



ST. JOSEPH'S CARE GROUP

**Report from the Leadership Team  
June 2011**

**Client Centred Care**

**Green Werks Initiative**

Preparatory work on the Green Werks garden at the Lakehead Psychiatric Hospital continues as planting season approaches. Clients of Employment Options are very excited about the project. Collaboration with other gardening project organizers has taken place to gather knowledge and resources for the project.

**Youth Addiction Programs**

Dr. Edward Rawana et al, in partnership with Lakehead University's Centre of Excellence for Youth and SJCG Youth Addiction Program, released a new publication on how to deliver services utilizing a strength-based, resiliency model of care. The manual, representing more than five years of research and development, is designed to promote consistency in service delivery and support service providers interested in implementing this model of care.

**Home First Results**

Home First, 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 – is having some positive effects. SJCG has been participating in local work since October when ALC (alternate level of care) client numbers in Complex Care and Physical Rehabilitation beds were as high as 85. Over the last month, that number has remained steady in the mid-50s. Thunder Bay Regional Health Sciences Centre is also experiencing some positive results with their ALC to LTC (Long Term Care) numbers regularly less than 10. The collaboration across the system is commended!

**Admission Handout**

Admission to hospital can be stressful and bring uncertainty to both clients and their family members. In response to this, the Social Worker on Older Adult Rehabilitation, in collaboration with other team members, developed a handout that contains pertinent information for clients and their family members on admission, which will complement the existing SJCG Client Services Directory.

**Shared Mental Health Care**

Dr. Jack Haggarty, Psychiatrist and Jennifer Lehto, Psychiatric Nurse, are offering mental health assessment clinics at the new McKellar Nurse Practitioner Clinic once or twice monthly. The shared care approach allows for clients to be seen in their own health care setting. The collaborative nature of shared care helps to build capacity in primary health care providers to provide their own mental health assessments and interventions.

**Medication Reconciliation for Mental Health Outpatients**

Medication reconciliation is a process for ensuring that medications prescribed for clients are delivered in a safe manner. Inpatient "med rec" processes do not work well in outpatient mental health, since the psychiatrist rarely prescribes all of the medications the client is taking. A system for checking the medications the client is taking, or has taken, along with the effectiveness of that medication in managing symptoms has been developed.

**Chronic Disease Self-Management – Health Care Provider Mentoring**

Funding from the NW LHIN allowed initial work on mentoring health care providers so they are prepared and practicing in ways that optimize the role of patients/clients able to engage in self management of their chronic disease(s). Two of our Complex Care/Physical Rehabilitation staff who are Master Trainers in the Stanford Self Management Program - Heather Munro (Physiotherapist) and Tanya Shute (Social Worker) - exceeded the LHIN target of working with at least 20 of our staff to further their efforts to adapt our services to foster self management. They also connected with 57 community and regional partners to start the discussion about the gaps in health care education and service delivery from a self management perspective.

## Transitional Care Pilot Program

The Transitional Care Pilot program (*the Low Intensity/Longer Duration beds on 4S*) has been hitting and exceeding targets (patient days and number of patients receiving service) for the last 4 months. This success is a result of improved appropriateness of referrals due to the work of Home First, specifically the Joint Discharge Operations Team (JDOT) which allows our new Client Flow Coordinator position (Jane Hodges) to assist in identifying appropriate clients at Thunder Bay Regional Health Sciences Centre. The majority of these clients are being discharged home which is the overall goal of the service.

## Acquired Brain Injury (ABI) Planning

Paul Kukiel, Psychological Associate and Chad Clower, Speech Language Pathologist, completed research on LOS (length of stay) and EDD (estimated dates of discharge) in preparation for ABI planning that the team used to develop a plan for implementing an EDD at the time of admission. The ABI team is also planning to complete interim FIM® (functional improvement measurement) on clients by the 4<sup>th</sup> week of their stay and will use this information at the family conference along with the ABI team's definition of functional change/progress to adjust estimated dates of discharge and to confirm a discharge date.

## Rheumatic Diseases Program (RDP) Changes

RDP will be proceeding with plans to admit inpatients on Sunday evenings and discharge on the Friday of the second week. This change is in response to client feedback related to not wanting to stay in hospital over 2 weekends. This will decrease the LOS (length of stay) by 2 days.

