



**Report from the Leadership Team
December 2011**



On behalf of the entire Leadership Team, a very Merry Christmas and a Happy, Healthy New Year to all!



Client Centred Care

Chronic Disease Self Management Training

Mental health clinical staff attended the Chronic Disease Self Management Training sponsored by the North West Community Care Access Centre. This model of care is compatible with principles of psychosocial rehabilitation and can be applied to support recovery for a wide range of clinical issues and/or chronic conditions.

Green Werks Expansion

St. Josephs Care Group (SJCG) Greening Committee and Building Services covered the costs to develop a new garden for Green Werks. The goal is to double the output of produce and create two new training positions for SJCG clients. Over **2,000 pounds** of produce was received by the Regional Food Distribution Association this past growing season from our Green Werks initiative.

Outpatient Mental Health Services

Collaborative discussions continue in outpatient mental health services to address the issue of wait times for initial service. Staff from both SJCG and TBRHSC are actively involved in this dialogue. A brief telephone intake tool has been developed by the Intake Committee of the Mental Health Outpatient Systems Design Committee.

Corporate Client Satisfaction Survey

To meet the requirements of the *Excellent Care for All Act*, St. Joseph's Care Group is required to involve clients in completing the client satisfaction survey on an annual basis. In order to obtain feedback from clients unable to complete the survey on their own, Carrie Gibbons, Research Coordinator, provided training to volunteers.

Respite at Hogarth Riverview Manor (HRM)

Through coordination between the North West Local Health Integration Network, North West Community Care Access Centre and our Long Term Care homes, a Short-Stay Respite Program was implemented at HRM in November.

Restorative Care

The process for implementation of nursing restorative care was formalized at both Hogarth Riverview Manor and Bethammi Nursing Home. Residents who would benefit from the program are identified through RAI assessment and team discussion.

Long Term Care Home Quality Award

Bethammi Nursing Home and Hogarth Riverview Manor are recipients of the *Residents First Improvement Award*. As part of this recognition, we are receiving \$2,500 for each home and will be provided with support materials to help us promote the homes' success to our residents and families, the local media, and other stakeholders.

Rheumatology Services

Work continues with the rheumatologists to optimize the Arthritis Referral Service (central intake and triage). With the addition of Dr. Vasilu and the triage process in place, wait times for Rheumatology have been reduced, and 220 referrals have been triaged since July 2011. The service currently averages approximately 17 referrals per week from Thunder Bay and the region.

Geriatric Medicine Service (GMS)

A new Geriatric Medicine Service has been initiated by Drs. Bon, Kolobov, and Tamrazova, offering inpatient geriatric and internal medicine consultations at St. Joseph's Hospital and the Lakehead Psychiatric Hospital.

Our People

Addictions Awareness Week Celebrations

Addiction and Problem Gambling Counselors were recognized in November for their commitment and service to individuals and families living with substance use and problem gambling issues.

Primary Health Care

Ken MacKenzie, Nurse Practitioner with GAPPS (*Getting Appropriate Personal and Professional Supports*), attended the Nurse Practitioner Booster Workshop which included a variety of educational sessions on primary health care issues.

Transgender Workshop

Personal Development Program staff and GAPPS team members attended the Transgender Conference presented by Rainbow Health Ontario and Sherbourne Health Centre in partnership with NorWest Community Health Centres.

Ethics in Health Care Conference

Christine Moss-Rogers, Social Worker and member of the Ethics Committee presented a poster at the Ethics in Health Care Conference, sponsored by Accreditation Canada and the University of Toronto Joint Centre for Bioethics. The poster titled "Revitalization of an ethics committee serving a multi-site, multi-service health care facility" detailed recent initiatives carried out by the Ethics Committee.

Volunteer Services Fall Retreat

Volunteer Services organized a half day workshop "Putting the Zing Back into Volunteering". Lee Stones, who has been presenting and training professionally for over 20 years, shared her knowledge, experience, energy and positive attitude with 30 Care Group volunteers. The information presented was uplifting, motivating and volunteers actively participated by sharing their stories and experiences.

Bring Your Kid to Work Day

On Wednesday, November 2, 2011, Volunteer Services provided a presentation to the grade nine students who participated in "**Bring Your Kid to Work Day**". Information was shared about the 40 mandatory community service hour requirements, as well as the process of becoming a registered Care Group volunteer.

