



**Report from the Leadership Team
January 2010**

Client Centred Care

FLO Collaborative - Reactivation

The Reactivation (2S) "Flo" Team is reaching the end of their work for the provincial Flo Strategy. The team did an excellent job implementing their "change ideas" to improve client flow from Complex Care into the community. This work has improved communication on the unit about each client's "care path" and discharge plans – all staff of Reactivation are commended for their participation and support as they strive to provide client centred care.

Diabetes Health

As part of the Provincial Diabetes Strategy, Diabetes Health has received additional resources to expand their service – they will be adding another full time nurse and dietitian to their current staffing complement in an effort to serve the growing number of people with this chronic disease.

Collaborative Leadership Initiative

Michelle Addison and Linda Belcamino continue to lead this corporate initiative aimed at advancing interprofessional practice. Three teams - Acquired Brain Injury, Adult Rehabilitation and Older Adult Rehabilitation (LPH), and Day Hospital, have volunteered to embark formally on this care delivery model.

Chronic Pain Management Program

In an effort to better serve clients, the Chronic Pain program has developed a two day condensed program for clients from out of town and/or working clients who are unable to attend the 6-week program. The Chronic Pain Management Family Information Session has also been revamped.

GAAPS and Balmoral Centre

The ongoing partnership between GAAPS and Balmoral Centre, with additional resources providing primary care services on site, continues to yield benefits to the clients we serve and has significantly reduced the need for ER referrals or transfers. Since April 1, 2009, the pre-admission referrals to the ER have been reduced by 80% and referrals to ER for medical treatment have been reduced by 40%.

Specialized Programming for Clients with Complex and Concurrent Needs

Substance Abuse and Eating Disorders: A specialized program was developed and implemented for women with co-occurring serious substance abuse and serious eating disorders who participated in a combined stabilization and intensive residential treatment program with very favourable results.

Substance Abuse, Complex Trauma and Borderline Personality Disorder: In follow up to the intensive Dialectical Behaviour Therapy (DBT) training received by our women's treatment team, a specialized residential treatment program for women has been designed to meet the unique needs of this client group. This new evidence based treatment approach was implemented on January 4, 2010.

Mental Health Rehabilitation Christmas Activities

Mental Health Rehabilitation clients participated in a variety of Christmas activities in both the community and hospital, including a tour of the City Lights, Santa Parade viewing, decorating the program area, holiday theme bingo, shopping for Christmas gifts and prizes, music sing along and social events, movie nights, and a Christmas service in the Chapel.

"Gifts from the Heart" for the Outpatient Rehabilitation Clients

Outpatient Rehabilitation staff delivered 12 hampers and 30 Christmas gifts to Outpatient Rehabilitation Mental Health clients for Gifts from the Heart.

Our People

Recruitment Events

SJCG participated in two special recruitment events during the 2009 Christmas season. One sponsored by the Thunder Bay Chamber of Commerce, had a broad focus on employment opportunities within all sectors of the community, and the second being the 9th Annual "Home for the Holidays" reception, specifically targeted at students studying in healthcare fields. This reception was hosted by SJCG at the new Sister Margaret Smith Centre. Attendees learned about the programs/services we provide to the community, about potential student and volunteer placement opportunities, and prospective employment. More than 85 participants attended the reception with 75 individuals participating in tours of the new site. Thank you to Nancy Black and her team for their efforts in making this such a successful event.

Pharmacists Council

Deb Emery, Pharmacy Manager, attended the Ontario Branch, Canadian Society of Hospital Pharmacists Council meetings and AGM/Continuing Education Sessions in Toronto. Deb is now in her final year of a 3 year term as Treasurer.

Acquired Brain Injury Education

Fourteen RNs and RPNs successfully completed all 6 modules the ABI training offered in October and November. Thank you to the ABI team for developing and delivering this education to their peers.

Improving our Competencies

Over 120 staff from SJCG and TBRHSC attended a two day workshop given by Dr. John Briere, a world-renowned expert in the treatment of trauma. Clients with traumatic experiences make up a large portion of the clients seen in mental health and throughout the health care system, and the ability to recognize and provide appropriate supports and therapy to these clients is an important skill for staff to acquire.

IS Interface

IS recently completed the interfacing of Life Labs with our Meditech system. This means that diagnostic tests done in a Life Labs facility will now flow seamlessly into the Meditech system where clinicians can view them. This will be a big benefit for some of our regional partners who refer a number of different tests out to Life Labs.

Collaboration

Provincial Neurological Strategy

Terri Gurney, Program Manager attended the MOHLTC's Neurological Strategy "round table discussion" in Toronto. The event was a great opportunity to meet stakeholders from many sectors and to brainstorm about the direction of neurological funding and supports. Terri was recommended for this session by the Multiple Sclerosis Society – Provincial Chapter.

Seniors Health Research Transfer Network

Diabetes Health is collaborating with Seniors Health Research Transfer Network to develop a second project to deliver *Diabetes 101* to LTC Homes in the region and Thunder Bay. A variety of sources have provided ongoing funding for this initiative.

Resource Matching and eReferral

The Resource Matching and eReferral project is a joint project of SJCG, TBRHSC and the NW CCAC, with funding from the NW LHIN for the initial phase. This project is intended to automate the referral process between care streams by transferring client information between facilities and by providing wait list management.

Recently eHealth Ontario approved a proposal from the NW LHIN to fund the planning phase of the expansion of this project to all LTC homes and hospitals in NW Ontario. TBRHSC will again take the lead on this project and will issue an RFP to solicit proposals from consultants to do the present state analysis of existing referral processes.

