



Report from the Leadership Team October 2010

Client Centred Care

Magnetic Restraints

Hogarth Riverview Manor and Bethammi Nursing Home have completely eliminated magnetic restraints in compliance with the new *Long-Term Care Homes Act* which came into effect July 1st. The process involved meeting with residents and families to explain the new legislation and discuss alternatives.

Spiritual Care

Hogarth Riverview Manor has implemented a program that honours the passing of residents. Staff from all professions met in the resident's room to pay their respects, share memories, and bless the room. Families have also participated in these services.

Healthy Aging

Myrtle McGinnis, one of our P.R. Cook Apartment tenants (and an avid baseball fan!), celebrated her 100th birthday and tossed out the first baseball at the World Junior Baseball Tournament in August.

Sound Skills Program

Speech pathologist Karen Halvorson worked with the Learning, Research and Professional Practice Department to compile data on over 400 Senior Kindergarten students demonstrating the effectiveness of the Sound Skills Program. Karen's pre and post data showed the children made significant gains in pre-literacy skills.

Medication Reconciliation

In meeting our Accreditation Canada quarterly indicator reporting obligations, Meditech reports are now automatically printed every Monday to give each manager information on the number of admissions that have medication reconciliation completed, and which are outstanding and requiring follow-up.

Diabetes Health Thunder Bay – Education Class Room

Room for group classes has been an ongoing challenge for Diabetes Health, but new space in the basement of the Heritage has been made available to make this service easier to deliver in a timely way.

Best Practice in Assessment and Treatment of Clients with Dual Diagnosis

Staff of Mental Health Outpatient Program with the Dual Diagnosis Team (clients with dual diagnosis have a primary diagnosis of developmental delay and additional diagnoses in the mental illness and/or addiction area) gave a presentation to the Adaptive Dialectical Behaviour Therapy Group entitled *Psychiatric Conditions with Impulsivity, Self-Harm, or Emotional Dysregulation*.

Psychiatric Consultation Services

Dr. Paul Mulzer is now providing psychiatric consultative services for clients of the Sister Margaret Smith Centre and community partner agencies as well as regional clients via telemedicine. This service model supports timely access to psychiatric assessments and supports inter-professional practice through a collaborative model of care.

Daily Team Huddles – Inpatient Mental Health

The Daily Team Huddles emerged as a result of the action planning at the Collaborative Leadership Initiative. Daily Team Huddles are expected to enhance team communication and will be implemented on both Older Adult and Adult Rehabilitation programs. The huddles will be a 15 minute team meeting 3 to 4 times a week for all clinical team members to discuss client information relating to immediate concerns or changes. Feedback opportunity will be provided for the team members following a 5 week trial period.

Our People

Compassion-Fatigue Workshops

On site compassion-fatigue workshops have been provided for all staff at Hogarth Riverview Manor, with support from Stepan Bilynsky and Hugh Walker.

3rd Annual Staff Golf Tournament

The 3rd Annual Staff Golf Tournament, sponsored by the SJCG Wellness Committee, was held at Centennial Golf Course on September 19th. Seventeen teams played 9-holes of 'best-ball' golf followed by dinner and a variety of prizes for the most and least skilled players. This year a new element was added by awarding prizes for the team with the best theme. Thank you to the Organizing Committee, Alison Hill, Erin Paul, Loretta Turpin and Kim Upton, for planning the event. Thank you to Marie Murray and Maris Murray for helped out on the day of the event by taking photos and judging the Team Theme contest.

Helping Clients with Fetal Alcohol Spectrum Disorder and Acquired Brain Injury

Mental Health Outpatient Program and Getting Appropriate Personal & Professional Support staff attended two workshops in September; one on understanding the effects of FASD (Fetal Alcohol Spectrum Disorder) and the other on the psychiatric issues that arise as a result of acquired brain injury. Staff are aware that the clients coming to us often have complex medical issues and are making good use of local workshops to increase their ability to help clients who present with issues going beyond mental health.

