



**Report from the Leadership Team
September 2010**

Client Centred Care

Reactivation – FLO Strategy

Staff on Reactivation (2S) continues to develop Flo strategies in their ongoing improvement work. The team is piloting a modification to the client bedside white boards and has added a phrase: *"I would like to be called....."*. This furthers their client centered approach by having the client direct how they would like to be addressed in their care.

Low Intensity Long Duration (LILD) Program

The 1st quarterly report for this extended pilot project was submitted to the North West LHIN at the end of July. Patient days and number of client referrals are not meeting performance targets due to inappropriate referrals and lower than expected referral rate. After meeting with the LHIN, it was determined that the pilot would continue with the same targets set and that its feasibility and targets would be reassessed at the end of the second quarter.

Ontario Stroke System Tele-Rehab Project

Neurology Outpatient clinicians involved with the recent Ontario Stroke System Tele-Rehab Pilot Project completed four video and two in-home camera follow-up appointments in the month of June. St. Joseph's Hospital clinicians will continue to provide Neurology Outpatient video and in-home camera therapy services to clientele in the surrounding rural and remote areas of Northwestern Ontario.

Rheumatic Disease Program (RDP)

The RDP team evaluated their program's content within the context of the chronic disease management model and made modifications to emphasize self management. Changes were also made to the orientation booklets. Additional follow up clinics will be held throughout the month of July and August to meet the needs of clients.

Visual Waiver Program

The Driver Assessment Clinic is now booking clients for the visual waiver program. It has taken over a year to fully implement this program which involved meeting the requirements of the Ministry of Transportation to be recognized as an authorized assessment centre.

Long-Term Care Home Act

The *Long Term Care Home Act* came into effect on July 1, 2010 and will be implemented in phases until July 1, 2013. We are working with OANHSS, our long- term care home association, to analyze the new/revised requirements and develop a plan to meet them. Implementation will be prioritized by areas of known risk from a resident safety, cost, and compliance perspective.

Oral Care Best Practice

Hogarth Riverview Manor and Bethammi Nursing Home have collaborated with RNAO and dental hygienists to enhance oral care for our long-term care residents. The HRM team is championed by a PSW and is using PDSA cycles as the model for quality improvement. The team has been chosen to present the project at an upcoming RNAO Best Practice conference in Toronto.

Accreditation Update

As a condition of the accreditation award received earlier this year, St. Joseph's Care Group was required to submit additional evidence on a number of our quality initiatives. Accreditation Canada has since reviewed the additional evidence and advised that the condition has been met. More specifically, we submitted evidence on the implementation of Medication Reconciliation and implementation of the Falls Prevention programs, in various areas across a number of sites.

Medication reconciliation is a required organization practice (ROP) identified by Accreditation Canada ensuring the Best Possible Medication History (BPMH) is obtained on admission, transfer and discharge to avoid medication discrepancies and errors.

A Falls Prevention Program is a required organizational practice (ROP) identified by Accreditation Canada which was implemented in a number of areas on June 14, with the Falls Prevention Toolkit, a comprehensive resource package, available on the Intranet.

Quality and Performance Management

Over the past number of months the Leadership Team has had discussions about the role of the Decision Support department and its relationship to the corporate quality agenda. We have agreed on the responsibilities:

- Quality: coordinating and facilitating the accreditation process; building organizational capacity in quality improvement techniques and tools;
- Performance Measurement: facilitating the collection, measurement, reporting and interpretation of performance data; leading the balanced scorecard development and use; and,
- Utilization Systems: optimizing the use of the various utilizations systems.

Consequently, the Decision Support department has been re-named *Quality and Performance Management*.

Employment Options and Team Werks

Employment Options is developing a Vocational Resource Centre. Two Vocational Peer Support Specialists (who are also clients of the Employment Options Program) will volunteer part-time at the resource centre. The centre will be a valuable space and tool for clients who are pursuing employment or educational goals.

Employment Options has had a number of meetings with TBRHSC IT staff, Medical Records, and the system integrators who supplied software for the scanning initiative (Scan Werks). A repository (for storage of electronic images) has been built. Document preparation is planned to start the 1st week of September with scanning targeted to commence the 2nd week of September. Five new training/employment opportunities will be created as a result of the initiative.

Dementia Care Display Boards

A client story board initiative has been launched on the Dementia Care Program. A sample board has been created and displayed on the unit upon entering the program for visitors and family to view. The intent is to encourage families to create, with the support of Dementia Care staff, a story board that highlights and honours the client's life. An information board has also been created and located in the Dementia Care Program entrance way to display educational materials related to dementia for family and visitors. The topic for August was "Communication and Dementia".

Adult Addiction Programs

We have completed implementation of the newly designed Dialectical Behaviour Therapy (DBT) Skills Group for women living with complex mental health and addiction issues and we have incorporated this best practice material into the women's residential program.

Communication Boards

Adult Rehabilitation Program has implemented a new system to enhance communication with clients by posting communication white boards at the client's bedside. Information related to programs, appointments, specific interventions and new initiatives are clearly written on the client's individual boards.

Smoking Cessation Services

Three staff within the Mental Health Outpatient Program completed the smoking cessation program TEACH and are offering services to Mental Health Outpatient Program clients who wish to stop smoking.

Our People

Sister Margaret Smith Centre One-Year Anniversary

An informal celebration lunch was held for the staff of SMSC. This provided an opportunity to thank everyone for their efforts and contributions in making the transition to the new site and first year of operations such a success.

Course for Rehabilitation Assistants

Kristin Adams, Rehabilitation Assistant, attended NDT (Neuro Developmental Treatment) course for rehabilitation assistants in Toronto in June. Kristin is applying the NDT techniques during therapy with our client population.

