



Report from the Leadership Team November 2009

Client Centred Care

Chronic Disease Self Management

Complex Care and Physical Rehabilitation outpatient programs continue to advance the incorporation of Chronic Disease Self Management practices into the services they deliver. Tanya Shute and Heather Munro provided another two sessions of the 6-week staff training program to 21 staff. Future sessions are planned to ensure all staff are offered the opportunity to incorporate this way of practicing into the care they provide.

The Rheumatic Diseases program is implementing strategies from the Chronic Disease Self Management training. Examples include program biweekly action planning/goal setting, and modified lectures to be more interactive including problem solving and brainstorming techniques.

Nursing Pharmacy Committee – “MASH” Sessions

To obtain front line nursing staff input into issues relating to medication administration and safety, the Nursing Pharmacy Committee implemented MASH (Medication Administration Safety Huddles). "MASH" provides an opportunity for front-line nursing staff to ask questions, share concerns, report near misses, and offer ideas to improve medication safety on their units.

H1N1 - Client Surveillance

Increased client surveillance has been implemented. Daily temperatures are being taken on all inpatient clients and close monitoring and assessment for influenza-like illness and symptoms has been initiated. All mental health outreach teams are tracking flu-like symptoms and immunizations of clients. Visitors to our buildings are also being screened upon entry.

Suicide Bereavement Group

Six mothers, all of whom lost children to suicide, attended a 7-week suicide bereavement group run by Mental Health Outpatient Program spiritual care workers. The Anishnawbe spiritual care worker was able to offer smudging to clients prior to each group session in our newly decorated spiritual care room at St. Joseph's Health Centre.

Our People

Expanding Our Competencies

- Lauren Mount has completed her training in EMDR (Eye Movement Desensitization Retraining) which is an evidence-based intervention for clients with post-traumatic stress disorder.
- Dr. Lepage attended the 5th Canadian Colloquium on Dementia in Toronto.
- a Case Manager from Seniors' Behavioural Health Outreach Team attended the Applied Suicide Intervention Skills Training

IT Greening Initiatives

Trina Di Stefano, IT Manager of Support, and a member of SJCG Greening Health Care Committee, has been leading a number of IT greening initiatives, including printer consolidation and replacement of large monitors with flat panels. Power savings equates to approximately \$14,600 per year. A "Think Green, Turn off your machine" virtual notice has been placed on every desktop, and old computers have been donated to the MEMO group and community partners to reuse equipment and keep it out of landfills.

Alzheimer Society Newspaper Article

On November 3, 2009, an article submitted by the Alzheimer Society of Thunder Bay was published in the Chronicle Journal. The story featured one of our Personal Support Workers Leah Lingner, who works at our Hogarth Riverview Manor site. Personal Support Workers play a critical role in the health care system and their need is expected to continue to rise as the population ages.

Collaboration

Comprehensive Arthritis Care Program

The Rheumatic Diseases Program, in collaboration with The Arthritis Society and Dr. Fidler, have created the *Comprehensive Arthritis Care Program* to enhance timely and appropriate access to care for clients. A standardized tool, one central intake process, and an integrated team approach will allow the team to reduce wait times for clients in need of urgent rheumatologic care and will ensure all clients with arthritis receive the appropriate care and education they require. The pilot period is October 2009 to Feb 2010.

Psychology Information Sessions for WAIS and WMS

Adult Rehabilitation Psychology staff in collaboration with Psychology Staff at Lakehead University planned and scheduled an information session in October 2009. The purpose of the event was to review the fourth editions of the Wechsler Adult Intelligence Scale and Wechsler Memory Scale, two psychometric tests commonly used in Psychology. Community wide psychology staff participated in the session.

Janzen's Pharmacy

The Community Support Program is collaborating with Janzen's Pharmacy, utilizing their Nurse Practitioner for clients with high-risk medical complications.

GAPPS Program

The Getting Appropriate Personal and Professional Supports (GAPPS) program presented a six-month review to senior NWLHIN staff and to the Emergency Department/Alternate Level of Care Advisory Committee of the NWLHIN. This project demonstrates innovative care to a difficult to serve population, and is a model in management for truly integrated programs.

Communication & Advocacy

Clean, Green & Beautiful Award

The first-ever *Diamond Level Clean, Green & Beautiful Award* was presented to St. Joseph's Care Group, by the City of Thunder Bay, at the 2nd Annual Civic Pride Awards ceremony. The Awards celebrate businesses and organizations that are improving the physical environment and the quality of life in our city, and recognize building and renovation projects that enrich the life of the community through public art, beautification, heritage and environmental greening.

Highlights of our winning entry include:

- Leadership in Energy and Environmental Design (LEED) used for the new Sister Margaret Smith Centre;
- Conserving energy and reducing greenhouse gasses through energy retrofits to the facility at 35 North Algoma Street (St. Joseph's Hospital);
- Tree planting programs at Hogarth Riverview Manor, Sister Margaret Smith Centre and St. Joseph's Heritage;
- Installation of public art at the St. Joseph's Mental Health Centre and the Sister Margaret Smith Centre;
- The recycling and reuse of materials;
- Creation of pedestrian and cycling amenities, and making their facilities accessible to all.

