



## Report from the Leadership Team April 2010

### **Client Centred Care**

#### **Temporary Transitional Care Program**

The pilot program on 4 South (SJ Hospital site) saw the majority of the appropriately referred clients discharged home with improved physical function, which was consistent with the program's aim. It was also confirmed that there is a client population presenting with significant cognitive/ behavioural issues that do not seem to 'fit' into any particular health service, given current service designs. All 4S staff and Dr. Milne are commended for their perseverance and commitment to client care.

#### **FLO Collaborative**

The Flo Working Group on 2 South (SJ Hospital site) presented their results to other Flo Collaborative groups from across the Northwest Region at a NW LHIN sponsored "Wrap-up Session" on February 17<sup>th</sup>. A poster presentation was also developed by Linda Sanzo, 2S Occupational Therapist, for display at this forum. This session was an excellent opportunity for the team to talk about their project and to learn from the work of other projects.

#### **Medication Reconciliation**

A key "unmet" criterion from the February accreditation survey was medication reconciliation on admission and discharge of all clients. Pharmacy continues to lead this process development and a pilot is underway in the Rehabilitation Programs (3<sup>rd</sup> floor) at St. Joseph's Hospital. Nursing staff are being trained by Debbie Smart (Information Systems) & Garry Prokopowich (SJH Pharmacy) on the new process that has been developed within Meditech.

#### **Process Improvement Project**

Val Walser, Occupational Therapist seconded to the Process Improvement Project at TBRHSC, provided an inservice to the TBRHSC Rehabilitation staff on that group's progress and the issues they have uncovered in this process redesign work.

#### **Point of Care Devices**

Susan Colosimo, Manager, Outpatient Physical Rehabilitation and Contract Services, is leading a working group of providers from across SJCG to discuss and define what we should be aiming for in "point of care documentation" for clinicians. This group will continue its investigative/visionary work and will deliver a final report to Leadership Team to inform the advancement of electronic documentation.

#### **Healthy Lifestyles Working Group**

Mental health clients of St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre recently participated in a survey regarding their beliefs and goals regarding healthy lifestyles. The response from our clients was very positive, with 386 surveys completed and clear indication that our clients believe physical activity, good nutrition, sleep hygiene and understanding medication need to be incorporated into treatment plans. The cross-organizational Healthy Lifestyles Working Group will develop a standardized assessment and the clinical teams will begin to incorporate these areas into treatment.

#### **Integration of Seniors' Mental Health Programs**

On March 15, 2010 the Seniors' Behavioural Health Outreach Team, Seniors' Community Psychiatry Program, Seniors' Psychiatry Day Program, Psychogeriatric Resource Consultant, and the Intake Facilitator officially integrated into one Seniors' Mental Health Program currently located at our Lakehead Psychiatric Hospital site. The team members are working on strategies to facilitate program planning, development and integration to improve access to our Seniors' Mental Health Programs.

### **Just Clean Your Hands**

To increase opportunities for staff to clean their hands, individual 50 ml bottles of hand sanitizer have been made available for all clinical staff in the team stations at LPH. Additional wall-mounted hand sanitizers have also been installed on all program areas.

### **Withdrawal Management Programs**

In response to increased client and community need, we continue to work with our community partners including Thunder Bay Police and Municipal Leadership to address the growing needs for withdrawal management services, transitional supports, housing and other support services. A proposal will be discussed with the City of Thunder Bay in support of a needs assessment to inform service and system design that will meet the current and future needs of our community and region.

### **Provincial Forum re: Process Improvement Strategies in Mental Health and Addiction Services**

Representatives from five Ontario cities (Thunder Bay, Timmins, Hamilton, Ottawa and Toronto) participated in a full day workshop and planning session regarding process improvement strategies within the mental health and addiction service system. A number of people from St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre participated along with other community members. The goal is to use the strategies to reduce utilization of the Emergency Department, ED wait times and unnecessary hospital admissions. This work will be integrated into system planning processes.

### **Oral Care**

Hogarth Riverview Manor, in collaboration with the Best Practice Coordinator and a Dental Hygienist, are implementing an oral care initiative for residents. The team is reviewing best practices in relation to oral care and has developed a PDSA (Plan-Do-Study-Act) cycle. The Best Practice Coordinator and the Dental Hygienist have started with educational huddles, the first focusing on brushing techniques.

