



Report from the Leadership Team March 2011

Client Centred Care

GAPPS Team Featured on CBC and in Chronicle-Journal

Funding for the GAPPS (Getting Appropriate Personal and Professional Supports) team has been extended for another year. This innovative approach to helping clients who do not do well in our more structured programs has proven very effective in improving the health status of clients with complicated mental health, addictions, medical, social and legal issues. The team's work was noted by the Minister of Health in an interview with local CBC staff and was highlighted in an article in the Chronicle-Journal.

Wait Times for Psychiatry – Mental Health Outpatient Program

Nursing and psychiatry staff has worked hard to address the wait times for psychiatry. Currently, the wait times for non-urgent appointments is about 5 months with urgent clients seen within 2 weeks. We continue to depend heavily on sessional physicians providing both telepsychiatry services and onsite services to manage the demand for psychiatry.

Medium Support Housing

Increased client input into services at Pioneer Court is being sought. Karen Gilbert and staff at Pioneer Court met with tenants to identify possible group recreational/social activities tenants would like to participate in. The tenants have also been invited to attend tenant support meetings involving Pioneer Staff and the client's primary Clinical Case Manager. Pioneer staff will also begin meeting individually with each tenant to discuss/review their support needs and to plan support that is client-directed.

High Support Housing

Tenants within our High Support Housing have secured part-time, paid employment. This has had a tremendous impact on the rest of the clients within the homes. Northern Linkage has been a very helpful partner in the area of meaningful work experience.

Diabetes Health - Evening Education Programs

Diabetes Health is now offering more evening group education programs in order to accommodate those people who cannot attend sessions during the day.

Arthritis Self Efficacy Tool

RDP is currently trialing a new evidence based Arthritis Self Efficacy Tool. The plan is to track results and use of the tool until March 2011 and decide whether or not to permanently implement this tool.

Physical Rehabilitation Retreat

Fifty-seven team members attended the physical rehabilitation retreat. The morning's activities included presentations on the rehabilitation patient groupings and weights; an overview of the previous 5 year inpatient NRS data; Hospital Based Allocation Model and the implications for inpatient rehabilitation and a presentation by Shelby Poletti on moving the Flo collaborative forward. The afternoon was committed to team based activities including the development of discharge planning guidelines, development of definition frameworks and review and updating of surge capacity strategies and operational plans.

Medication Administration Record (MARS) Launched

The revised Medication Administration Record (MARs) went live the week of January 17th. This permitted trouble shooting during the week before the MARs printed for the Hospitals on the weekend. Initial feedback has been positive.

Hospice Palliative Care Assessment Tool

Hospice Palliative Care Assessment Tool (PCAT) was approved at the Forms Committee and is in use at Thunder Bay Regional Health Sciences Centre. A launch luncheon was held January 31st with the Community Care Access Centre and community agencies. The PCAT was officially rolled out to community effective February 1, 2011.

Our People

Managing Chronic Pain

Ken McKenzie, Nurse Practitioner with the GAPPS team, has successfully completed training through the University of Toronto and CAMH in "Safe Prescribing, Dispensing and Administering of Opioids to Patients Suffering from Non-malignant Chronic Pain".

Treatment for Clients with Complex Post Traumatic Stress Disorder

Rita Tassone and Kristine Lake have completed an advanced training workshop in the treatment of clients with complex Post Traumatic Stress Disorder (PTSD). Clients with complex PTSD have had a number of traumatic events happen in their lives over the course of many years.

President – Psychosocial Rehabilitation Ontario (Mental Health)

Matt Shute, Clinical Supervisor, was recently elected to the position of President of the Board of Directors for Psychosocial Rehabilitation (PSR) Ontario. PSR Ontario is an association of individuals and organizations that works to achieve full community participation of persons with mental health issues.

Education:

- Dr. St. Pierre provided an education session for Seniors' Community Psychiatry Program and Seniors' Psychiatry Day Program staff on the administration of the Montreal Cognitive Assessment (MoCA).
- Staff from Seniors' Mental Health Programs involved in food handling and preparation attended a full day course on Food Safety.
- Cindy Backen, Psychogeriatric Resource Consultant, attended RAI training with the RAI Coordinator at Bethammi Nursing Home to better understand the integration of the Long Term Care Homes Act and the application of RAI/MDS and P.I.E.C.E.S. Philosophy.

Quality and Management Risk Session

Jesstina McFadden and Josh Liswood from Miller Thomson law firm spent a day presenting on "*Quality and the Management of Risk*". Three sessions were held – morning session for managers and supervisors, afternoon with Leadership Team and the evening with the Board of Directors and Medical Advisory Committee (MAC). Relevant topics included the Excellent Care for All Act, disclosure of harm reporting requirements, QCIPA and the Quality of Care Committee, and the legal implications of managing an incident.