Employment Options/City of Thunder Bay Partnership

Staff from Materials Management, City of Thunder Bay toured Employment Options/Team Werks. They were quite impressed with the scope of our product/services and the social service aspect of the program. The City is taking proactive measures to assist enterprise/programs that support marginalized populations. In our case the City will support Employment Options/ Team Werks with a preferred procurement status and/or identifying a need for Employment Options/Team Werks to develop a new product or service that no one is providing at this point to meet a certain need.

Staff & Volunteer Appreciation BBQ

The Leadership Team & Management of SJCG hosted fall barbeques for staff and volunteers at four of our sites. The fall barbeques are one example of the many events held throughout the year by SJCG to demonstrate appreciation to "Our People".

Collaboration

Creating a Palliative Culture

Staff from Bethammi Nursing Home participated in a session called *Creating a Palliative Culture* at the annual conference of the Ontario Association of Non-Profit Homes & Services for Seniors in June. The panel presentation highlighted survey results from the CURA research project.

Chronic Disease Management – Regional Coordination of Self Management Programs

Last March, the NWLHIN released a call for proposals for regional coordination of self management programs to support the ongoing development of a chronic disease strategy. CCAC invited SJCG to submit in partnership and the proposal was successful. Negotiations with the LHIN have completed and, although CCAC will be the lead agency, SJCG has been asked to have an ongoing role in steering the project over the next 2 years. Interviews for a coordinator are underway.

End of Life Care Network – Host Relationship

SJCG has agreed to assume the host role with the NW End of Life Care Network, previously a CCAC role. Interviews for an End of Life Care Network Lead are underway. The goal of the Network is to integrate palliative care services across the northwest and to assist in the implementation of best practices so palliative care excellence is experienced across the northwest.

Nurse Practitioner Led Clinic

Staff from the new Nurse Practitioner led clinic to be located on the former McKellar Hospital site met with Mental Health Outpatient Program staff to discuss opportunities for collaboration. The clinic is hoping to work with us to establish another shared mental health care site. The overall goal is to connect our clients who do not have family physicians to this primary care clinic.

Eating Disorders Public Education Event

Karen Degagne, Regional Resource Clinician with the Eating Disorders Outreach Team was featured in a short educational film presented at the beginning of movie features playing at Silver City. This innovative public education and awareness tool was developed in partnership with the Thunder Bay District Health Unit and sponsored by Silver City.

Communication & Advocacy

Beautification of Nick Yankyw Memorial Garden

On Thursday, June 24, 2010, Union Gas employees and retirees hosted the "Helping Hands in Action Program" at St. Joseph's Heritage to renew and revitalize the Nick Yankyw Memorial Garden. The beautification of the Nick Yankyw Memorial Garden will result in lasting benefit for residents and their families, tenants, volunteers and visitors to St. Joseph's Heritage.

Anniversary Celebrations

On September 12, 2010, SJCG held a Dessert Garden Party at St. Joseph's Heritage to mark both the 115th Anniversary of the Auxiliary to SJCG and the 100th Anniversary of The Manor House. A plaque was unveiled to commemorate the Auxiliary's 115 years of service. Guests were treated to live music, an art show, tours of the Manor House, and were served refreshments by volunteers and members of the Auxiliary and SJCG Board.

Mental Health Series

The Mental Health Series consisted of four weekly articles in the Chronicle Journal about people living with mental health and/or addiction challenges in our community. The articles highlighted clients' stories about their success with recovery with the help of services from St. Joseph's Care Group. Articles were titled "*How Dare You?*" (September 14th), *Care, Concern, Common Sense* (September 21st), *Learn to Live a Full Life* (September 28th) and *Network Responding to Need* (October 5th). These articles have been posted on the main page of the website.