## **Our People**

### **Masters Program Achievement**

Shelley Prevost, Respiratory Technologist at SJH site, completed her Masters Program with Charles Sturt University in Australia. Shelley's thesis title is: *Mechanical insufflation exsufflation: Practice patterns among respiratory therapists in Ontario, Canada*. Congratulations Shelley!

### **Physical Rehabilitation Staff Development Session**

Forty nine staff members participated in the Physical Rehabilitation retreat held Feb 2<sup>nd</sup>. Agenda items included The Five Dysfunctions of a Team activities, service/team operating plans, team surge capacity strategies and National Rehabilitation Reporting System data analysis.

### **Lunch and Learn**

On March 3, Offer Agid, MD, Assistant Professor of Psychiatry, University of Toronto, presented "Long Acting Injections - Good Treatment, Not Fairly Treated". The objective was to understand the mechanism of action of antipsychotics. Dr. Edan Corcoran and Dr. Anita Chakrabarti attended, along with numerous staff from MH&AOP.

### **Compassion Fatigue Resiliency**

Julie Hutka, RN, and Diane Muller, RPN, CSP, attended the March 8 workshop regarding compassion fatigue and resiliency. The focus was to identify signs of compassion fatigue, to recognize the signs in co-workers and take action to manage our own stressors.

### **National Social Work Week**

Throughout the week of March 3-7, St. Joseph's Health Centre Social Workers collected donations to support the Good Food Box (GFB) program in Thunder Bay. The GFB program is a food security subscription program that allows low-income families and individuals to purchase a monthly low cost box of fresh fruits and vegetables. The goal was to raise \$2,000.00, the cost of their operation fees for one month.

### **Employee Recognitions to 2009**

March was "Employee Recognition Month" for SJCG. Over 30 small celebrations were organized to recognize staff and to present gifts to those who reached a career milestone from 5 to 40 years of service

in 2009. The month of celebrations wound-up on Saturday, March 27, 2010, with a dinner dance held at the Valhalla Inn. Gift presentations were made to 2009 retirees in attendance, and on April 5, 2010, The Chronicle Journal printed a photo of those Retirees who attended the Recognition Dinner.

### **Take the Stairs Challenge**

On January 28<sup>th</sup>, St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre participated in this Wellness event. Almost 500 staff from both organizations were logged as taking the stairs, and presented with "I Took the Stairs" stickers in recognition of their participation. All participants are deemed winners for helping to promote healthy living and physical fitness. Thanks to the volunteers who helped run the challenge – Erin Paul, Cassie Harris, Kim Upton and Marie Murray.

### **"Paint Your Plate" Challenge**

The Wellness Committee, in partnership with Nutrition and Food Services, Registered Dietitians and the Thunder Bay District Health Unit invited all employees to participate in the "Paint Your Plate" "Seven to 10 a Day" Challenge during National Nutrition Month. For each of the four weeks in March, employees were invited to track the number of servings of vegetables and fruit consumed each day and record it on a scorecard and submit weekly for a draw. Thank you to our working committee that made this challenge available to all staff: Christie McGillicky-Sousa, Ann Jewett, Erin Paul, Linda McDonald and Marie Murray.

### **Winter Wellness Skating Event**

Over 100 employees and family members participated in the Winter Wellness Skating Event held on March 6 at Fort William Gardens, which included face painting, children's activities and a special appearance by Benny Birch. Many thanks to the organizers: Jennifer Keating, Linda McDonald and Marie Murray.

## **Collaboration**

### **Dual Diagnosis Education**

Staff from Evergreen attended a one day conference presented by Dr. Yona Lunsky from the Centre for Addiction and Mental Health. The education focused on best approaches in working with individuals living with a dual diagnosis (co-occurring mental illness and developmental delay). The conference content was deemed practical and helpful to everyday work. Evergreen was afforded this opportunity through funding from the Community Network of Specialized Care (Ministry of Community and Social Services).

### **Collaborative Care for Clients Living with Substance Abuse Issues**

A working group has been established to develop collaborative care plan models for clients living with substance abuse issues who also have concurrent medical needs and who may be hospitalized at either Thunder Bay Regional Health Sciences Centre and/or St. Joseph's Care Group for acute or continuing care. The purpose of their work is to ensure early identification of substance abuse and risk issues and appropriate clinical interventions to reduce risk issues and facilitate earlier discharges and transfers and provide an opportunity to engage with substance use treatment providers.