Advanced Clinician Practitioner in Arthritis Care Program

Noel Heath is congratulated on having been accepted for the Advanced Clinician Practitioner in Arthritis Care Program (2010-11), offered by the St. Michael's Hospital/University of Toronto. Noel Heath has received a commitment from Abbott Pharmaceuticals to donate \$5000 toward her tuition fees for the program.

Knowledge Sharing on Osteoarthritis Best Practices

Joanne Kasaboski presented to the Rheumatic Disease Program team an overview of her learning about Osteoarthritis Best Practices from the American College of Rheumatology Scientific meeting. Joanne attended a Geriatric Care Conference on 'Creating a Culture of Care'.

Rehabilitation Nursing Certification

Congratulations to Mary Adams, Marcia Wehrstedt and Lillian Panontin for successfully completing the requirements for Rehabilitation Nursing certification with the Canadian Association of Nurses! Beyond the rewards of personal achievement and professional recognition, we are fortunate to have this current specialty knowledge, experience and clinical judgment to benefit our clients.

Collaboration

Interprofessional Practice Promotion

Michelle Addison, Physiotherapist at St. Joseph's Care Group, facilitated the final sessions with three teams participating in the Collaborative Leadership Initiative – an internal project to promote interprofessional practice. Planning is underway to evaluate this experience for the teams and to share the learning with all clinical managers.

Employment Options, Team Werks, and Patient's Council

Discussions and presentations between both PACE and Patient's Council took place in an effort to look at opportunities to work more closely together and plan for the future of Patient's Council in light of plans to close LPH. The networking has been extremely productive with both boards agreeing to continue the dialogue to look at a more formal alliance or partnership between the 2 groups.

Peer Support Training

Patient's Council and PACE worked together to organize Peer Support training for Northwestern Ontario. The training was developed and provided by the Ontario Peer Development Initiative (OPDI) and hosted at the LPH site. Seven members of Patient's Council and 8 members of PACE completed the 8 day, in-class program and upon completion of a 50 hour community placement will have their full certification. Discussions have also taken place with the PSR Coordinator to look at ways the peer initiatives within our mental health and addictions programs can be supported by both Patients Council and PACE given the fact they will have certified peer specialists available to support our clients.

"Green Werks" Initiative

Employment Options has started a "Green Werks" initiative in partnership was established with the Regional Food Distribution Network to develop a community garden to grow produce which will be distributed through the RFDN to the food banks across North Western Ontario. A ¼ acre, fenced plot located next to the trades building at the LPH site was identified as a suitable land option.

GAPPS Presents Year-end Report to LHIN

The GAPPS team is a collaborative initiative between St. Joseph's Care Group, Alpha Court, Canadian Mental Health Association and Norwest CHCs funded for two years by the LHIN. A report to the LHIN and to other agencies in the Northwest who are considering developing a similar team indicated that almost 600 clients have been served by this team since it began in March 2009; that visits to the emergency room have decreased for clients enrolled in GAPPS, especially for very high users of emergency (30 or more visits in 1 year) and that the needs of these clients, in terms of safe housing, financial support and engagement with appropriate community addictions and mental health services has been successfully met for a large number of the clients.

Substance Abuse Education Sessions

Throughout the month of June, a series of education modules were presented to front line health care workers to enhance awareness and understanding of issues related to substance abuse. Sessions were very well attended and feedback was very favourable. Plans are underway to continue the education series in the Fall of 2010.

Communication & Advocacy

Community Report

St. Joseph's Care Group's Community Report was circulated on June 19, 2010 to 88,000 homes and businesses in Thunder Bay and Region. As well, an email was sent to 88 local and provincial organizations with a link to view the Community Report online on the Care Group's web site at www.sjcg.net. This Report is published to inform and educate the public about our programs and services and to promote and showcase St. Joseph's Care Group within Northwestern Ontario.

Dementia Care Family Member Group Meeting

The Dementia Care Family Member Group meetings continue to take place to impart relevant program information, provide education, and discuss potential issues or concerns. Spiritual Care Associate, Gioia Seerveld attended the August meeting to discuss coping with loss and dealing with change.

Housing for People with Substance Abuse Issues

In response to the growing crisis related to housing for people with substance abuse problems within the City of Thunder Bay and surrounding region, St. Joseph's Care Group Mental Health and Addictions division worked in collaboration with municipal leaders, Thunder Bay Shelter House, Police Services, and TBRHSC, in developing a proposal that identified an immediate need for expanded crisis housing and the implementation of a comprehensive needs assessment to support long term planning.

Capital Project Updates

Sister Margaret Smith Centre (SMSC)

It has been one year since our move occurred to the new SMSC. Thanks to all of the staff for making this a success, and for continuing to provide outstanding care and service to our clients, during the challenges that come with relocation. There are still a number of outstanding issues that we continue to work through, in partnership with our architects and contractors.

Mental Health Rehabilitation Program (MHRP)

The Administration Office area has relocated to our LPH site, in anticipation of the demolition of the old SMSC at the St. Joseph's Hospital site. We are awaiting approval from the MOHLTC to be able to tender out this demolition work. Once the demolition of the old SMSC occurs, site preparation will begin for the new East Wing addition that will house the MHRP as well as many other corporate departments and services.

Centre of Excellence for Integrated Seniors' Services (CEISS)

Work has continued over the summer on the CEISS project, and the pilings are completed for the 132 unit supportive housing building. Next steps will include the foundation/pilings for the Long-Term Care Home, and continued work to complete the supportive housing building. We continue to wait for the Development Agreement from the MOHLTC for the Long-Term Care component of the CEISS project, and have received word that it is currently being reviewed.