Behavioural Support Systems Roundtable Consultation

Matt Shute and Dr. Patricia Lepage attended this half day consultation in Toronto. The consultation included an overview of the 10-year Strategy for Mental Health and Addiction, an overview of the Behavioural Support Systems initiative and how the project links to the Mental Health Strategy and a panel showcasing first person experiences with regard to navigating the system as someone supporting an individual with significant behavioural needs. It was expressed that this is truly a "watershed" moment in terms of moving to a more person-centered, collaborative and multi-sectoral approach to care.

Collaborative Relationship Building

A group of representatives from various service agencies and Ministries (Health, Community and Social Services, Community Safety and Corrections) attended a meeting at SJHC to discuss educational needs and supports required and available for staff working with individuals with a dual diagnosis (developmental disability and mental health issue or significant behavioural challenge) who find themselves in conflict with the law.

Dual Diagnosis and Mental Health and Addiction Strategy

Dual Diagnosis team members attended the MCSS feedback forum on the 10-Year Mental Health Strategy 'Every Right Door' hosted by the Senior Policy Branch of MCSS. During their visit to Thunder Bay, MCSS officials were taken on a tour of Evergreen and given an overview of our local programs aimed at serving clients with dual diagnosis.

Communication & Advocacy

Peer Visitor Training

A "Peer Visitor Training" session with the Amputee Coalition of Canada was facilitated by Susan Allison (SW) and Erin Puhalski (PT). Seven participants successfully passed the training requirements. The lead organization for this initiative (Lindsay Rehabilitation Hospital) are very excited to now have trained peers visitors in this region.

Northern Housing Issues

Vickie Scholtens, Manager of the P. R. Cook Apartments attended the Ontario Non-Profit Housing Association (ONPHA) Conference in November 2009 and was able to meet with Minister of Municipal Affairs & Housing Jim Watson to discuss northern housing issues. Topics included legislative issues with the *Social Housing Reform Act*, utility scales, special priority issues, and how distance, geography and weather affect housing strategies in the north.

Geriatric Nursing Association

Meaghan Sharp, Manager, Long-Term Care, at Hogarth Riverview Manor, is in the process of establishing a Thunder Bay chapter of the Geriatric Nursing Association. This will be a great venue for communication and advocacy for long-term care in Northwestern Ontario.

Official Kick-Off to the Centre of Excellence for Integrated Seniors' Services

On December 4, 2009, St. Joseph's Care Group announced the official kick-off and ground-breaking ceremony for the Centre of Excellence for Integrated Seniors' Services (CEISS). The CEISS will be built at the Hogarth Riverview Manor site and once completed in 2012 will add 336 long-term care beds and 132 new supportive housing units for seniors in Thunder Bay. The kick-off event was attended by representatives from the federal and provincial governments, the City of Thunder Bay, and St. Joseph's Care Group ceremony.

United Way Employee Campaign

For the 7th consecutive year, St. Joseph's Care Group was proud to partner with the United Way & St. Joseph's Foundation for the Employee Campaign. Thank you to everyone who supported the Campaign, raising **\$31,478**. Since the partnership began, SJCG employees have donated over \$180,000!

Catholic Health Alliance of Canada (CHAC) – 125th Anniversary plaque

In December, SJCG received a plaque from the CHAC in recognition of 125 years of care and service to the people of Thunder Bay and Region. CHAC's mission is to nurture and support the ministry of Catholic health care organizations and providers.

Co-op Model Highlighted

Team Werks Co-Op was featured in a new full colour booklet entitled “New Futures: Innovative Uses of the Co-Op Model”, published by the Canadian Co-Operative Association (CCA). Twelve initiatives were chosen from across Canada to be featured and to illustrate the diversity and flexibility of the Co-op model. See www.coopscanada.coop and follow the feature article 12 Co-Ops with a Difference. This article reflects Team Werks’ focus on psychosocial rehabilitation (PSR) values and principles.

Eating Disorders Program in Collaboration with District Health Unit “The Dressing Room Project”

This community awareness project involved a workshop presented to Grade 7 and 8 girls from five schools within the City of Thunder Bay. Unrealistic ideals depicted by the media regarding body image were portrayed, following which attendees were asked to design a card containing positive, self-affirming statements. The top six cards were produced into mirror stick-ons that were then displayed in dressing rooms at participating locations within Intercity Mall. In response to the official launch, the Paterson Foundation donated \$5,750 to St. Joseph’s Foundation for continued support of the project.

Teaching & Research Identities

Volunteer Editor

Sophie Regalado, Librarian, Coordinator-Library Services will take on the volunteer position of Editor of the *Journal of the Canadian Health Libraries Association*, starting in January 2010.

Published Article

Kirsti Reinikka submitted an article - “Working Together to Assist People with Multiple Sclerosis, Parkinson Disease and Stroke “Keep Moving” with Exercise” that was published in a December issue of the Ontario Hospital Association’s Hospital Perspectives.

Abstract Acceptance

Michelle Addison and Linda Belcamino had an abstract for an electronic display accepted for the All Together Better Health 5 International Interprofessional Conference being held in April in Sydney, Australia. The abstract is titled: *Appreciative Inquiry and Emergent Change: An Approach For Teams and Managers to Enhance Interprofessional Care In the Health Care Setting.*

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 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. The Pathways Project is being lead by Lia Nower, Associate Professor and Director of the Ontario Center for Gambling Studies.

Research Study “Optimizing the Health of Women with Substance Use Issues and their Children”

The Adult Addiction Program team will be joining Concurrent Disorders and Lakeview Clinic in participating in a research project lead by Dr. Alison Niccols of McMaster University. The project is designed to inform evidence based practice in optimizing the health of women with substance abuse issues and their children.