### **Nurse Led Outreach Team**

The Nurse Led Outreach Team, in collaboration with Hogarth Riverview Manor, is continuing to enhance resident care. For the month of February, 26 resident transfers from HRM to the emergency department were avoided.

### **Resource Matching and Referral Project**

The Resource Matching & Referral project that SJCG is doing in conjunction with the NW LHIN, TBRHSC and the NW CCAC, achieved a milestone in March. Referrals from TBRHSC to SJCG are now automated through the Strata Pathways application and this is the first care stream to go live. We plan to automate as many care streams and referrals as possible using this application.

## **Communication & Advocacy**

### **Building Bridges Northwestern Ontario Concurrent Disorders Conference**

St. Joseph's Care Group collaborated with twelve other community and regional organizations to offer the 5<sup>th</sup> Annual Building Bridges mental health and addictions conference on March 4<sup>th</sup> and 5<sup>th</sup>, at the Valhalla Inn. This year's theme was "Building on Our Strengths", which featured keynote speaker Dr. Kenneth

Hardy, a Professor of Family Therapy at Drexel University in Philadelphia, Pennsylvania, and the Director of the Eikenberg Institute for Relationships in New York, New York, where he maintains a private practice specializing in working with at-risk children and families. Over 150 mental health & addiction professionals attended, who provided post-conference feedback about the new skills and knowledge learned and how it can be applied to everyday work situations.

### **Presentation**

Doug Dowhos, Supervisor Employment Options, was invited by the Schizophrenia Society of Ontario (Thunder Bay) to give a presentation about the employment services provided by St. Joseph's Care Group. The event took place at Waverly Resource Library on March 1, and was well received.

### **Sister Margaret Smith Centre Tours**

Tours were provided this month for several fire fighting teams, the new Mental Health and Addictions Coordinator for Thunder Bay Regional Health Sciences Centre, and members of the Multi-faith Advisory Committee.

### **Community Justice Forum**

Staff from the Mental Health Outpatient Program and the Dual Diagnosis team had a booth that presented information about our programs at the Community Justice Partnership Forum. The Dual Diagnosis facilitator also presented information to staff at the correctional centre and Lutheran Community Care about our services for clients with both a developmental delay and mental illness.

## **Teaching & Research Identities**

### **Speech Language Education**

Kristine Stubbs, Speech-Language Pathologist conducted an inservice for new Facilitators at the Lakehead District School Board. Tami Ross, Speech-Language Pathologist, did a presentation titled "Speech, Language and Social Communication" to the JK, SK and Learning Centre Teachers of the Thunder Bay Catholic District School Board.

### **Teaching**

The Psychogeriatric Resource Consultant (PRC) responded to education requests by the 55 Plus Centre, Hilldale Gardens, and Jasper Place related to responsive behaviours. In addition, the PRC attended Nipigon and Atikokan hospitals to deliver education to staff related to Delirium, Depression, and Dementia. Other education sessions provided by the PRC included a session on Sexuality and Seniors provided for a group of 35 PSW's working in LTC, as well as GPA (Gentle Persuasive Approaches) training for staff from PR Cook Apartments.

### **Nursing Expo 2010 - SJCG Nursing Olympic Games**

On March 11, 2010 the Learning and Professional Practice team facilitated the 2nd Nursing Expo, SJCG Nursing Olympic Games. The 2010 Expo had teamwork and collaboration as the key themes and included nursing staff from SJCG as well as nursing students from Lakehead University. The workshop weaved together St. Joseph's Care Group Strategic Priorities in a fun atmosphere, in the spirit of the Olympic Games. The goal of the day was to have each participant leave the workshop having acquired additional knowledge and strategies to promote personal growth as a leader within the nursing profession. A total of 54 participants took part, with many positive comments at the end of the fun filled day.

### **Leadership Thunder Bay 2010/11**

Congratulations to Evelyn Tuomi, Addiction Crisis Worker, Balmoral Withdrawal Management Centre, and Stephanie Ross, Learning/Telemedicine Facilitator, Learning, Research, and Professional Practice Department, who have been selected as our two St. Joseph's Care Group representatives to participate in the *2010/11 Leadership Thunder Bay Program*.