



## Report from the Leadership Team June 2009

### **Client Centred Care**

#### **North West LHIN- Wide Falls Prevention Project**

As a result of strategies developed by the HRM Team through the NW LHIN-Wide Falls Prevention Project, resident falls at Hogarth Riverview Manor have decreased from 33 in January to 11 in April 2009.

#### **GAPPS (Getting Appropriate Personal & Professional Supports) Program**

The GAPPS team continues to register new clients, now approaching 100 since inception at the beginning of March. They have also successfully connected clients with community agencies and have begun to discharge those clients. Feedback from the community continues to be positive.

#### **“What’s Cooking” Club**

Six tenants at Pioneer Court (supportive housing for mental health), established a cooking group called: the **Pioneer “What’s Cooking” Club**. The group meets approximately once a month to do menu planning, grocery shopping, meal preparation, eating, clean-up and socializing. This is a great example of psychosocial rehabilitation principles in action!

#### **Improving Access to Outpatient Complex Care/Physical Rehabilitation Services**

Outpatient areas are working to improve access to service. The Outpatient Orthopaedics areas at St. Josephs’ Hospital site are trialing a new way to address Priority 2 clients - each week therapists will block time specifically for Priority 2 clients and offer them a maximum of 6 visits.

The Chronic Pain Management Team planned a 2-day outreach program and attended a session by Heather Munro on Chronic Disease Self Management, to better understand how to support self-management in their clients.

#### **Flo Collaborative Spread Project**

Jane Hodges, Scott Munro, and Shelby Poletti attended a 3-day *Flo Collaborative Spread Project* training session/kick off in Toronto. The goal of this quality improvement project is to improve the continuity of client care from admission through to discharge in partnership with the North West Community Care Access Centre (NW CCAC). A working group has been developed to initiate the project which will be piloted on Reactivation Unit (2 South). Over the next 6 months, this project will extend to all inpatient units at St. Joseph’s Hospital.

#### **Neurology Day Program**

The Neurology Day Stroke Group is providing an opportunity for clients to receive both individual and group treatments. Clients are informally reporting that they are enjoying the benefit of interacting with other stroke survivors.

Physiotherapist Michelle Gravelle has been training volunteers to work with Neurology Day clients on their exercise programs in the community and in their homes.

### **Our People**

#### **Professional Group Celebrations**

Nursing staff contributions were recognized the week of May 11 to May 15 during Nurses’ Week celebrations. Physiotherapy Month and Speech Hearing Awareness Month were also celebrated.

### **Interprofessional Practice**

Michelle Addison and Linda Belcamino are participating in a Collaborative Change Leadership Course, aimed at helping to embed interprofessional care into our organization. The course is a collaborative initiative of the Office of Interprofessional Education at the University of Toronto, University Health Network and HealthForceOntario.

### **Election to Ontario Medical Association Council**

Congratulations to Dr. Suzanne Allain on her recent election to the psychiatry section of the Ontario Medical Association Council.

### **Volunteer Coordinator - Provincial Award**

Anna Grenier, Coordinator of Volunteer Services for LPH & HRM, was presented with the Linda Buchanan Award, given on behalf of the Board and members of the Professional Administrators of Volunteer Resources - Ontario (PAVR-O) to a colleague who has made an outstanding contribution to the field of volunteer administration.

### **Leadership Thunder Bay**

On June 12, the Leadership Thunder Bay (LTB) class of 08/09 officially graduated. Congratulations to Rob Berardi, Tracy Puurunen and Nicole Landgraft, who now join six other SJCG staff as proud and active LTB Alumni.

### **Recreation-Able Forum Involvement**

Occupational Therapist, John Clack of the Neurology Day Program, has been working with the planning committee for the Recreation-Able Forum. This project has recently been granted \$40,000 funding from the Trillium Foundation for the Inclusive Recreation Forum to be held this fall in Thunder Bay.

### **Technology Presentation at Ontario Physiotherapy Association AGM**

Denise Taylor & Kirsten Pavelich made a presentation at the Ontario Physiotherapy Association Annual General Meeting in London on "Facilitating Small Groups Using Videoconference Technology: Tips and Tricks". This is a great example of developing "best practices" in the use of technology to provide care over distance.

### **Human Touch Award Recipient**

Palliative Care Nurse, Sue Bailey is the recipient of the Human Touch Award. This award is presented by Cancer Care Ontario to front line cancer care professionals, providers and volunteers in recognition of exemplary compassionate patient care.

### **OANHSS Board Appointment**

Paulina Chow, Vice President, Long-Term Care Services, was elected Treasurer of the OANHSS Board for a two-year term at the OAHNSS annual convention in May, and will also serve as Chair of the OANHSS Finance Committee.

## **Collaboration**

### **Reductions in ALC Days**

Representatives from the Joint Committee (Penny Anguish - SJCG, Paula Donylyk – NW CCAC and Lori Marshall - TBRHSC) made a presentation to the NW LHIN Alternate Level of Care (ALC) Steering Committee on utilization indicator results from across the continuum of inpatient care. The Joint Committee, comprised of members from the three organizations, has been focusing on quality improvement processes relating to client flow toward reducing the number of ALC (alternate level of care) clients in the system.

### **ALS Society**

Neurology Day Program team members met with the ALS Society to formulate a working relationship between the local and provincial ALS societies and the Neurology Day Program. SJCG provided an outline of our role in ALS rehabilitation and the value of having a local venue for ALS rehabilitation.

