concurrent disorders (mental illness and substance abuse) and other life challenges. Over 150 clinical staff from TBRHSC and SJCG attended the conference.

PIECES Training

Forty-nine staff members across the Care Group attended formal PIECES training in March, facilitated by a member of the PIECES Consult Group. PIECES is a best practice learning and development initiative that provides an approach to understanding and enhancing care to individuals with complex cognitive and mental health needs.

Physician Coverage

Dr. Denson is relocating to Peterborough and his last day with St. Joseph's Care Group was March 27, 2009. Dr. Denson provided primary medical care on the Older Adult Rehabilitation Program at Lakehead Psychiatric Hospital and Methadone care within Lakeview Clinic. Dr. A. Lower will provide medical coverage on a part time basis.

Ontario Psychiatric Association

Dr. Paul Mulzer was recently elected President of the Ontario Psychiatric Association at the Annual Conference in February of this year.

Employee Recognition

March was Employee Recognition Month at St. Joseph's Care Group. As part of the program, over 30 celebrations were held throughout the month at various locations - organized by managers to recognize all their staff and to present gifts to those who reached a career milestone from 5 to 35 years of service in 2008.

On Saturday, March 28, 2009, a dinner dance was held at the Valhalla Inn. This evening of celebration was held to honour 2008 retirees and staff who reached a long-term service milestone of 20, 25 and 30 or more years of service. The evening included special recognition presentations and entertainment provided by the B.A. Baracus Band from Toronto.

"Horticulture as Therapy" Workshop

St. Joseph's Care Group *Friends of the Garden Volunteer Team* at Hogarth Riverview Manor organized a two hour "*Horticulture as Therapy Workshop*" at St. Joseph's Heritage with Mitchell L. Hewson, a Master Registered Horticultural Therapist. The workshop was attended by over 50 participants, including SJCG staff, volunteers and community partners. .

Ontario Physiotherapy Association Workshop

Denise Taylor and Kirsten Pavelich were successful in their submission for a workshop at Ontario Physiotherapy Association on *Facilitating Small Groups using Videoconferencing*. The conference was on March 28th in London.

Annual Sleigh Ride and Tobogganing Event

Over 130 participants enjoyed the 2nd Annual Sleigh Ride and Tobogganing Event at Centennial Park on March 12, 2009. The Wellness Committee supported the event with hot chocolate and cookies for participants as they warmed up in the chalet. This event would not have been possible without the help of enthusiastic volunteers - special thanks to Marie Murray, Linda McDonald, Amy Linkletter, Lori Smith, Paola Humeniuk and Kristine Stubbs.

Personal Digital Assistant (PDA) – Phase II Initiative

SJCG was recently successful in its application for funding through Health Force Ontario and the Nursing Secretariat, to participate in the Personal Digital Assistant (PDA) – Phase II Initiative. One of the objectives of this project is to demonstrate the value and effectiveness of point-of-care devices in improving front-line nurses' access to clinical information resources.

Collaboration

Youth Suicide Prevention Protocol

The SMSC Youth Addiction Program is a partner in the Youth Suicide Prevention protocol. This community initiative has been lead by Children's Centre Thunder Bay in collaboration with school boards and community partners. The first stage of the initiative has been completed and an application for additional funding through the Centre of Excellence at CHEO has been submitted.

Opiate Community Awareness Project

The Opiate Community Awareness Project is nearing completion. The local project coordinator, Karen O'Gorman, made a presentation to the Northwest Opiate Task Force on March 12, 2009 to describe the purpose and scope of the project and to discuss opportunities to collaborate with the Task Force regarding objectives and deliverables.

Virtual Dementia Tour

The Psychogeriatric Resource Coordinator partnered with the Education and Family Support Facilitator with the Alzheimer Society of Thunder Bay and delivered the Virtual Dementia Tour for 6 staff at St. Elizabeth Health Care.

