



**Report from the Leadership Team
October 2009**

Client Centred Care

Client Online Training

Employment Services, with the support of Information Technology and Learning and Professional Practice, have established a process to provide Online Training Program for some of our mental health clients. MEDworxx will be accessible to clients with supervision and support from an Occupational Instructor for some of the training modules that are in place such as WHIMIS, Hand Hygiene and Emergency Codes.

Recovery-Focused Model of Care

The GAPPS (Getting Appropriate Personal and Professional Supports) team met with Dr. Mark Ragin, a psychiatrist from Los Angeles and a pioneer in the delivery of mental health services to people who are very hard to serve (i.e. people who are homeless, not engaged with traditional support and health care services, and have substance abuse issues and/or mental illness and/or a history of involvement with the justice system). Dr. Ragins provided our team with direction on how to move clients from outreach and engagement services into clinical services.

Accreditation 2010

Preparation for the onsite portion of our survey in February 2010 continues. The 14 quality teams now have their quality improvement results from the self-assessments that were completed over the summer and will begin working on the areas that were identified as needing improvement. A few of the quality initiatives at the corporate level: verifying client identification before interventions, medication reconciliation, clients and families/caregivers role in safety, and preventive maintenance.

Acquired Brain Injury Education

The Acquired Brain Injury (ABI) Team in collaboration with staff education will be providing education for nursing staff on 3 North regarding the "Management of the ABI Client". Content includes Roles and Functions of the ABI Team/Communication, Role of the ABI Nurse, Anatomy and Physiology of the Brain, Behaviors Resulting from Brain Injury, Assessments Utilized by the ABI Team, Pharmacological Management and Case Studies.

Chronic Disease Self Management

Tanya Shute and Janine Hopkins have completed the facilitation of two full sessions on Chronic Disease Self Management over the summer for clients of Diabetes Health Thunder Bay. Congratulations to Janine for completing all the requirements to be certified as a Master Trainer.

Tanya Shute and Heather Munro worked hard over the summer to provide Chronic Disease Self Management education to outpatient staff of St. Joseph's Hospital. Two sessions were conducted resulting in 21 staff receiving the training on how they can incorporate self management principles into their practice.

Our People

Weight Watchers at Work Program

The Weight Watchers at Work Program began on September 17, 2009. Meetings are held every Thursday at St. Joseph's Hospital in the Chapel. To date, 29 persons have joined the program. The program is a 22 week program with registration permitted at any time during this time frame. To provide an alternative choice, information on accessing a dietician for weight management was also provided to all staff.

Psychosocial Rehabilitation (PSR) Staff Education

Numerous Care Group staff, representing all mental health and addiction programs, attended the PSR Ontario/PSR Canada 2009 National Conference held for the first time in Thunder Bay. A number of Care Group staff played a key role, along with other community agency representatives, in organizing the 4-day event. Staff came away from the conference with a better understanding of how they can promote recovery within their clinical teams, including strategies to support client independence and full involvement in their own treatment process.

A number of staff from the Care Group spoke at this conference, providing information about current initiatives within the Care Group that focus on Psychosocial Rehabilitation and community partnerships. Presentations included "How Physical Environmental Designs Can Foster Hope, Dignity and Respect for People in Recovery" by Janet Sillman, Katherine Stewart and Bob Davies.

Dr. Ruth Kajander

Dr. Kajander was honoured for her pioneering work in the treatment of schizophrenia at a workshop entitled "Schizophrenia: Beyond the Molecule". The workshop was sponsored jointly by Regional Mental Health Care London and the Department of Psychiatry, University of Western Ontario.

Certificate of Diabetes Education

Congratulations to Registered Nurses, Melanie Laird and Keri Verardo who passed their Certificate of Diabetes Education exams, bringing all of our DHTB nurses to Certified Diabetes Educator (CDE) status.

Stroke Publication

Congratulations to Denise Taylor on the publication "Exploring the Feasibility of Videoconference Delivery of a Self-Management Program to Rural Participants with Stroke" which appeared in the September edition of Telemedicine and e-Health journal.

Collaboration

eMAR System for Long-Term Care Homes

Both Hogarth Riverview Manor and Bethammi Nursing Home are working with Janzen's Pharmacy to implement electronic Medication Administration Records (eMARs). A demonstration of Catalyst software was conducted and both homes will participate in a pilot targeted for the new year.

Forming Partnerships

Staff of our Seniors' Mental Health Programs initiated discussions with the newly formed Nurse Led Outreach Team at Thunder Bay Regional Health Sciences Centre to explore opportunities to work together for the benefit of our collective clients.

Geriatric Interprofessional Interorganizational Collaboration Project (GiiC)

St. Joseph's Care Group partnered with the Centre for Education and Research on Aging and Health (CERAH) to provide follow-up education around the Geriatrics Interprofessional Interorganizational Collaboration (GiiC) project. The education was offered for staff of the Nor'West Community Health Centre on Simpson Street and was very well received.

St. Joseph's Care Group partnered with the Centre for Education and Research on Aging and Health (CERAH) and the North West Community Care Access Centre (NW CCAC) to provide education at Meno Ya Win Health Centre in Sioux Lookout, Ontario related to a variety of geriatric topics. Information on programs and services offered through SJCG Specialized Senior Services was well received.

Age Friendly Thunder Bay Committee

St. Joseph's Care Group has been involved with the Age Friendly Thunder Bay Committee since Spring 2009. This committee was initiated through the City of Thunder Bay and is chaired by Councilor Rebecca Johnson. Major stakeholders from across Thunder Bay are involved to work toward making Thunder Bay an age-friendly community.