### **Thunder Bay Police Presentation**

Two police officers from the Regional Integrated Gang Unit provided an information session at St. Joseph's Health Centre on gang activity in Thunder Bay.

### **Patient Transfer Project Underway**

The kick-off meeting for the Resource Matching and eReferral project was recently held and included representatives from TBRHSC, SJCG, NW CCAC and the NW LHIN. This project will help automate the placement of patients who are transferred between facilities and improve the transfer of patient information between those facilities and the CCAC. The goal of the project is to decrease the time it takes to transfer patients and their information, thus improving patient flow and reducing ALC days.

## **Communication & Advocacy**

### **Behavioural Assessment Unit Workshop**

Meaghan Sharp, LTC Manager of Hogarth Riverview Manor, attended a Behavioural Assessment Unit workshop in Toronto and presented the vision of our CEISS - Regional Behavioural Health Program. The workshop was for select long-term care home providers who are in the process of planning a behavioural unit in their Homes, and to educate Ministry officials, LHIN staff and share information and best practices with each other on program development to serve this population.

### **Featured Article**

Team Werks, a social enterprise, and St. Joseph's Care Group will be featured in an article in the Association of Cooperative Educators' next publication. The focus is on social co-ops with strong community benefits.

### **Centralized Referral for Arthritis**

The Rheumatic Disease Program team is actively participating in discussions with Dr. Fidler and the Arthritis Society to establish a centralized referral for arthritis care using a standardized referral form.

### **Closing Ceremonies for the Sister Margaret Smith Centre**

Three special closing ceremony celebrations will be held at the Sister Margaret Smith Centre this spring to honour the history of services provided in the building. Celebrations will take place on the following days:

June 22 - St. Joseph's School of Nursing Graduates

June 24 - SMSC Staff

June 26 - Clients, Former Clients, Family Members of Clients, & Former Staff

### **Mental Illness Awareness Week 2009**

St. Joseph's Care Group nominated Raija Begall to be a "Face of Mental Illness" as part of Mental Illness Awareness Week (MIAW) 2009, for her work with *Youth with an OPEN mind* and for her book, *Breaking Up with ED*, detailing her struggles with an eating disorder. Raija will be featured on the MIAW posters, bookmarks, brochures and website the first week in October as part of the 2009 campaign. By being a part of the Face Mental Illness campaign, Raija will help decrease stigma and increase awareness of mental illness and the importance of mental health in Canada.

### **Upcoming Anniversary Celebrations**

This year marks the 125th Anniversary of St. Joseph's Hospital and 30th Anniversary of St. Joseph's Heritage. Watch for communications about the special events planned for this fall.

## **Teaching & Research Identities**

### **Centre for Gambling Studies**

The Problem Gambling Programs of Sister Margaret Smith Centre are partnering in research sponsored by the Ontario Centre for Gambling Studies. This particular study involves an exploration of the "pathways" theory for the etiology of problem gambling behaviours and will involve voluntary, anonymous participation in completing a self assessment tool and brief survey.

### **Sessions on Hospice/Palliative Care**

Physiotherapist Michelle Addison worked with SPICE (Students Partnering in Interprofessional Care and Education) facilitators to provide 5 sessions on Hospice/Palliative Care. The professions involved were Pharmacy, Physiotherapy, Practical Nursing, Speech-Language Pathology and Social Work.

### **Stroke Rehabilitation Initiatives**

The *Tele-Rehab: Improving Access to Quality Stroke Rehabilitation in Rural and Remote Communities* project has engaged 4 First Nation Communities to participate and the first two clients were enrolled as of April 1<sup>st</sup>. The rehabilitation providers providing service will be attending a cultural competency session.

### **Research and Ethics Committee Approves Research Project**

SCOPE (Social Work Competencies in Palliative Care Education) Research Project has received approval by the Research and Ethics Committee and is now underway. This is a project being done through Centre for Education and Research on Aging (CERAH).

## **Capital Project Updates**

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

The construction completion schedule has been extended slightly; however, program start at the new site remains scheduled for September. The SMSC Transfer Committee met in May to further develop the plans associated with the move from the present to new facility. Planning is underway for relocating finance, human resources, and IT to allow demolition of the current site in the fall.

### **Master Programming/Master Plan**

Integrated Planning Resources Inc. (IPR) conducted the first set of user group meetings for the St. Joseph's Hospital site (including the future Mental Health Rehabilitation Program) in May. The first set of user group meetings for St. Joseph's Health Centre, the Heritage, Diabetes Health and the Balmoral Centre are scheduled for June.

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

We are closer to achieving an appropriate budget to allow us to proceed with the CEISS project planning. Currently, we are awaiting confirmation of Supportive Housing funding from the Ministry of Municipal Affairs and Housing, and from the District Social Services Administration Board (DSSAB).

The Long Term Care bed plans include two-16 bed additions to the existing Hogarth Riverview Manor resident home areas (resulting in 4-32 bed resident home area) and a new five-storey addition to house the remaining 288 new LTC beds (including 64 specialized behavioral LTC beds). The design team is reviewing options to keep the project within budget.

Demolition of the Tarbutt Street houses, the previous George Jeffrey Children's Centre Building, and the houses on Lillie Street is scheduled for the summer.