



## Report from the Leadership Team April 2011

### **Client Centred Care**

#### **Complex Care and Physical Rehabilitation Best Practices Submission**

The MOHLTC has established a Complex Care and Rehabilitation Expert Panel to review the wide variation in these inpatient services across the province and how they can best assist in reducing ALC (alternate level of care). Tracy Buckler, President and CEO, is a member of the Panel. The North West LHIN requested details on our best practices to inform the Expert Panel. Information on the following was submitted: Rehabilitation Pathways (Stroke, Fractured Hip, Joints); Community Exercise Program, Resource Matching and Referral (Strata Pathways Implementation); Low Intensity/Long Duration Program and Moving on After Stroke (Telerehabilitation).

#### **Low Intensity/Long Duration Service**

At the request of the North West LHIN, the Low Intensity/Long Duration Service pilot project located on 4 South at St. Joseph's Hospital will be continued for 3 additional months starting April 1, 2011. This 10 bed program has been running at full capacity for the past 8 weeks and is seeing some great "home first" results with most discharges to the community. Continuation past 3 months is under consideration as part of the LHIN budget decision making.

#### **Improving Access**

The Neurology Day Program team has been trialing a new schedule to accommodate 5 day a week therapy for people who have had a stroke. This is in response to needs identified by both 3N and inpatient units at TBRHSC. The trial commenced March 7<sup>th</sup> and will be evaluated in early April. Within the 5 days, 1 is community-based (i.e. Canada Games Complex, 55 +Centre) to assist clients with planning "where do I go from here" in terms of self-management, healthy lifestyle and prevention. Linking clients with community resources is a priority and will be part of the ongoing program for all clients.

#### **Kaiser Permanente Visit**

On March 18<sup>th</sup> Bruce Sutton, CIO, spent the day visiting the headquarters of Kaiser Permanente in San Francisco. The visit was intended to help understand how a non-profit health system in the U.S. can compete effectively and provide high quality outcomes using informatics, indicator tracking, performance incentives and a focus on the patient. While we just scratched the surface, Kaiser has seen some amazing results through the use of informatics. As an example, 50% of primary care is provided through telephone conversations or secure email. A visit to the family physician is not required.

#### **Sensory Stimulation for Clients with Dual Diagnosis – St. Joseph's Health Centre (SJHC)**

Clients with dual diagnosis (developmental delay and mental illness) are often easily agitated and become anxious because they have difficulty with sensory integration in changing environments. Waiting rooms are particularly difficult for these clients to manage. To meet the needs of their clients, staff in the dual diagnosis program purchased brightly coloured, textured, malleable small items that provide sensory stimulation and are soothing to touch for these clients. We have found a reduction in agitation and anxiety when clients have these items to manipulate while they are waiting for their appointments.

#### **ALC (Alternate Level of Care) Long Wait Project**

Staff from the Lakehead Psychiatric Hospital (LPH) and St. Joseph's Hospital inpatient programs participated in the ALC Long Wait Project led by the Community Care Access Centre (CCAC) and the North West LHIN. As part of the Home First Strategy, the project focused on obtaining a comprehensive analysis of all inpatient clients identified as ALC (having a long stay greater than 318 days) with a special focus on care needs and barriers to discharge. Next steps involve CCAC compiling the information in a report to the North West LHIN to inform system planning.

### **Medication Reconciliation Education Huddles**

Garry Prokopowich (Pharmacy) & Robert Berardi (Learning & Professional Practice) started “Medication Reconciliation Education Huddles” at St Joseph’s Hospital site on February 15<sup>th</sup>, 2011. The plan is to have the Education Staff continue “Med Rec Huddles” on a regular basis to reinforce the concepts and process of Medication Reconciliation.

### **Falls Prevention**

The final congress for the North West LHIN-Wide Falls Prevention Program was held March 8<sup>th</sup>. Teams from across the region celebrated the work that has been done over the past two years and discussed incorporating lessons learned into daily practice.

## ***Our People***

### **Poster Presentation**

Marianne Larson, Program Manager for Hospice Palliative Care, had an abstract for a poster presentation accepted for the Ontario Palliative Care Conference in Toronto. Marianne’s topic is the Palliative Care Assessment Tool (PCAT) developed collaboratively in-house. The tool can be used to screen referrals for appropriateness and has potential for use in determining client acuity.

