



ST. JOSEPH'S CARE GROUP

**Report from the Leadership Team  
September 2011**

**Client Centred Care**

**Special Rehabilitation Discharge Planning**

To enhance communication and improve client outcomes, the Special Rehabilitation Team is offering therapy stakeholders from the region the opportunity to participate in family conferences for clients being discharged back to their communities following rehabilitation.

**Fort William First Nation Health Fair**

In June, the Chronic Pain Management Team participated at the Fort William First Nations Health Fair held at the Fort William First Nation Community Centre. This was a great networking opportunity for the team and it increased awareness of our program in this community.

**Rheumatology Referral Centralized Intake**

St. Joseph's Care Group has assumed responsibility for the Northwestern Ontario Centralized Rheumatology Intake process that was established through research by Dr. Fidler, Rheumatologist. The Rheumatic Disease Program is now a triage option in this process and has met with Thunder Bay Arthritis Society to coordinate services by responding to gaps and reducing duplication of services.

**Intravenous (IV) Therapy at HRM**

RNs at Hogarth Riverview Manor have begun to initiate IV therapy lines for antibiotic treatment and hydration. IV line initiation training was provided by the Nurse Practitioner with the Nurse-Led Outreach Team. Prior to this training, IV lines were initiated in the acute care setting or by the Nurse Practitioner. The training is building capacity amongst the RN staff at Hogarth Riverview Manor.

**Eating Disorders Program, New Nurse Practitioner Position**

The Eating Disorders Program has received funding from the NWLHIN in support of a Nurse Practitioner who will be an integral part of the interprofessional team responsible for providing primary care services and supports for clients living with the challenges of disordered eating. Over the summer months, we have worked with our Provincial partners to develop an enhanced model of care that incorporates this essential resource into level one treatment.

**Psychiatry Service via Telemedicine**

St. Joseph's Care Group – St. Joseph's Health Centre Mental Health Outpatient Programs has initiated a 3-5 year pilot project that will involve the provision of full time psychiatric consultation services using telemedicine technology. The psychiatrist, located in Toronto, will provide psychiatric services to clients living in Thunder Bay. A psychiatric nurse located in Thunder Bay will work with the client and the psychiatrist to support ongoing care. To date, clients are reporting satisfaction with the service and technology challenges have been minimal. We will be evaluating this project to determine if it might be an option for recruiting other psychiatry staff to our programs.

**Homes for Special Care and High Support Homes**

A number of unique and exciting opportunities were provided to clients of our Homes for Special Care and High Support Housing programs over the summer, including: A Leisure Education Program and First Nations Spirituality Group, a summer camp experience at Lake Shebandowan, a Drumming Group and kayaking at Boulevard Lake. Collaboration between the Leisure Life Skills Instructors in these and other programs has led to a wider range of opportunities for clients of these programs and has been very rewarding for all involved.

### **YouthWorks Volunteers Help Keep Hogarth Riverview Manor Gardens Looking Beautiful**

Hogarth Riverview Manor (HRM) was fortunate to have the opportunity to host YouthWorks volunteers this summer, who played a key role in maintaining the HRM gardens. YouthWorks is an American faith based organization that provides life-changing, Christ-centered youth mission opportunities for young people between the ages of 12-19. HRM Residents and staff enjoyed meeting these amazing young people and we look forward to working with YouthWorks again next summer.

### **Volunteers Trained in Snoezelen Therapy**

Lakehead University Centre of Education and Research on Aging and Health (CERAH) and St. Joseph's Care Group, Volunteer Services, have partnered to train volunteers at Bethammi Nursing Home and Hogarth Riverview Manor in Snoezelen Therapy. Snoezelen Therapy provides an alternative way to interact with clients that involves stimulation of the senses, creating the opportunity to bond and connect when past methods of communication have not been effective. The volunteers who've received training are now able to offer the Snoezelen Therapy service to our long term care residents.

### **Professional Certification for Coordinators of Volunteer Services**

Anna Grenier and Loretta Turpin, Coordinators of Volunteer Services, were successful in receiving both national and provincial re-certification with the Canadian Association of Volunteer Resources (CAVR) and the Professional Association of Volunteer Resources - Ontario (PAVR-O). The designation, Canadian Association of Volunteer Resources (CAVR) and Certified Volunteer Resource Manager (CVRM) are awarded to applicants who meet professional standards and certification criteria.

