



ST. JOSEPH'S CARE GROUP

**Report from the Leadership Team
May 2011**

Client Centred Care

Meditech System

To ensure the integrity of our electronic health records, IT has been working on a mirrored system to be used if there is a failure in the primary system. The data storage component of the backup system for Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group has been moved to the TBay Tel data centre and the replication of the Meditech data to that site has started.

Program Access & Flow

Access and flow in the Seniors' Community Psychiatry Program (SCPP) continues to improve since the implementation of a variety of quality improvement initiatives. The program continues to sustain no wait list for service and is observing adequate flow to and from the program.

Self Management - Chronic Mental Illness

Self management of chronic illness is becoming a well accepted intervention for people with chronic disease. To date, very little has been developed for people with chronic mental illness. The Mental Health Outpatient Program (MHOP) has developed a new interdisciplinary team called the Healthy Foundations Team. This team offers training in self-management, crisis management, setting treatment goals and healthy lifestyles. It is hoped that this early intervention will help to address concerns around lengthy wait lists for treatment.

Psychiatric Consultation Clinic

In October 2010, a new model of care for psychiatric assessment services was implemented, which was designed to provide timely access to specialized psychiatric assessments and promote interprofessional practice. Evaluation results have been very favourable. On April 4, 2011, the service was expanded to include a telemedicine component. This new addition will facilitate access to specialized psychiatric consultation for clients living with concurrent mental health and addiction issues living in rural and remote communities throughout the Northwest Region.

Work Opportunities for Inpatient Clients

A proposal has been drafted to create work opportunities for Mental Health Rehabilitation inpatient clients through "Green Works", the Employment Options Garden. This is a joint proposal by Occupational Therapy and Employment Options to support and encourage client participation in meaningful work while in hospital.

Home First Philosophy

The NW LHIN recently joined the other 14 LHINs across the province in announcing the broad implementation of Home First. Home First brings the expectation that all people admitted to a hospital are assumed to be going home and potential longer term needs for care are only addressed by CCAC once they are at home again. Many of our staff have been participating in local work on implementing this new philosophy since October of last year.

Medication Safety

Pharmacy Manager, Deb Emery, provided inservices for staff working on the inpatient units at the Lakehead Psychiatric Hospital (LPH) in preparation for the upcoming change to the medication distribution system. The LPH Pharmacy will be providing medications in vials so that there is a similar process as at St. Joseph's Hospital site in preparation for the eventual move to the Specialized Mental Health Rehabilitation Program at St. Joseph's Hospital site.

Long Term Care Community Support Programs Presentation

Heidi West, Manager of LTC Community Support Programs, recently presented to tenants of the P.R. Cook Apartments on *Promotion of Wellbeing* and *Keeping an Active Memory*.

Palliative Care Assessment Tool (PCAT)

The Hospice Palliative Care Assessment Tool is now in use at Thunder Bay Regional Health Sciences Centre. It has been rolled out to the community as well and is in use for clients coming from home. Program Manager, Marianne Larson, provided front line education sessions for the community agencies at the North West Community Care Access Centre. Twenty-five front line home care staff attended.

Promoting Amputee Life Skills (PALS)

The Promoting Amputee Life Skills (PALS) program wrapped up this month. The attendance was excellent and the participants reported an improvement in their quality of life and a high level of satisfaction with the program's content and usefulness.

Supporting Local Education

Mandy Byerley-Vita, Keli Cristofaro, Mary Donaghy and Denise Taylor were invited members of the rehabilitation panel in the local workshop entitled "Physical Disability, Chronic Disease and Depression: What Rehabilitation Providers Need to Know". Eleven Physical Rehabilitation staff attended the conference.

Our People

National Volunteer Week

National Volunteer Week was celebrated throughout the Care Group from April 10-16, 2011. New displays, featuring a group photo of St. Joseph's Care Group volunteers, were set up in the lobbies at the Lakehead Psychiatric Hospital and St. Joseph's Hospital sites during the week.

City of Thunder Bay Awards

Mayor Keith Hobbs and members of City Council presented the City of Thunder Bay's "Citizens of Exceptional Achievement Awards" to the following St. Joseph's Care Group volunteers: **Peggy Brescia** - St. Joseph's Hospital; **Eva Jones** - St. Joseph's Heritage; **Jackie Najvar** - Lakehead Psychiatric Hospital; **Mary Rabachuk** - Hogarth Riverview Manor; and, **Elaine Sprovieri** - Auxiliary to St. Joseph's Hospital.

Hand Hygiene Focus Group & Audits

A hand hygiene focus group met over the last few months and came up with some quality improvements for the program. These include – a poster on proper use of gloves "To Glove or Not to Glove", immediate feedback on the units when hand hygiene audits are performed, and ensuring students have education in their programs on the four moments of hand hygiene.

Hand hygiene audits were completed for the 4th quarter, and results were shared with unit staff members on the clinical units at St. Joseph's Hospital and the Lakehead Psychiatric Hospital. Since the immediate reporting of hand hygiene audit results to staff members is now a Quality Improvement Initiative, a form was developed to document the date, number of audits done, the unit, and who the results were shared with. Hand hygiene audits have been submitted to the Ministry of Health and Long Term Care to be published with the patient safety indicators.

Confederation College Certification Event

On May 11 Confederation College hosted a certification event called "2011 Success Certified". It is an event where high school students from all the School Boards were invited to participate in different workshops or courses. The St. Joseph's Care Group Infection Control program was invited and offered an Infectious Disease workshop for the students.

