



## Report from the Leadership Team March 2010

### **Client Centred Care**

#### **Discharge Planning Update**

Complex Care and Physical Rehabilitation's Discharge and Transfer Facilitator, Jane Hodges, organized a "discharge planning update" for staff involved in this work at St. Joseph's Hospital. Representatives from St. Elizabeth's, the Community Care Access Centre, and Red Cross Equipment Loan Program presented on their services and how staff can access them to improve the safety of our clients when they are discharged.

#### **Medication Reconciliation**

Work continues on developing a new medication reconciliation process that will meet the standards of Accreditation Canada's Required Organizational Practice (ROP). St. Joseph's Hospital Pharmacy Department is leading this initiative and a pilot test of a proposed process is underway on the Physical Rehabilitation inpatient units.

#### **Pharmacy iNtranet Page**

The Pharmacy Department is working to develop a useful resource page on the iNtranet so staff have easy access to an up-to-date formulary as well as links to current Pharmacy policies and procedures.

#### **Access to Diabetes Health**

Diabetes Health is proud to say there is no wait time for urgent referrals (pregnancy, children, insulin starts and those who are triaged urgent). All other referrals are provided with an appointment within 3-4 weeks and can attend group classes within 4-5 weeks.

#### **Tai Chi Program**

A new weekly seated Tai Chi program, facilitated by the social worker on General Rehabilitation, will be starting for the Rheumatic Disease Program (RDP) and other Physical Rehabilitation clients. Master Peng You will be coming in to do 2 training sessions for team members and clients.

#### **Long-Term Care Admission Enhancement**

A Long-Term Care Admission Enhancement Team has been formed with representation from Bethammi Nursing Home and Hogarth Riverview Manor. This team will look at ways to improve the Homes' admission process, welcome the new resident/family, and establish positive relations on the first day. Family members are also represented on the team, providing input based on previous experience.

#### **Employment Options Initiatives**

Margo Donaldson - Occupational Instructor of Wood Werks Creations, Mark Kmill - Business Developer, and two clients have been designing a shredding container prototype for Enviroshred Inc. The container has been built and will be displayed next week. Enviroshred, if satisfied with the product, will be ordering 50 units.

#### **Restraint Reduction**

The use of restraints on the Dementia Care Program has decreased significantly, as evidenced in a recent report that compared restraint usage from 2006 to the present time. The DCP interprofessional team is applauded for their outstanding commitment and dedication in minimizing the use of restraints and implementing alternative methods.

#### **Centralized Referral Process**

The CART (Canadian Arthritis Referral Tool) and Arthritis Training Pilot Project continues. As a result of this centralized referral process, the wait time to see a rheumatologist (Dr. Fidler) has gone from 2–3 years to booking new referrals in 2–3 months. A working group has been identified to do a process map for triaging referrals to first available rheumatologist once the current backlog of referrals has been addressed.

### **Psychosocial Rehabilitation (PSR) Working Group**

The PSR working group initiated a pilot project in February for both Adult and Older Adult Rehabilitation programs, which aims to support client goal setting and client involvement in the treatment planning process. Clients will have the opportunity to identify their goals as well as the supports they need to achieve them.

### **Valentine's Party**

Confederation College Recreation Leadership students organized a Valentine's Party for the LPH Inpatient Programs. The party was a success with clients on the inpatient programs attending as well as children from Kinderplace Child Care Centre. Everyone enjoyed the entertainment by the Elks Clown Band and refreshments.

### **Music Program**

Patients' Council has organized and initiated a monthly music program for inpatient and community clients at the LPH. Clients from all inpatient programs enjoyed the February Music Program with entertainment by four musicians.

### **Protection of Personal Health Information**

In response to a privacy breach in the Durham area, Ontario's privacy commissioner issued another order related to the protection of personal health information on mobile devices, essentially calling for the use of encryption on all such devices. Our IT department has responded by investigating the encryption tools that are available and putting a request in the 2010/2011 capital budget. Between SJCG and TBRHSC there are over 700 such devices.

## ***Our People***

### **Seniors' Mental Health Integration**

Seniors' Community Psychiatry Program and Seniors' Psychiatry Day Program team members gathered on February 19<sup>th</sup> to commemorate the formation of these programs and their history together as a team. The gathering was an opportunity for staff to reflect on the past, and embrace the future in which Seniors' Community Psychiatry Program, Seniors' Psychiatry Day Program, and the Seniors' Behavioural Health Outreach Team will be integrating as one team to better serve seniors with mental health issues.

### **Staff Education**

Dr. Lepage, the Seniors' Mental Health Intake Facilitator, and team members from both Seniors' Community Psychiatry Program and Seniors' Psychiatry Day Program attended Winter School 2010; "Geriatric, Dementia and Beyond" on February 12<sup>th</sup> at the Valhalla Inn, hosted by the Thunder Bay Medical Society.

### **Nurse Practitioner**

Deborah McKay, Nurse Practitioner, has been doing an excellent job facilitating medical care, follow-up and liaising with community agencies/specialists for the clients of our outreach programs. Clients have expressed satisfaction with their improved access to medical care.