### **Northwestern Ontario Stoke Champion Award**

In June, Trish Nelson, Director - Physical Rehabilitation, was presented the Northwestern Ontario Regional Stroke Network's Stroke Champion Award. The recipient of this award is an individual who demonstrates strong leadership and who goes above and beyond the areas of professionalism, innovation, advocacy, and communication. They may be described as someone who "inspires by example" – a perfect description of this recipient. Congratulations Trish!

### **Supporting the CURA Project**

Hospice Palliative Care's Deborah Spear, Social Worker, and Barb Fugelsang, Spiritual Care Associate, facilitated a day on the Hospice Palliative Care Inpatient Unit for two Personal Support Workers to observe the Hospice Palliative Care Unit and meet the interprofessional team.

### **Academic Appointment**

Congratulations to Michelle Addison, Physiotherapist, who is now an Assistant Professor at the Northern Ontario School of Medicine.

### **Interprofessional Collaboration**

Michelle Addison, Physiotherapist, and Linda Belcamino, Manger Learning Research and Professional Practice, had an abstract titled "Creating Sustainable Interprofessional Culture: Developed by Clinicians, Supported by Leadership", accepted for a poster presentation at Collaborating Across Borders III.

### **Retirement**

It was with mixed feelings that we extended best wishes to Irene Erickson, Physiotherapist on Special Rehabilitation, after 39 years of distinguished employment. Throughout her career Irene was an excellent role model, mentor and teacher to numerous high school co-op, rehabilitation assistant, kinesiology, physiotherapy students and new graduates. Irene's compassion for the clients goes unsurpassed – she is a valued employee who will be missed.

### **Education/Presentations**

Congratulations to Noel Heath, Physiotherapist in our Rheumatic Diseases Program, for successfully completing the requirements for Advanced Clinician Practitioner in Arthritis Care (ACPAC).

### **Therapeutic Recreation**

Keli Cristofaro presented at the Therapeutic Recreationists of Ontario conference in Toronto in early June on Professional Practice Leader positions related to Therapeutic Recreationists. Keli was also nominated and accepted to be on the Therapeutic Recreation Ontario Board as a member at large.

### **Conference Presentations**

Kaitlyn McFall and Frances Simic presented the results from the “Living Well” group at the Therapeutic Recreation of Ontario Conference in Toronto in June. This is a 10-week group that is focused on helping people with mental illness live healthy lives.

## **Collaboration**

### **Joint & Stroke Pathway Review**

The Thunder Bay Regional Health Sciences Centre/St. Joseph’s Care Group Joint & Stroke Pathway Team is reviewing current care pathways to identify barriers to discharge from acute care, rehabilitation and neurology day for clients diagnosed with stroke. Next steps will be to track clients and look for trends so that barriers can be prioritized toward formulating solutions/recommendations.

### **Centre for Complex Diabetes Care – A Partnership**

As one of 3 new Complex Centres for Diabetes Care in Ontario, Thunder Bay Regional Health Sciences Centre officially opened this “level 3” diabetes program on September 6. St. Joseph’s Care Group and Meno Ya Win Health Centre in Sioux Lookout are active partners in this new service.

### **Northwest Health Alliance**

The Board of the Alliance has established new Vision and Mission statements. The new Vision Statement is: “*Collaborating to support the provision of excellent health services*”, and the new Mission Statement is: “*The Northwest Health Alliance facilitates collaboration among health service providers*”. At the NWA Annual Meeting Dave Murray from Sioux Lookout was welcomed as a new Board member. Wade Petranik and Andree Robichaud are the Chair and Vice- Chair.

### **Peer Council**

The NWO Peer Council is collaborating with People Advocating for Change through Empowerment to develop a Peer Support guide. The guide is being developed to educate and promote Peer Support services to organizations and stakeholders.

### **Substance Use Comprehensive Community Needs Assessment**

In partnership with the City of Thunder Bay, Thunder Bay Police Services, Shelter House, District of Thunder Bay Social Services Administration Board, Thunder Bay Regional Health Sciences Centre, Fort William First Nation and People Advocating for Change through Empowerment, a request for proposals has been released in support of the proposed Community Needs Assessment. The results of the assessment will be available in the winter of 2012 and will be used to support detailed planning designed to improve access to services and outcomes for clients and family members who are living with the effects of harmful substance use.

