



**Report from the Leadership Team
December 2010**



**On behalf of the entire Leadership Team, a very
Merry Christmas and a Happy, Healthy New Year to all!**



Client Centred Care

Home First Philosophy

A "Home First" philosophy brings with it the expectation that all people admitted to hospital are assumed to be going home and potential longer term needs for placement are addressed by the Community Care Access Centre (CCAC) once they are at home again. Weekly meetings between the NW LHIN Home First Lead, CCAC, Thunder Bay Regional Health Sciences Centre (TBRHSC) and St. Joseph's Care Group (SJCG) are occurring to advance this philosophy across the health care system in Thunder Bay.

Considerable support is being received from the Mississauga Halton LHIN who has successfully moved to this philosophy and has realized significant improvements in their Alternate Level of Care (ALC) status.

Chronic Disease Management – Self Management

Heather Munro, Physiotherapist and Master Trainer in the Stanford Self Management Program, and Penny Anguish, Vice President Complex Care and Physical Rehabilitation and CNO will sit on a Regional Advisory Council for implementation of a coordination/support process for Self Management Programs to occur across the region for people with chronic diseases. The Northwest Community Care Access Centre is the lead agency in this important initiative that will promote engagement of the people we serve in their chronic disease care.

Improving Program Access and Flow

Implementing quality improvement initiatives such as streamlining program intake processes, increasing the number of weekly intakes, and instituting monthly case reviews have resulted in improved access and flow in the Seniors' Community Psychiatry Program.

The Doorways Project

The Doorways Project is a four-LHIN pilot project which will form the initial foundation for the proposed eHealth Record in the province. Four Thunder Bay mental health service providers (TBRHSC, SJCG, Canadian Mental Health Association, and Alpha Court) are participating in the initiative which includes the transfer of data from inpatient and outpatient assessments to a single provincial database, called the Integrated Assessment Record. All care providers working with patients/clients from the four mental health agencies will be able to access current and necessary clinical data to support ongoing care in a timely manner.

Mental Health Supportive Housing

Retreats for each of the three high support homes took place in late November. The focus was on bringing the staff of each home together to review the approach of Psychosocial Rehabilitation (PSR) and its relation to Recovery for our clients. Staff were encouraged to identify how they use PSR in their work, recognize successes, and identify where they can continue to adapt and refine their approach to further enhance client recovery.

Geriatric Education Sessions

Interprofessional team members of the Extensive Services, Transition and Day Hospital have developed and are presenting education on geriatrics to nursing staff. Our Geriatrician, Dr. Bon, presented the first session and will be presenting case studies in the last session.

RNAO Chronic Disease Management Institute

Gail O'Quinn, Manager Extensive Services attended the RNAO Chronic Disease Management Institute where RNAO also introduced its Best Practice Guideline for Chronic Disease Self Management. Gail will be making a presentation to the Clinical Services Integration Committee in the new year to help set a direction for this committee's related quality improvement goal.

Palliative Care Conferences

Five Hospice Palliative Care staff attended the National Palliative Care Conference in Ottawa. While in Ottawa they were able to tour May Court Residential Hospice as well as the Palliative Care Unit at Bruyere Continuing Care. The staff brought back information on the Delirium Scale used in their Palliative Care Unit as well as information on the rituals performed when a client passes away. Two other staff attended the international Conference in Montreal.

"Walk the Talk" Award

Congratulations to Caroline Fanti, Advanced Practice Physiotherapist, for being nominated for and receiving one of Thunder Bay Regional's "Walk the Talk" awards. Caroline was nominated for her work in establishing and developing the Regional Joint Assessment Centre, a program that continues to show excellent outcomes for patients in the city and region.

NWO Patients' Council

The Northwestern Ontario Patient's Council has voted to approve a change to their name. They will become known as The Northwestern Ontario Peer Support Council. This change will better reflect their evolving focus beyond the walls of Lakehead Psychiatric Hospital; their goal is to provide peer support to any consumer of mental health services in Thunder Bay.