### **Advance Practice Physiotherapist**

Caroline Fanti, Advanced Practice Physiotherapist at TBRHSC, did a presentation through the Ontario Telemedicine Network on the Regional Joint Assessment Centre and the Northeastern Joint Assessment Centre.

## ***Collaboration***

### **Reducing Duplication**

Rheumatic Disease Program team members are meeting with the Arthritis Society to clarify roles toward minimizing duplication of service and to identify and respond to gaps in service to arthritis clients.

### **Telephone Savings**

With the implementation of the VOIP telephone system, a dedicated IT support position was created. Through a comprehensive audit process of the telephone bills for the hospital and LPH sites, we have achieved \$18,200 in one time savings and ongoing savings of \$23,400 per year. In addition, discussion with TBayTel regarding our Blackberry and cell phone plans could lead to more savings. Further telephone audits are planned.

### **New Scanner Business for Team Werks**

Scanner, software, server, data management system and shelving have all arrived. The process of networking and installing the components for the scanning initiative is underway. April is targeted for a start date to begin scanning. This initiative will create 4-5 new training and employment positions for Team Werks. A new logo has been created.

## **Communication & Advocacy**

### **SJCG Corporate DVD**

St. Joseph's Care Group has produced a Corporate DVD that will be used as a communication tool to introduce presentations by the President & CEO, Tracy Buckler and members of SJCG's Leadership Team. The goals of the DVD include:

- Strengthening St. Joseph's Care Group's identity
- Reinforcing our Mission, Vision, Core Values and Strategic Priorities
- Communicating & educating audiences about our Capital Projects
- Entertaining viewers with interesting facts about the Care Group

The DVD conveys a "moving forward" theme with strategically positioned messages throughout that reinforce the importance and contributions of the organization within the region it serves. The DVD was presented to the Board of Directors at their February 17 Board Meeting.

## **Teaching & Research Identities**

### **5<sup>th</sup> Annual Showcase of Health Research**

The Research Department hosted the fifth annual "*Making a Difference: Showcase of Health Research*" on Friday, February 5, 2010. This well-attended event included clinicians, healthcare professionals, students and researchers from St. Joseph's Care Group and numerous community organizations. Participants were exposed to the work of over 70 researchers in nine oral and 16 poster presentations.

### **Palliative Care Research**

4 North Hospice Palliative Care is partnering with Bethammi and Hogarth Riverview Manor Nursing Homes and the Centre for Education and Research on Aging and Health (CERAH) in a project researching the gaps in Palliative Care in Long-Term Care.

### **PICC Line Training**

Education Services is facilitating PICC (peripherally inserted central catheter) line training for RPNs working on 4 North and 2 North at St. Joseph's Hospital. Upon training completion, an RPN will be able to fully care for clients who also require stable and predictable PICC line care.

### **CAMH Opioid Dependence Training Course**

Two RN case managers from Lakeview Methadone Clinic and our Nurse Practitioner attended the new training course in Fort Frances on February 13<sup>th</sup>. This replaces the previous mandatory course sanctioned by the College of Physicians and Surgeons of Ontario (CPSO) for prescribers, pharmacists, and case managers. The course has expanded to include additional optional modules which make for a certification in Opioid Dependence Treatment.

### **2010 Connections Preferences Survey**

Throughout the month of February, staff of Lakeview Methadone Clinic, Northwestern Ontario Concurrent Disorders Program, Balmoral Centre and Sister Margaret Smith Centre participated in a survey, gathering information about the needs and preferences of clinicians providing services to women with substance use issues. The goal is to develop knowledge exchange strategies regarding women's specific needs. The survey is led by Alison Niccols, Ph.D., Principal Investigator and Associate Professor of the McMaster University Department of Psychiatry & Behavioral Neuroscience.

## ***Capital Planning and Development***

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

Planning and designing the CEISS continues, with many user groups and discussions being held. Community groups with a particular interest in accessibility for clients have been consulted and will continue to be active participants in the planning and design. Our consultants have also met with the MOHLTC to obtain their feedback and suggestions related to our initial design, and we will incorporate any required changes prior to the next submission of plans.

### **Bethammi Nursing Home Redevelopment**

We have now received formal approval from the MOHLTC to redevelop the beds at Bethammi Nursing Home as part of the CEISS project. This will allow two additional floors to be constructed as part of the CEISS building, and will ensure the most modern environment for all residents requiring long-term care. Meetings have been held with St. Joseph's Heritage staff and volunteers, and with the residents and families of Bethammi. The CEISS planning will now incorporate these additional beds. We are currently reviewing possibilities for use of the Bethammi space once the beds are relocated to the CEISS.

### **Mental Health Rehabilitation Program (MHRP)**

We are moving into the detailed design phase of planning for the MHRP and are on target for submission of the sketch plan documents by the end of March. We have awaiting feedback from the MOHLTC with respect to the Master Plan and Master Program. Planning for the demolition of the old SMSC is underway.