Physiotherapy Quality Practice Council Planning Day

Physiotherapy staff from both St. Joseph's Hospital and Thunder Bay Regional Health Sciences Centre attended the Physiotherapy Quality Practice Council planning day, led by Michelle Addison, Physiotherapy Practice Leader. The session focused on professional engagement and strategic planning.

Collaboration

Northwest Health Alliance (NWAH)

The NWAH Board held a planning retreat with representatives of all members of the Northwest Health Network. Generally the participants felt that the NWAH provides value in projects where there is a large collaboration involving numerous partners. Participants were asked to suggest other potential shared services and received the following as possibilities: best practices development, Freedom of Information, shared maintenance contracts, group purchasing, and regional credentialing.

Transfer Protocol with Dilico

Dilico staff presented information to Mental Health Outpatient Program (MHOP) staff about the success of our transfer protocol for transitional age youth into the adult mental health system. Dilico staff was very positive about the effectiveness of the protocol in ensuring that youth do not fall through the cracks. Dilico provided positive feedback about our work in meeting the cultural needs of Aboriginal Youth and their families.

Eating Disorders/Bariatric Program of Thunder Bay Regional Health Sciences Centre

Representatives of the Eating Disorders Program team met with representatives of the Bariatric Program at Thunder Bay Regional Health Sciences Centre to provide program information, clarify admission criteria and discuss a collaborative model of care for clients access both services.

Confederation College Personal Support Worker (PSW) Certificates

Meaghan Sharp, Manager of Hogarth Riverview Manor, and Heidi West, Manager of Long Term Care Community Support Programs, are members of Confederation College's PSW Advisory Committee and provide advice on the development of the PSW Program to ensure students are trained to meet the new *Long Term Care Hospital Act* requirements and knowledge/service needs in the community. Confederation College is considering offering additional certificate- type courses in the fall for PSW's specifically around medications and responsive behaviours.

Communication & Advocacy

Chamber of Commerce Business Awards

St. Joseph's Care Group received two awards at the annual Thunder Bay Chamber of Commerce Business Awards event: One in the "Not-For-Profit Excellence" category, and the other for "Environmental Stewardship" at the Sister Margaret Smith Centre. Tracy Buckler accepted these awards on behalf of the entire organization.

Mental Health Week

During Mental Health Week, May 1-7, 2011, the Mental Health Network proudly delivered thirty-four free workshops in Thunder Bay that promoted improved mental health. Workshops included speaker presentations and interactive sessions for people of all ages.

Out of the Darkness Walk

On May 1, 2011, the first annual Out of the Darkness Memorial Walk, hosted by Leadership Thunder Bay and community partners, took place at Confederation College. More than 300 people attended the walk to raise awareness about suicide and depression and reduce the stigma about mental illness. The intake worker and two Mental Health Outpatient Program spiritual care workers hosted a display at this first annual event.

Health & Wellness Expos

On April 9 & 10, 2011, staff from the Chronic Pain Management Program (CPMP) and Communications Office participated in the 2011 Superior Living Health & Wellness Expo hosted by the Chamber of Commerce at the Valhalla Inn. Information about the CPMP and St. Joseph's Care Group was distributed and the corporate DVD and CPMP PowerPoint Presentation were shown. Nancy Engstrom, Brad Beyak, and Matthew Eaton also delivered a presentation about 'Performing with Pain' as part of Expo's main program.

On April 28, 2011, from 10:00 a.m. to 4:00 p.m., St. Joseph's Care Group was represented at a number of booths at the City of Thunder Bay's Health & Wellness Expo at the 55 Plus Centre. Programs that participated included the Day Hospital, Diabetes Health Thunder Bay, Manor House Adult Day Program,

Rheumatic Diseases Program, and Stepping Stones Program. The Expo had forty-five exhibitors and over five hundred people in attendance.

Corporate Branding

The Communications Department has purchased four corporate banner displays and table runners which can be loaned out to programs and services for events and displays, etc. The St. Joseph's Care Group logo is featured prominently on these items which will create brand recognition when used for public and media events.

Website Statistics

Over the past year, the Communications Department has been monitoring website traffic with Visistat (a web tracking tool). This information is valuable in many ways. A report that gives some general statistics is available by contacting the Communications Department.

Teaching & Research Identities

Publications

Dr. Jack Haggarty has had an article "Impact of Shared Care on Mental Health Services" accepted for publication by the Canadian Journal of Psychiatry.

Teaching

Dr. Dana Seymour has developed a six module teaching package for Dilico that covers the principles of Dialectical Behaviour Therapy (best practice intervention for people with Borderline Personality Disorder) in the context of First Nations social, cultural and spiritual practices.

Capital Project Updates

Centre of Excellence for Integrated Seniors' Services (CEISS)

The Supportive Housing (132 units) component of the CEISS is underway. Pomerleau Contracting has been awarded the contract and will be on site this month to complete the Supportive Housing apartment building. The Long-Term Care Home development is still in the planning stages – drawings are complete and we are going to soon hire a Construction Manager. We continue discussions with the Ministry of Health and Long-Term Care (MOHLTC) to achieve an appropriate Development Agreement for this aspect of the project.

Specialized Mental Health Rehabilitation Project (SMHRP)

Planning and design continues for the East Wing of St. Joseph's Hospital, which will house the SMHRP, as well as many other services (such as Finance, Human Resources, and IS/IT). Prior to this addition going forward, we are working closely with the MOHLTC to develop a suitable advertisement for demolition of the previous Sister Margaret Smith Centre. The actual demolition is expected to occur over the summer/fall of this year.