Security Measures and Staff Safety

With the recent number of pharmacy robberies in Thunder Bay a group of staff with representation from health, safety and risk, clinical areas, security and pharmacy met with Bill Wowchuk from the Thunder Bay Police Drug Unit. The purpose was to review security measures in place at our pharmacies and to discuss strategies for staff safety.

Walking/Running Program

On behalf of our Corporate Wellness Committee, thanks to Keli Cristofaro, who facilitated a discussion session for all St. Joseph's Care Group staff via videoconference. The purpose of the discussion was to determine if St. Joseph's Care Group employees want assistance with developing a walking/running program or if there was interest in joining the "The TBRJSC Movement Team". The group had a great brainstorming session and decided the next step would be to survey all the staff.

Ontario Health Libraries Association Leadership

Sophie M. Regalado, Manager-Library Services has accepted the position of President-elect of the Ontario Health Libraries Association for 2011-2012.

Patients' Association of Canada Inaugural Conference

Stepan Bilynsky, Spiritual Care Associate at Bethammi Nursing Home and Hogarth Riverview Manor, represented St. Joseph's Care Group at the Patients' Association of Canada (PAC) inaugural conference entitled *Improving the Patient Experience*. Our participation will help seed ideas for Patients' Association's future agenda while contributing to our research project on finding more effective ways to improve the quality of care and patient safety through patient-engaged governance.

Long-Term Care Compliance Inspection Education

Managers and Supervisors in the Long-Term Care Program provided education to staff on understanding the changes to the compliance inspection system brought about by the new *Long-Term Care Homes Act*. Nearly 40 sessions were conducted with almost 200 staff members attending between Hogarth Riverview Manor and Bethammi Nursing Home.

Collaboration

Documentation Standards of Care

A working group comprised of mental health staff from outpatients and case management programs at both St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre has been working to develop consistent standards on the content of Admission, Treatment, Discharge and Follow-up documentation, with a goal to ensure that key activities have the same title and are documented in the same place. This work should improve communication about client care across sites and programs.

Northwestern Ontario Peer Council Partnership

A joint Peer Worker working group comprised of members from People Advocating for Change Through Empowerment and the NWO Peer Council has developed a 14-point Code of Ethics. The document provides a framework for both parties to follow in their effort to provide joint peer support services to the community.

Senior Friendly Hospitals Survey

The Ontario LHINs have joined together to announce a *Senior Friendly Hospitals* initiative, the first step of which is for all hospitals in Ontario to complete a survey. St. Joseph's Care Group is participating in the survey using a corporate-wide approach. The final survey will be submitted to the LHIN by March 7th.

Liaison Initiative with Long Term Care

The Psychogeriatric Resource Coordinator and a Seniors' Mental Health case manager continue to liaise with two Long Term Care Homes concerning relevant issues, including responsive behaviours experienced by residents, with good results. Letters have been sent to all local Long Term Care Homes to invite their participation in the initiative. It is anticipated this enhancement of the Seniors' Mental Health Case Manager role in LTC will improve present partnerships and build capacity within LTC.

Cross-Training Staff

Staff from Outreach to Recovery (Mental Health) is shadowing the Exploration Group at Sister Margaret Smith Centre and will then follow the progress of the same individuals as they proceed through residential treatment. This cross training is very effective in enhancing knowledge and skills across programs.

Horticultural Therapy

Master Gardener Lynda Lahtenmaa presented on the Horticultural Therapy Program at Hogarth Riverview Manor and the benefits of the program to our residents at the February meeting of the Interprofessional Long-Term Care Services Committee.

PALS Program

Erin Puhalski, Physiotherapist, Susan Allison, Social Worker, and an amputee volunteer from the community are working together to facilitate the upcoming PALS (Promoting Amputee Life Skills) Program which will be occurring January–March 2011. The program supports the principles of Chronic Disease Self Management.

Discharge Improvements

Kirk Whalen, Physiotherapist and Val Walser, Occupational Therapist are participating with Utilization, Social Work, a hospitalist and the Community Care Access Centre on two weekends in acute care to see if a full health care team can improve discharge rates over the weekend days.

Musculoskeletal Best Practices

Caroline Fanti, Advance Practice Physiotherapist, was invited to attend the national Hip and Knee Replacement Project meeting in Toronto. This is an opportunity to meet with leaders in the field across Canada to highlight the system improvements that have occurred with our initiatives. Caroline has also been asked to be a member of the Musculoskeletal Advisory Group for Ontario which will be making recommendations to the Ministry of Health on best practice, access, performance measurement and system improvement for the rehab sector.

Chronic Pain Management Presentations

Jenna Horan, Social Worker, and Brad Beyak, Exercise Specialist in the Chronic Pain Program did a presentation at Hilldale Gardens Retirement Living Center on January 26, 2011. There were 12 participants and the audience was very receptive with a lot of questions.