Communication & Advocacy

125th Anniversary Events

Book Launch

On Friday, September 18th SJCG launched the book *“Responding to Unmet Needs: Celebrating 125 Years”*, written by Peter Raffo in honour of the 125th Anniversary of St. Joseph’s Care Group. The book is available for \$10.00 at the gift shops of St. Joseph’s Hospital & Hogarth Riverview Manor, and in the Communications Office at St. Joseph’s Heritage. Thanks to the Communications Office staff who worked on the collaboration of the development of the book.

Staff & Volunteer Lunches

Anniversary Celebration Lunches were held at four SJCG locations throughout the city for staff and volunteers. A special menu was served with an anniversary cake.

30th Anniversary - St. Joseph’s Heritage

Celebration Events were held in September in honour of St. Joseph’s Heritage 30th Anniversary:

- Client Appreciation Day at Frank Murphy Community Centre
- Bethammi Nursing Home Celebration for Residents
- Manor House Celebration for Clients
- P.R. Cook Apartments Celebration for Tenants

Mental Illness Awareness Week – October 4-10, 2009

During Mental Illness Awareness Week, Raija Begall shared her experience with mental illness with Hammarskjold High School students and read an excerpt from her book, *Breaking Up with ED*. The event served the dual purpose of recognizing Raija for her selection to this year’s national MIAW “Faces of Mental Illness” campaign and raising awareness about mental illness within the youth population. Raija Begall was nominated for the ‘Faces of Mental Illness’ campaign by St. Joseph’s Care Group. Raija will be attended the Champions of Mental Health Awards in Ottawa on October 7, 2009.

Other MIAW events being hosted by the Mental Health Network in Thunder Bay include a screening and discussion of the film, *The Soloist* for Confederation College students and a ‘Brainwaves’ coffeehouse which celebrates the strengths of people living with mental health issues. The Mental Health Network is a collaboration between St. Joseph’s Care Group and several other mental health and addiction organizations.

Mental Health and Addiction 10-Year Provincial Strategy

Representatives from our mental health and addiction programs participated in a focus group organized by the NW LHIN related to the planned 10-year provincial Mental Health & Addiction Strategy. A member of the Mental Health and Addiction Advisory Committee made a presentation in Thunder Bay to the Select Committee on Mental Health and Addictions regarding the specific challenges faced by the people we serve in Northwestern Ontario in their efforts to access care.

Teaching & Research Identities

Fellow of the Gerontological Society of America

Congratulations to Michel Bédard, Director of Research, who has been made a Fellow of the Gerontological Society of America (GSA). The GSA is the oldest and largest interdisciplinary organization in the United States devoted to research, education and practice in the field of aging. Fellowship is a recognition for outstanding contributions to the field of gerontology and represents the highest class of membership in the society.

Facility Design and Cultural Diversity

Janet Sillman, Vice President, Mental Health and Addictions, and the architects for the Sister Margaret Smith Centre project, spoke at a recent OHA Conference “Aboriginal Health Care – Creating a Healing Infrastructure” in Thunder Bay. The topic, *Achieving Cultural Diversity through Facility Design*, focused on the principles, partnerships and processes used throughout the planning processes.

CURA Project

Hogarth Riverview Manor and Bethammi Nursing Home have partnered with Lakehead University and the Centre for Education and Research on Aging and Health (CERAH), to participate in a five-year palliative care research study. The overall goal for this study is to enhance quality of life for residents who are dying in long-term care homes, through developing palliative care programs. This study aims at developing a model that engages the Personal Support Workers (PSWs). One PSW from each home will be selected to spend part of their work week dedicated to this study to ensure success.

Recreation-Able Inclusive Recreation Forum

St. Joseph's Care Group was pleased to be a sponsor for the Recreation-able Inclusive Recreation Forum held last month in Thunder Bay. A number of our staff were presenters and participants in the various sessions. Keli Cristofaro, Neuro Day Program, shared her expertise on the benefit of inclusive aquatic programs and her involvement with the Thunder Bay Dragon Boating festival as an example of planning an inclusive event. Older Adult Rehabilitation Leisure life Skills staff participated in the "Accessibility for Ontarians with Disabilities Act" and program designs to support clients with disabilities.

Health Expo Submission

Improving Access to Specialized Community Exercise Programmes for People Living with Chronic Neurological Conditions has been accepted for the OHA's Health Achieve 2009 Leading Practices Electronic Display. Kirsti Reinikka, Linda Adamson and Esmé French made the submission to highlight the development and impact of the Community Based Exercise Program.

Community Based Exercise Program

To facilitate dissemination of the information related to the Community Based Exercise program the following presentations are scheduled:

French, E., Duncan, J., Tombs, C., Adamson L. (September 30, 2009). Closing the Gap: Connecting Rehabilitation Programs to Community Recreation Activities. Recreation-Able: Inclusive Recreation Forum. Thunder Bay, ON.

Reinikka, K.J.E., French E, Adamson L, Duncan J. (October 22, 2009). Facilitating Partnerships for Community-Based Exercise for People with Chronic Conditions. NWO Regional Educational Workshop - Northwestern Ontario Regional Stroke Network, Thunder Bay, ON.

French, E., Reinikka, K.J.E., (October 19, 2009). Supporting Community Exercise for People with Stroke: A New DVD-Based Educational Tool for Training Fitness Instructors. Heart and Stroke Foundation of Ontario -Stroke Collaborative. Toronto, ON.