## Moving Forward with Meditech

St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre have committed to the next Meditech module, document scanning and archiving. This is an important next step in our journey toward a paperless record which will provide the ability to scan paper documents right into the electronic chart, and archives older patient information to allow for improved retrieval times for long stay patients.

## Our People

### Volunteer Services Appreciation Dinner

The Annual Volunteer Services Appreciation Dinner was held Wednesday, May 11 at the Valhalla Inn. Close to 300 volunteers and staff were in attendance. St. Joseph's Care Group certificates and roses were presented to 27 Care Group award recipients for their commitment to service.

### Provincial Volunteer Awards

Ontario Volunteer Service Awards were presented on Thursday, May 19 at the Valhalla Inn to the following volunteers in recognition of their years of service to St. Joseph's Care Group:

#### **St Joseph's Hospital**

40 Years Peggy Brescia  
15 Years Ellen Eickmeier and Ida Adams  
10 Years Theresa Ciemny  
5 Years Maria Lassonde and Judy Mostow

#### **Lakehead Psychiatric Hospital**

20 Years Ada Kok  
15 Years David Catlin and Elizabeth Gobel  
10 Years Joanne Farkas and William Ranney

#### **St. Joseph's Heritage**

25 Years Sue Imperius and JoJo Sandberg  
20 Years Nobu Smart  
15 Years Mary Claire Stirrett, June Baker and  
Rachelle Doyon

#### **Hogarth Riverview Manor**

20 Years Theresa Matajasic, Anne Teschke and Emily Pugh  
15 Years Jean Nisbet and Alice Faye

## Training in Recovery

Stephanie Schurr, Occupational Therapist from the Healthy Foundations Team attended a two-day workshop in Oshawa on May 5 and 6 entitled: *The Recovery Model: Paradigm Shifts and the Impact of Wellness Recovery on Mental Health and Addictions Services*. The workshop addressed the underpinning of the recovery model as well as exploring recovery supporting programs, including Pathways to Recovery, WRAP and peer-led support based services. It focused on creating a positive culture of healing and the importance of integration of the recovery model into main stream services.

## Eating Disorders Training

Karrin Stuedle and Carol Townson, Dieticians with the Eating Disorders team attended the Academy of Eating Disorders Conference and John Esposti, Family Therapist with the Eating Disorders Team attended Emotionally Focused Training in Toronto.

### **Improvement Advisor Training**

Shelby Poletti, Manager of the Quality and Performance department, has finished the last session of the Improvement Advisor training with the Institute for Health Care Improvement. This training will help Shelby be a resource to our corporate quality teams as she provides expert advice on quality improvement tools and techniques that are available.

### **Nursing Expo – The Pit Crew Challenge**

On March 13, 2011 the Learning and Professional Practice team facilitated the 3<sup>rd</sup> Nursing Expo - The Pit Crew Challenge. Forty-eight nursing staff participated in the day long education event, with a goal of leaving the workshop feeling energized, having learned about communication, conflict, and teamwork.

## **Collaboration**

### **Youth Addiction Programs - Suicide Prevention Task Force**

Mark Beazley, Acting Supervisor of Youth Addiction Programs, serves on the Suicide Prevention Task Force which had launched a community awareness campaign specifically directed toward educational professionals called "Know What to Say, Know What to Do". The purpose of the campaign is to help teachers recognize signs of mental health issues among their students and enhance their awareness of where young people can access resources and supports. Mark also recently attended the Addictions Ontario Provincial Conference representing St. Joseph's Care Group at the Youth Sector Meeting.

### **Partnering with Best Practice Coordinator and Stroke Network**

The Psychogeriatric Resource Coordinator has partnered with the Long Term Care (LTC) Best Practice Coordinator and the Stroke Network to determine how to build capacity to improve the identification of depression in LTC, which contributes to a general deterioration of health in seniors.

## **Communication & Advocacy**

### **Facility Tours of Sister Margaret Smith Centre and Balmoral Centre**

Denise Wojciechowski, RN of Sioux Lookout Meno Ya Win Health Centre attended tours of both Sister Margaret Smith Centre and Balmoral Centre. Denise is playing a lead role in establishing the medical withdrawal management unit at the Meno Ya Win Health Centre.