Mary Donaghy, Psychologist made a presentation to graduate Psychology students in a Health Psychology course about Treatment and Best practices in Chronic Pain. The Lecture was held on site at St. Joseph's Care Group with a tour of the Chronic Pain Management Program.

Education Session for Hospice Northwest Volunteers

Hospice Palliative Care staff Deb Spear, Social Worker and Barb Fugelsang, Spiritual Care Associate, had monthly meeting/education session with the Hospice Northwest Volunteers. The topic was Relaxation Techniques for a Busy Mind. There were 14 participants including the two co-facilitators.

Communication & Advocacy

Accreditation Compliance

The Accreditation Decision Committee has reviewed the evidence submitted by St. Joseph's Care Group as a condition of the accreditation decision granted in March, 2010. As a result of this review, we have been advised that these conditions have been met. Our Quality Performance Roadmap has been updated to reflect compliance with the evaluated criteria, and this achievement demonstrates our organization's determination and commitment to ongoing quality improvement. Thank you to everyone for your efforts and dedication to the provision of safe, quality health services.

Eating Disorders Awareness Week

Eating Disorders Awareness week was celebrated from February 7 to 11. A number of events were scheduled throughout the week involving our front line staff and the Youth Advisory Group for the Eating Disorders Program. Posters and buttons created by the Youth Advisory Group were distributed as well as educational material and a pledge sheet encouraging participants to refrain from weighing themselves for one week. In collaboration with the Thunder Bay District Health Unit, the Eating Disorders Team hosted Shari Graydon, media critic and author of "Who's Teaching Our Kids About What's Normal?" Shari Graydon delivered an inspirational and thought provoking message for high school students, the general public and health professionals.

Employment Options

Amanda Meadows, Vocational Rehab Officer, is co-coordinating a free tax clinic in conjunction with the Certified General Accountants Association. Forty tax returns will be provided at no cost to clients who are currently receiving service from the Community Outreach Services clinical treatment teams/programs and Employment Options.

"PARTY" Presentations

Susan Hay, Physiotherapist and Laurie Broadfoot, Speech-Language Pathologist, both at Thunder Bay Regional Health Sciences Centre did two "PARTY" presentations. This is the program offered to high school students about the effects of drinking and driving.

Hospital Based Allocation Model (HBAM) – Rehabilitation Stakeholder Group

Trish Nelson, Manager Physical Rehabilitation, has been asked to be a member of the Provincial Hospital Based Allocation Model (HBAM) Rehabilitation Stakeholder Group. HBAM received government approval to be used as an allocation tool for distributing available incremental funding starting in 2011-12. The National Rehabilitation Reporting System (NRS) data and subsequent rehabilitation patient groups and rehabilitation cost weights are the basis of HBAM funding.

Teaching & Research Identities

Research Showcase – Sister Margaret Smith Centre

- Adult Addiction Programs Women's Team presented their research on clinical applications of Dialectical Behavioural Therapy with female clients admitted to the intensive residential addiction treatment program. Congratulations to Pirjo Smith, Darcy McWhirter and Andrea Wrzecionek.
- Personal Development Programs presented their research on clinical applications of Eye Movement Rapid Desensitization (EMDR) and impact client outcomes. Congratulations to Carol Watson and Tiina Heimonen.

Research Presentation Vancouver BC – International Conference

Pirjo Smith and Darcy McWhirter were selected to present their research poster at the "Lost in Translation" Conference in Vancouver, Feb. 15-17, entitled, "Introducing Dialectical Behaviour Therapy Skills into a Women's Residential Substance Abuse Treatment Program.

6th Annual Showcase of Health Research

The Research Department hosted the sixth annual "*Making a Difference: Showcase of Health Research*" on Friday, February 4, 2011. With over 150 registrants and 75 researchers, this was the largest and best attended Showcase since its inception. The audience included clinicians, healthcare professionals, students and researchers from St. Joseph's Care Group and numerous organizations in Thunder Bay and from across the region. Participants listened to eight oral presentations and were able to view 23 posters displaying a variety of research projects.

Health Promotion, Disease Prevention and Population Health Presentation

Denise Taylor co-presented with Kirsti Reinikka to the McMaster Physiotherapy students on Health Promotion, Disease Prevention and Population Health sharing the Sandy Lake Stroke Prevention program.

Capital Project Updates

Mental Health Rehabilitation Program

Planning continues for spring demolition of the previous Sister Margaret Smith Centre, to make way for the new East Wing Addition to St. Joseph's Hospital. Once approval has been obtained, we will be seeking a contractor to lead the demolition and to prepare the site for the new wing. Work also continues on design of the new addition, to ensure that we are incorporating any new best practices in mental health care.

Centre of Excellence for Integrated Seniors' Services (CEISS)

Construction of the 132-unit supportive housing building will begin in early spring – the foundation/pilings are already in place. Work continues on design of the Long-Term Care building, as well as ongoing discussion with the Ministry of Health and Long-Term Care to ensure an appropriate development agreement is established.