RNAO International Best Practice Conference

Hogarth Riverview Manor staff members, Lydia Harris, Clinical Care Coordinator, and Stella Morsches, PSW, presented at the conference on the successful oral care enhancement program underway at Hogarth Riverview Manor. Stella Morsches is the champion of the project, with guidance from the Best Practice Coordinator and a dental hygienist.

NOSM Tutor

Sacha Dubois, Research Statistician for SJCG, recently accepted the role of Postgraduate Research Tutor with the Northern Ontario School of Medicine. As an active educator in the community Sacha also gave guest lectures at Lakehead University's Master of Public Health Program.

MEDworxx Conference Presentation

Remo D'Angelo, Learning/Telemedicine Facilitator, was invited to present at the recent MEDworxx conference held in Toronto. His presentation "Utilizing Video to Enhance Online Learning: New Employees and Students' Perspectives" included a viewing of the SJCG corporate DVD, which was well received by all participants.

SJCG Employees Featured during Healthcare Professional Appreciation Week

In early November, a special edition within the Chronicle Journal paid tribute to our community's healthcare professionals. Two articles featured SJCG employees who are originally from other Canadian cities, but are now proud to call Thunder Bay home and are truly dedicated to our community. One article featured Dr. Suzanne Allain, Psychiatrist, and the other Ginette Roy and Gerald Hamm, Physiotherapists. SJCG was pleased to see three of our staff receive this special recognition. We take this opportunity to express appreciation to all the healthcare professionals who contribute their 'care, compassion and commitment' to clients and services throughout the Care Group.

Collaboration

Proposal for a North West Centre for Complex Diabetes Care

Maggie Bellefountaine, Manager, Diabetes Health and Penny Anguish, Vice President, Complex Care and Physical Rehabilitation & CNO were part of an intensive regional collaboration to respond to a MOHLTC call for proposals for Centres for Complex Diabetes Care. The population targeted by this “level 3” diabetes service will be the most complex of the complex people with diabetes and requiring coordinated care from multiple specialists. The proposal was submitted jointly by TBRHSC, Sioux Lookout Meno Ya Win Health Centre, and SJCG. TBRHSC will be the lead organization if the proposal is awarded funding.

eHealth Ontario Media Events

eHealth Ontario is doing a series of media events across the province and intends to do one in Thunder Bay to highlight the success of our Physician Office Integration Project. This project has allowed 150 physicians through 22 clinics to receive hospital reports directly in their office information systems. The new eHO CEO will take part in the event. Physicians will also participate and highlight the value of this project to them.

Northwest LHIN Comprehensive Benefits Review

The 13 Northwest LHIN Hospitals and the NW CCAC have formed a group for the purposes of pursuing opportunities to achieve efficiencies and cost savings by collectively procuring their Dental, Extended Health, Life Insurance and Long Term Disability Insurance Benefits programs, thus leveraging their combined benefits spend and internal resources. Inwood McKenna Ltd. has been contracted to provide: consulting services and guidance relating to the viability of the collective approach; a benefits plan analysis; and a marketing review of existing benefit plans and programs. The initial results of the study indicate there are potential savings of approximately \$6,000,000 over the first 5 years of the collective purchasing arrangement. The final report is expected to be available by September 2011. The Northwest LHIN is providing the funding for the review and St. Joseph's Care Group is the lead organization for this project.

Communication & Advocacy

McKellar Place Transitional Supportive Housing

On November 15, 2010, SJCG hosted a ribbon-cutting ceremony to celebrate the opening of the Centre of Excellence for Integrated Seniors' Services (CEISS) Transitional Supportive Housing Services at McKellar Place, 325 Archibald Street, Thunder Bay, ON. The Northwest Community Care Access Centre (CCAC), Northwest Local Health Integration Network (NW LHIN) and St. Joseph's Care Group (SJCG) have worked in partnership to make these temporary supportive housing units available at McKellar Place. The supportive housing units are being managed by St. Joseph's Care Group and support services have been contracted by Habib Enterprises to Retirement Life Communities. Tenants of McKellar Place will be guaranteed a supportive housing apartment at the CEISS, should they wish to move.