### **Employee Recognition Month**

March was “Employee Recognition Month” for St. Joseph’s Care Group. During the month, numerous and varied celebrations were organized and hosted by managers to recognize all team members and to present gifts to the staff who reached a career milestone from 5 to 40 years of service in 2010. The month of celebrations wound-up on Saturday, March 26, 2011, with a dinner dance held at the Valhalla Inn. Gift presentations were made to the 2010 retirees in attendance, by Tracy Buckler, President & CEO, and Myrna Letourneau, Chair of the Board of Directors. A special presentation was also made to Tracy Buckler by Myrna Letourneau, in acknowledgement of Tracy’s 25 years of service.

### **Compassion Fatigue Training**

Tracy Puurunen, Adult Rehabilitation Social Worker, provided Compassion Fatigue Training to Therapeutic Recreationists for all St. Joseph’s Care Group (SJCG) programs at the Quality Practice meeting on March 2, 2011. Tracy is a Compassion Fatigue specialist and provides this training to various staff and community agencies throughout the city.

## ***Collaboration***

### **MOHLTC Compliance Inspection Protocols**

Directors of Care from Long Term Care homes across the region are collaborating to meet the requirements of the new compliance inspection protocols.

### **Northwest Health Alliance**

The Board of the Alliance held a planning retreat in December and is planning a follow up retreat with Alliance members and a few other interested parties in April. The Board has been examining the value of the Alliance to its members. The Board feels that the Alliance provides an established decision making structure that can be leveraged for any number of shared, multi-partner initiatives. In addition, some of the smaller organizations like the one-member, one-vote concept. While the Alliance currently operates the shared PACS and Meditech services, it will potentially be expanding into the regional IT support and other shared initiatives.

### **Home First Philosophy**

Active collaboration continues with TBRHSC, North West CCAC and the North West LHIN to advance this philosophy which intends that people admitted to hospital will go “home first” before long term decisions are made about their ongoing care needs. Senior representatives for each organization continue to meet weekly at a Steering Committee level. A Joint Discharge Operations Team (JDOT) continues to meet twice weekly at TBRHSC to problem solve complicated discharges home. Jane Hodges, Client Flow Coordinator for St. Joseph’s Hospital is our representative on the Team. Finally, an Operations Team is forming that will problem solve system barriers to care working from a management perspective. Trish Nelson, Program Manager of Physical Rehabilitation is our lead on the Team.

### **Smoking Cessation Program**

Mental Health Outpatient staff are working together with pharmacy staff at Janzen's to support clients in their use of nicotine replacement products as part of a smoking cessation program for clients. Clients registered in the smoking cessation treatment program learn strategies to help them stop smoking. Family doctors are informed about assessment results and the recommended treatment in the program. Based on the recommendations, the family doctor will prescribe a nicotine replacement therapy product and the pharmacy staff at Janzen's will provide education in conjunction with clinical staff.

### **Oshki-Pimache-O-Win**

Oshki is an education and training centre located in Centennial Square that offers flexible education opportunities to First Nations people living in remote reserves. Much of the training is done by distance education, but the students come in to Thunder Bay for periods of classroom training. During these periods, the Anishnawbe Spiritual Care Worker from Mental Health Outpatient Program, Brenda Mason, offers ceremonies on the school site and is available to counsel students on mental health and addictions services available in Thunder Bay. Mental Health Outpatient Program will also be a practical training site for students in the social services worker program.

## **Communication & Advocacy**

### **GAPPS Article**

On February 22, 2011, an article about the GAPPS Program (Getting Appropriate Personal & Professional Supports) was featured in the Chronicle Journal. The article increased awareness about this non-traditional program that serves people who are homeless and live with serious and unstable mental illness and addiction issues.

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

For the sixth year in a row, St. Joseph's Care Group collaborated with eight other community and regional organizations to offer the Building Bridges Mental Health and Addictions Conference on March 3 and 4, 2011 at the Valhalla Inn. The theme of the conference was "The Story of Healing: Engagement Using Narrative Practices" featuring keynote speaker Dr. Lewis Mehl-Madrona.

### **Dementia Film**

St. Joseph's Care Group was proud to sponsor Lakehead University's Centre for Education and Research on Aging and Health (CERAH) by appearing in a film at the International Alzheimer's Conference in Toronto from March 26-29, 2011. The five minute film highlighted the partnership between St. Joseph's Care Group and CERAH, and the community based research being done on self management and on developing a culture of palliative care in long term care homes where the majority of residents have dementia.