## **Communication & Advocacy**

### **Conference Presentations by Directors of Care**

The Directors of Care from Bethammi Nursing Home and Hogarth Riverview Manor attended the National Conference on Gerontological Nursing in Toronto in June and participated in two presentations – the Palliative Care Research Project, and Interprofessional Collaboration Implementation.

### **Brain Injury Awareness Fair**

Acquired Brain Injury hosted their first Brain Injury Awareness Fair at the hospital site in June as part of Brain Injury Awareness Month activities.

### **Communications Survey**

The Communications Department conducted a staff survey during the summer to obtain feedback for developing effective communication strategies within our organization. The survey was accessible to staff on SurveyMonkey (survey website), with hard copies distributed to programs/service areas, and printable copies sent by email. The survey was promoted on the iNtranet news, by email and through posters sent to program/department areas. A total of 586 surveys were completed (45 paper copies returned and 541 completed online). The Communications Department is currently reviewing the results and will share this information with all staff later in the fall.

### **McKellar Open House**

St. Joseph's Care Group (SJCG) partnered with the North West Local Health Integration Network (NW LHIN) and the North West Community Care Access Centre (NW CCAC) to provide 75 supportive units on an interim basis at McKellar Place. Funding for the supportive housing will transfer to the new CEISS (Centre of Excellence for Integrated Seniors Services) apartments when completed. Supportive Housing Tenants of McKellar Place are guaranteed an apartment at the new CEISS, should they wish to move.

On July 13, 2011, St. Joseph's Care Group co-hosted an open house at McKellar Place to give interested seniors and families a first-hand look at recent renovations. Shaw Television was on site to tape a segment about the need for supportive housing in the community. Heidi West, Manager, Long-Term Care Community Support Services and Sean Adams, Manager, McKellar Place were interviewed and spoke about how the McKellar Place units will alleviate the wait list for supportive housing as the CEISS is being built. The segment was shown on Shaw Television periodically throughout the summer. The North West Community Care Access Centre (NW CCAC) reported increased interest in the McKellar units following the open house and Shaw feature.

### **Freedom of Information**

Considerable progress is being made on our preparations for the Freedom of Information and Protection of Privacy Act (FIPPA). Jessica Cordes has been hired as the FOI (Freedom of Information) Coordinator that we are sharing with Thunder Bay Regional Health Sciences Centre. An FOI Implementation Working Group has been established, and implementation, training and communications plans are complete, numerous educational presentations have been developed, etc. We have also engaged the regional hospitals on how to work together on this and share knowledge, policies and templates.

### **Information on Mental Health Services Presented to Community Agencies**

Intake coordinators from mental health outpatients and case management programs presented information on our services to female inmates at the Thunder Bay Correctional Centre and to the staff at the McKellar Nurse Practitioner Clinic.

### **Northwestern Ontario Peer Council**

Peer Council hosted the quarterly Ontario Association of Patients' Council meeting Bay at the Prince Arthur Hotel in Thunder Bay. The President spoke about potential changes with the Psychiatric Patient Advocate Office and the Canadian Mental Health Association.

### **Team Werks**

A formal launch of the Green Werks Garden took place on August 18th. The event was well attended by radio, TV, and the newspaper. The Regional Food Distribution Association has been supplied with a steady stream of produce and the clients working in the garden have benefitted from the training and therapeutic value of operating a large scale garden.

## **Capital Project Updates**

### **Demolition of Former Sister Margaret Smith Centre**

After much anticipation, St. Joseph's Care Group received approval in July to proceed with demolition of the former Sister Margaret Smith Centre at the St. Joseph's Hospital site. Demolition is expected to occur over the winter. The relocation of site services (such as water and sewer lines) will also occur with this project. The demolition/site service relocation is the first step in preparing the site for the new East Wing at St. Joseph's Hospital. The new wing will contain the Specialized Mental Health Rehabilitation Program and many of our corporate departments and services. There will be significant parking challenges at the St. Joseph's Hospital site both during the demolition and then with the construction of the new wing. We are currently awaiting the approval to award the contract from the Ministry of Health and Long-Term Care.

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

The 132 unit supportive housing building has progressed well over the summer months and is proceeding on schedule at the Hogarth Riverview Manor site.

We are finalizing a few remaining issues with respect to the Development Agreement for construction of the Long-Term Care building, and expect that this will be resolved with the Ministry of Health and Long-Term Care (MOHLTC) staff over the next few weeks. The tender for the Construction Manager has been closed, and the successful proponent has been notified pending approval to award the contract from the MOHLTC.