United Way

For the 8th consecutive year, St. Joseph's Care Group partnered with United Way and St. Joseph's Foundation to raise funds through an Employee Campaign. On December 6, 2010 a cheque for \$32,286 was presented to United Way. Since 2003, SJCG staff have donated over \$215,000.

Communication with External Partners

Kathleen Solda, Intake Facilitator, along with several Seniors' Community Psychiatry Program (SCPP) team members provided information sessions to Long Term Care partners regarding the referral process and services provided by SCPP and Seniors' Psychiatry Day Program as part of a campaign launched to improve awareness and understanding of the services provided.

Employment Options – Mental Health

Doug Dowhos, Supervisor, Employment Options, has been invited to participate in a sub-committee of the Ontario Co-Operative Association that has been formed to address fiscal and regulatory issues related to co-operatives. This group will strive to recommend changes and amendments to the regulatory acts that govern co-operatives. Doug has been recruited to provide input from the perspective of social enterprises.

SJCG Promoted at Lakehead University

Meaghan Sharp, Manager of Hogarth Riverview Manor, was invited to speak at the 4th Year BScN Leadership Forum at Lakehead University on December 1st. Meaghan presented on nursing leadership and long-term care and showcased the SJCG corporate DVD.

Teaching & Research Identities

Aggressive Behavior in Clients with Dementia

The Psychogeriatric Resource Consultant for Seniors' Mental Health Program has provided weekly education sessions in November to the Older Adult Rehabilitation clinical staff on the Three Question Template Dealing with Aggressive Behavior for Clients with Dementia.

Psychology Residency

We continue to work towards establishing an accredited residency in psychology as part of a consortium with Thunder Bay Regional Health Sciences Centre and Children's Centre Thunder Bay. We have one resident this year currently completing her rotation at Children's Centre Thunder Bay. We have received applications for the residency beginning in September 2011 and the joint supervisory team will be interviewing in January 2011.

Journal Publication

Hillary Maxwell, Research Coordinator with the SJCG Research Department, has published an article in the September/October 2010, Vol.101, No.5 issue of the Canadian Journal of Public Health. The article is titled "The Additive Effects of Alcohol and Benzodiazepines on Driving" and is based on her MPH project supervised by Dr. Michel Bédard, SJCG Scientific Director of Research.

Student Nursing Reception

The 4th Annual Student Nursing Reception was held on November 18, 2010 with students from Lakehead University and Confederation College invited to attend. The goal of the reception was to highlight services provided within SJCG so that students may choose further placements or career opportunities within SJCG. Thirty-five students attended, and twenty-three resumes were received. The reception was very well received by the students. The new Corporate DVD was presented and Cooper Rybak, a newly hired Registered Nurse, made an excellent speech to the students about his experience working at St. Joseph's Care Group.

Capital Project Updates

East Wing Addition (Mental Health Rehabilitation Program)

Discussion continues with representatives of the Ministry of Health and Long-Term Care (MOHLTC) with respect to demolition of the old Sister Margaret Smith Centre, in order to make way for the new East Wing. We have not yet received the necessary approval to proceed, and it now appears likely that demolition may not occur until the spring. However, planning and preparation will continue through the winter months, so that we are ready to proceed immediately once approval is obtained.

Centre of Excellence for Integrated Seniors' Services (CEISS)

We are currently in the process of pre-qualifying general contractors for the Supportive Housing aspect of the CEISS project. This work will begin during the winter, followed by the kick-off for the Long-Term Care Home building in the spring. The second submission of the design drawings for the LTC Home will be submitted within the next month to the MOHLTC for review and comments.