### **SMSC Tour**

On March 22, 2011, 8 students from Pic Mobert High School, who have an interest in pursuing a career in health, along with their Community Health Representative, participated in a tour of the Sister Margaret Smith Centre. The tour provided them with a better understanding of the work done by social workers, psychology staff, and primary care providers, and what education they need to work towards these career goals.

### **Diabetes Health Relocation**

Renovations to St. Joseph's Heritage commenced on March 7, 2011. The renovated space will accommodate the new offices of the Diabetes Health Thunder Bay (DHTB) Program. Once renovated, this increased space will provide a telemedicine room to provide regional consultations, group teaching rooms, an examination room for physicians and chiropractors and offices for staff to meet with clients.

### **Website Additions**

Communications has added new sections under our Accountability section of the iNtranet. Areas for *Broader Public Sector Accountability Act* and *Excellent Care for All Act* have been created to post documents in compliance with these Acts. An Employee Portal page has also been created. The link to this page can be found on the footer of the St. Joseph's Care Group website. The portal page features quick links for staff to login to Citrix, GroupWise web access, and MEDworxx. It also provides links to other websites shared with our community partners.

## **MEDworxx Upgrade**

The Communications and Information Technology Departments are working together on a project to upgrade our current iNtranet to the new version of MEDworxx software. The upgrade will take place over the next 3 months. The benefits of the new version of MEDworxx include: reduced development time; faster page loads; improved search feature; access to iNtranet from external locations; in addition to users having more access in developing their own page content.

## **St. Joseph's Day**

March 19<sup>th</sup> is the Feast of St. Joseph when we celebrate Joseph's life and thank our staff and volunteers who continue to serve with Care, Compassion and Commitment ... just as Joseph did. In celebration of St. Joseph's Day, on Friday, March 18, 2011, all staff and volunteers were invited to enjoy complimentary beverage and pastry.

## **Seamless Patient-Centred Care**

Michelle Addison, Physiotherapist, was invited by Ivy Oandasan, Associate Professor and Research Scholar with the Department of Family and Community Medicine at the University of Toronto, to participate in a half day brainstorming session to discuss where leverage points exist in the health care system to provide seamless patient-centred care in Ontario.

## **Teaching & Research Identities**

### **Diabetes Education DVD**

The Seniors Health Research Transfer Network Community of Practice is reaching the end stages of production of a Long Term Care educational DVD on Diabetes. The DVD consists of 6 modules and will be available for the education of staff in Long Term Care facilities across the province. This is a collaboration with St. Joseph's Care Group, Centre for Education and Research on Aging and Health (CERAH) at Lakehead University, Registered Nurses Association of Ontario, Northern Diabetes Health Network, Northwestern Ontario Regional Stroke Program, Ontario Telemedicine Network, and Saint Elizabeth Health Care. The educational component was produced by Diabetes Health Thunder Bay working with Confederation College's Film Program.

### **9<sup>th</sup> Annual Nursing Scholarship Forum**

Lakehead University/Confederation College 9<sup>th</sup> Annual Nursing Scholarship Forum was held on March 31<sup>st</sup> and April 1<sup>st</sup>. The forum provided an opportunity for 4<sup>th</sup> year nursing students to demonstrate their scholarly skills. As part of this event St. Joseph's Care Group hosted an afternoon poster session at St. Joseph's Hospital. Sixty students showcased 25 posters, and the poster presentations represented the culmination of the students' learning experience throughout the program and was supported by the Nursing Faculty.

### **St. Joseph's Care Group Award in Applied Health Research**

Loretta Blanchette, PhD student in Clinical Psychology, is the successful recipient of the first St. Joseph's Care Group Award in Applied Health Research. This award is administered through our Research Department and is open to full-time students in the Master of Public Health program or Psychology graduate programs at Lakehead University. The recipient must be pursuing a Master's thesis or Doctoral dissertation related to the service areas of St. Joseph's Care Group and must be working within the Research Department under the supervision of the Scientific Director.

## **Capital Project Updates**

### **Centre of Excellence for Integrated Seniors Services (CEISS)**

We have just signed a Letter of Intent with the selected general contractor for the Supportive Housing aspect of the CEISS project. Work is expected to commence on-site in early May for the 132 unit apartment building. Design work continues on the Long-Term Care Home portion, along with MOHLTC discussions regarding the Development Agreement.

### **Mental Health Rehabilitation Program (MHRP)**

We are awaiting approval on the "Early Works" submission that will allow us to demolish the old Sister Margaret Smith Centre and move the site services to prepare way for the new East Wing of St. Joseph's Hospital.