Systems Replacement Project

The project to replace Finance, Payroll, Materials Management and Human Resources systems is gaining momentum. Troy Mangatal has been hired as the full time project lead and a number of implementation teams have been created. A detailed project plan is in development with target "go live" dates of July 1st for Finance, October 1st for Materiel Management and January 1, 2010 for Human Resources and Payroll.

LHIN e-Health

The LHIN is investing in a project to improve patient flow and decrease ALC days, called the Referral Management Project. This system is intended to match clients on waiting lists with available beds, to ensure the most appropriate placement, and to automate the transfer of patient information between facilities. The LHIN has provided \$565,000 capital funding for this project.

TBRHSC is the lead agency on this project and will be working closely with staff at SJCG and CCAC. The initial scope of the project will include all beds at TBRHSC and SJCG, including our two long term care homes. The intent is to roll out the system out to all LTC homes in Thunder Bay and eventually to all the hospitals and LTC homes throughout the NW LHIN.

Communication & Advocacy

CHAO Branding Articulation Project

St. Joseph's Care Group is proud to be a member of the Catholic Health Association of Ontario (CHAO). Recently, we have been involved with the CHAO's Brand Articulation Project, developed to provide a clear articulation of the role, identity and 'value-addedness' of Catholic Health Care in the province of Ontario. As part of the implementation, certificates of membership were hung at each site and bookmarks with pins stating "*We Care For You - Body, Mind & Spirit*" were circulated to over 2000 recipients including staff, doctors, volunteers and Board & Committee members.

National Sledge Hockey Team

On Friday, March 27th, team members from the National Sledge Hockey Team visited St. Joseph's Hospital for a "meet and greet" with clients & staff from the Rehabilitation Program. Sledge Hockey is a paralympic sport whereby individuals play hockey in a sitting position strapped into a metal frame that rests on two regular sized ice-skate blades. This is an inclusive sport, and although individuals are not

required to have a disability to play, in order to play at the National level (i.e.: Team Canada) one must either have paralysis or amputation involving the legs.

Teaching & Research Identities

Regional Education re: Substance Abuse

Based on identified needs and a growing interest from local and regional health care providers, the four module training session "Understanding Addictions" will be presented via OTN and web-cast to communities throughout the North West Region in April 2009.

American Society of Addiction Medicine (ASAM) Certification

Congratulations to Dr. Paul Mulzer for the successful achievement of certification from the American Society of Addiction Medicine. ASAM certification is recognized throughout the world as signifying excellence in the practice of addiction medicine.

OPA Conference Presentation

Vivian Johnston, RN (EC) presented a workshop on the role of nurse practitioners in mental health at the annual meeting of the Ontario Psychiatric Association.

Quality in Long Term Care Homes

Bethammi Nursing Home and Hogarth Riverview Manor will participate in the *Examine the Determinants of Quality in Long-Term Care* research project. This multi-partner research is now underway and will use a survey to obtain province-wide success factors for quality in long-term care homes including leadership, employee support, staff engagement and satisfaction.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

Although the construction completion schedule has been extended to early July, the program start at the new site remains scheduled for September. Closing ceremonies for the existing SMSC are scheduled for June.

Mental Health Rehabilitation Program (MHRP)

Integrated Planning Resources Inc. (IPR) has been awarded the Master Programming/Master Plan contract for SJCG sites. IPR began work in March and is expected to complete the full scope by December 2009. The Master Programming/Master Plan was requested by the Ministry to develop a 20 year forecast for interface of the MHRP/Hospital and other SJCG sites.

Centre of Excellence for Integrated Seniors Services (CEISS)

An application to DSSAB has been made for partial funding of the Supportive Housing portion of the project. SJCG continues follow up with the Ministry to address the updated project budget requirements and the scope of required project elements.

Honeywell Energy Retrofit Project

The new hospital boiler chimneys have been installed and the main hot water boilers are up and running on test. Honeywell will start switching over to heating parts of the hospital with the new boilers. The new Honeywell control system programming continues and some equipment will be on the new system in early April. Lighting upgrades have been completed at the Balmoral Center and the lighting crew has started work at the HRM site.