Mental Illness Awareness Week

In collaboration with Thunder Bay Mental Health Network (TBMHN), SJCG's Public Education Coordinator, Jessica Cordes, assisted with the planning of an event for Mental Illness Awareness Week. The TBMHN was proud to host the fourth annual "Poetic License ~ Coffee House" (formerly "Brainwaves") on Thursday, October 7, 2010 at the Prince Arthur Hotel. The event featured a wide-range of local performers and artisans with lived experience of mental illness, performing and displaying their talents.

Superior Living Health & Wellness Expo

The Communications Office and Chronic Pain Management Program (CPMP) hosted a booth at the Expo on September 17-18, 2010 at the Sports Dome. The display highlighted the Corporate DVD, information about capital projects and the CPMP.

Thunder Bay Medical Society – Lakehead Summer School

St. Joseph's Care Group collaborated with City of Thunder Bay Homes for the Aged and Revera Living to set up a display at the Lakehead Summer School for physicians in early September. The purpose of participating in the summer school was to educate physicians on the benefits of working in long-term care homes.

Advocacy for Employment Opportunities

Doug Dowhos, Supervisor-Employment Options attended a policy development round table discussion in Ottawa with the Canadian Rural and Cooperative Secretariat. Twelve organizations across Canada provided input to develop a policy framework which will ultimately support Cooperatives involved in skills development and employment. One of the main recommendations was to help lobby for funds to assist organizations who support marginalized populations with respect to employment and skills development.

Teaching & Research Identities

Palliative Care in Canada

Dr. Wim Jansen, a Physician from Holland, visited Thunder Bay in June to learn more about how we provide palliative care in Canada. A dinner/meeting was held with sixteen members of the palliative community to discuss palliative care in Ontario as well as to learn about the delivery of palliative care services in Holland.

Developing Therapeutic Alliance

Numerous staff from Mental Health & Addiction Services attended the “Developing Therapeutic Alliance” workshop on September 28th, presented by Victoria Maxwell, a survivor of bipolar disorder, anxiety and psychosis. The workshop assisted in identifying elements of effective therapeutic relationships and successful recovery, return to work and treatment strategies.

Adult Addiction Programs Dialectical Behavior Therapy Research

Pirjo Smith, Andrea Wrzecieck, and Darcy McWhirter of Adult Addiction Programs were invited to present their research on the application of Dialectical Behaviour Therapy within an intensive residential addiction treatment program at a provincial Women’s Health Conference in Toronto, Ontario.

Personal Development Centre Eye Movement Desensitization & Reprocessing Research

Carol Watson and Tiina Heimonen were invited to make a poster presentation of their research involving clinical applications of Eye Movement Desensitization & Reprocessing (EMDR) at the International EMDR Conference.

Patient Safety and Mental Health

Mental Health Rehabilitation Program Manager attended a conference in Toronto related to patient safety and mental health which focused on current patient safety issues and best practice approaches for managing suicide risk clients, medical needs of psychiatric clients, high risk clients in the emergency department and inpatient programs, safety issues related to youth and best practices in the minimization of seclusion and restraints.

Capital Project Updates

Mental Health Rehabilitation Program (MHRP)

We continue to wait for approval from the MOHLTC to proceed to tender out the demolition of the old Sister Margaret Smith Centre. 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)

Meetings have been held with staff of Hogarth Riverview Manor and Bethammi Nursing Home to provide an update with respect to the CEISS project. These were well attended, and included time for staff to ask questions of the Leadership Team. We will also be meeting with staff of the City Homes (Grandview Lodge and Dawson Court) to provide them with the same information on the CEISS project.

Work has continued over the summer on the CEISS project, and the pilings are completed for the 132 unit supportive housing building. We are anticipating the next phase of the CEISS development; tendering the contract for the foundation/pilings for the Long-Term Care Home. We continue to wait for the Development Agreement from the MOHLTC for the Long-Term Care component of the CEISS project which is currently being reviewed.