### **Key Strategies for ALC (Alternate Level of Care)**

The Stroke Rehabilitation Reference Group (an adhoc working group of the provincial Rehabilitation/ Complex Continuing Care Expert Panel) is charged with developing key strategies that can have an impact on ALC days and has submitted an initial report to the Panel. Three areas are being targeted: early assessment & triage, best practice standards for inpatient rehabilitation and best practice standards for outpatient & community rehabilitation.

### **OANHSS Presentation on Interprofessional Care**

Meaghan Sharp, Director of Care at Hogarth Riverview Manor, presented at the recent OANHSS Conference on *Implementing Change through Interprofessional Approaches*. The presentation focused on the work completed and to be sustained through the Interprofessional Care Project; for example, the establishment of the Mentor Team and leadership training for all professions including the support services. The presentation also included the accountability framework that was developed for regulated and unregulated care professionals.

### **Youth With an OPEN Mind**

St. Joseph's Care Group and Children's Centre Thunder Bay were proud to sponsor the Experience Dance performance on May 31, 2011. The event promoted the importance of recognizing mental illness and encouraged readers to visit the websites of Youth With an OPEN Mind and the Youth Suicide Prevention Task Force. For more information please visit: [www.withanopenmind.com](http://www.withanopenmind.com) and [www.heresthedeal.ca](http://www.heresthedeal.ca).

### **Social Media Pilot Project**

The Communications Department and Gambling and Addictions Program will be conducting a one year pilot project on Social Media. Endorsed by the Leadership Team and Information Management Services Committee, the project entails the creation of Facebook pages to have a presence in social media.

## **Freedom of Information**

St. Joseph's Care Group will fall under the Freedom of Information and Protection of Privacy Act (FIPPA) effective January 1, 2012. Individuals will be able to request certain information retroactive to January 1, 2007, and while patient specific information is protected, it is anticipated there may be initial requests related to purchasing decisions and administrative expenses. A working group is being established to ensure the Care Group meets the legislated requirements, and a temporary FOI (Freedom of Information) Coordinator will be hired. Ontario Hospital Association (OHA) educational sessions are also being offered.

## **Teaching & Research Identities**

### **Teaching**

By invitation of Bishop Fred Colli, Murray Young, Social Worker, facilitated a discussion at the Diocese of Thunder Bay Pastoral Centre about priests' mental health. About 30 priests from throughout the region attended. Ideas for individually and collectively strengthening their ability to cope successfully with stressors were presented and discussed.

### **Amputee Care Conference Presentation**

Erin Puhalski, Physiotherapist, and Kerry Calder, Prosthetist from Amputee Clinic, presented a case study at the Ontario Association for Amputee Care Conference in Hamilton in April titled "Left Transtibial Amputation With A Left Knee Fusion: A Case Study".

### **Diabetes Education**

Tim Slack, Pharmacist, attended "Diabetes Manager University (DMU)" in April at the Valhalla Inn. The 3-day DMU is a master course in how and why to use today's best therapies in a patient centered model of care. The course was coordinated through the Northwest Diabetes Health Network.

## **Capital Project Updates**

### **Diabetes Health Relocation Project**

The Diabetes Health Relocation Project, which will see Diabetes Health Thunder Bay relocated to the St. Joseph's Heritage site is currently on target with a proposed time line for completion by August. With the necessary demolition now finished, the construction crew is on site working. This progress continues to support the potential for a move to the new facility at St. Joseph's Heritage in early September.

### **Specialized Mental Health Rehabilitation Project (SMHRP)**

A draft advertisement and other specific information requested by the Ministry of Health and Long-Term Care (MOHLTC), has been submitted, and we continue to wait for approval to hire a contractor for demolition and site servicing. It is anticipated that this work will begin this summer and go through to the fall.

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

Pomerleau Contractors are on site, constructing the 132-unit Supportive Housing building - an exciting step forward! We continue to work with the MOHLTC to achieve a satisfactory Development Agreement before we can begin the Long-Term Care Home portion of the CEISS project. A Construction Manager will be hired this summer in anticipation of being able to start this next phase.