Sister Margaret Smith Centre Grand Opening

On Friday, October 16, 2009, St. Joseph's Care Group celebrated the Official Opening of the new Sister Margaret Smith Centre, followed by an open house for the general public. We were very pleased to have Sister Margaret Smith in attendance. An estimated 450-500 visitors attended to help us celebrate this very special day.

125th Anniversary - Celebration Mass

St. Joseph's Care Group hosted a special 125th Anniversary Celebration Mass on October 17, 2009 at St. Patrick's Cathedral. It was wonderful to see so many people attending the Mass, which was followed by a reception in the Church Hall. Thank you to Bishop Colli, Msgr. Stilla, the Catholic Women's League of St. Patrick's Cathedral, and the Auxiliary to St. Joseph's Care Group for their assistance.

125th Anniversary - Public Education Sessions

St. Joseph's Care Group hosted four free Public Education Sessions featuring current health topics, stimulating conversation, and refreshments:

- Café Scientifique was held at the Current River Community Centre. The topic of discussion was supporting the mobility needs of older adults in our community. Over 30 people attended the panel discussion featuring research experts from both Canada and the United States.
- A session about recovering from an eating disorder was hosted by the Youth Advisory Group to the Eating Disorder Program at the Sister Margaret Smith Centre. Feedback was very positive with requests for future sessions on this topic.
- The Neurology Day Program hosted an open house featuring a day in the life of neurologic rehabilitation. Staff and members of the public had the opportunity to try hands-on activity stations.
- A session about mental health in the workplace was held at the Sister Margaret Smith Centre. "Coping with Change in the Workplace: Promoting Personal Happiness". Attendees included students from several educational institutions in the community.

Catholic Health Association of Ontario (CHAO) Visit

On Tuesday, November 3, 2009, St. Joseph's Care Group was pleased to host Board Members from the Catholic Health Association of Ontario (CHAO). Over the course of their visit, the CHAO members toured several sites, and met with our own SJCG Board of Directors and Leadership Team for dialogue and exchange of ideas with respect to Catholic health care. The CHAO members felt most welcome and were extremely impressed with the calibre of St. Joseph's Care Group's programs and services.

Teaching & Research Identities

HealthAchieve/Celebrating Innovations in Health Care Expo

St. Joseph's Care Group will be well represented this year at the newly combined OHA HealthAchieve/Celebrating Innovations in Health Care Expo with successful submissions from all our sectors:

Improving Access to Specialized Community Exercise Programmes for People Living with Chronic Neurological Conditions was accepted for the HealthAchieve 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.

In partnership with Baycrest Centre for Geriatric Care in Toronto, Denise Taylor's submission of the *Sandy Lake Stroke Prevention Project* was selected for poster display at the Innovations in Health Care Expo.

Matt Shute, Clinical Supervisor Supportive Housing, took the lead in co-authoring a submission entitled *Dual Diagnosis: Meeting Needs Through Community Partnership* which highlights the partnership of SJCG with the Developmental Services agencies in targeting the MOHLTC priority of reducing ER wait times.

Kathy Thompson from Long Term Care, and Project Coordinator, Northwestern Ontario Seniors Falls Injury Prevention Program, was also successful with her submission of the *North West LHIN-Wide Falls Injury Prevention Project*. This poster presentation will highlight this comprehensive community-wide approach to reducing falls and fall injuries and increasing restraint-free care for seniors.

Psychogeriatric Resource Consultant Teaching

The Psychogeriatric Resource Consultant provided education to the following partners in care:

- Atikokan Hospital related to disruptive vocalizations;
- Nipigon Hospital related to a virtual dementia tour demonstration;
- Local agencies related to Gentle Persuasive Approaches sponsored by the Centre for Education and Research on Aging and Health (CERAH) and the Disabilities Committee.

Employment Consultation Opportunity

The Supervisor of the Employment Options Program, Doug Dowhos, was invited to Sydney, Nova Scotia to assist a mental health vocational program in developing a new strategic direction. Meetings were held with the Board of Directors and the business developer from Nova Scotia Co-op Services to look at the "Co-op" model for the workshop as well as a funded social enterprise that provides jobs to adults with a mental illness in Sydney.

Research in Strength-Based Programming

This project is designed to evaluate the effectiveness of the strength-based philosophy of care and programming within the intensive residential treatment program for youth at Sister Margaret Smith Centre. The level of cooperation of clients and staff has been very positive as we work in collaboration with the Children's Hospital of Eastern Ontario, the Centre of Excellence for Children with Special Needs, and Lakehead University to evaluate the outcomes of this new program and clinical approach to care.

Centre for Gambling Studies

Problem Gambling Programs of Sister Margaret Smith Centre are partners in a research project 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.

In addition, our Problem Gambling Programs, in collaboration with Lakehead University, have been selected for a poster presentation at the International Problem Gambling Conference. The poster presentation highlights the results of a research study which explored key features of clients presenting with problem gambling issues and co-occurring substance abuse issues within Sister Margaret Smith Centre.