Stroke Best Practice Workshop

A Stroke Best Practice Workshop was held at St. Joseph's Heritage on Friday October 28, 2011. Thirteen rehabilitation nurses from St. Joseph's Hospital were among the 24 participants and 11 presenters.

Collaboration

Enhancements in Child Psychiatry

In partnership with Children's Centre Thunder Bay and Dilico Anishinabek Family Care, St. Joseph's Care Group has received \$190,000 to support enhanced access to specialized psychiatric services for the Northwest Region of Ontario. The funding will be utilized to implement an innovative model of care that supports multiple levels of service from specialized assessments and consultation to active treatment for clients with complex needs and regional outreach through telemedicine.

St. John's Ambulance Therapy Dog Program Celebrates 10th Anniversary

St. Joseph's Care Group, Volunteer Services received a Certificate of Recognition as a community partner at the 10th Anniversary of the St. John Ambulance Therapy Dog Program. Currently, ten St. John Ambulance Therapy Dog volunteers bring dogs to St. Joseph's Hospital, Lakehead Psychiatric Hospital, St. Joseph's Heritage and Hogarth Riverview Manor giving clients the benefits of visiting with pets.

LHIN eHealth

The North West Local Health Integration Network (NW LHIN) has been clustered with the North East, Champlain and South East LHINs in an eHealth project called cNEO (Connecting Northern and Eastern Ontario) that is reflective of eHealth Ontario's regional approach to eHealth implementation. cNEO is a \$40M, three year project which has been tasked to implement a provider portal, a clinical information data repository and a health information access layer. Bruce Sutton, Vice President and Chief Information Officer will participate on the project's Steering Committee as one of three health service provider representatives.

Northwest Health Alliance

A number of our regional partners are interested in getting on board with St. Joseph's Care Group's MEDworxx Learning Management System (LMS). The LMS allows posting of educational material on line and tracking of staff's educational activity.

Focus Group

Cindy Backen, our Psychogeriatric Research Consultant and Alison Denton, Executive Director, Alzheimer Society, conducted a focus group with 17 care partners and shared a summary of the findings with the Provincial Community of Practice for Mental Health, Addictions & Behaviours through the Seniors' Health Research Transfer Network. The goal was to raise the voice of the consumer and to capture essential information to share with the local Behavioural Support Ontario project team and the provincial Community of Practice.

Communication & Advocacy

iNtranet Upgrade

The software upgrade to our current iNtranet is now complete. Although the content is the same, users will notice a new design, faster page loads and improved searching capabilities. Thank you to all staff for your understanding and patience over the upgrade period. Many thanks to Rob Srigley and Duncan Koza for their perseverance in completing this project.

Mental Health in the Workplace

The Canadian Revenue Agency offices in Thunder Bay requested a presentation on mental health in the workplace for their staff education series. On November 9, 2011, Public Education Coordinator, Brook Latimer presented a one-hour information session which included the following: Why mental health in the workplace matters, employee supports, disclosing personal information, and workplace stigma. Approximately 40 people attended the session.

Order of Canada - Dr. Kajander

On November 25, 2011, St. Joseph's Care Group hosted a celebration honouring Dr. Ruth Kajander for becoming a member of the Order Of Canada. Dr. Kajander has worked tirelessly to care for people with psychiatric illnesses in Northern Ontario for over 50 years. She is the founding director of the former Port Arthur Mental Health Clinic, and has since worked in both private practice and hospital settings. Early in her career, she was one of the first psychiatrists to recognize the value of antipsychotic medication in the treatment of schizophrenia.

Freedom of Information and Protection of Privacy Act (FIPPA)

Much activity continues around FIPPA with presentation to the Boards of St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre, presentations to both Medical Advisory Committees, identification of Freedom of Information (FOI) Leads from each program or service, working group meetings and lots of internal conversations.

Social Work Student Education

Manor House staff, along with Howard Nistico, Family/Client Support Facilitator and Lisa Petersen, Team Leader, presented at the School of Social Work Agency Education Day at Lakehead University. This day was an opportunity for Social Work students to gain knowledge of potential placement opportunities.

Teaching & Research Identities

Women's Addiction Program Team Research Presentation

Members of the Women's Addiction Services Team were invited to present outcomes of their clinical research regarding Dialectical Behavioural Therapy, substance use and trauma at the Canadian Centre on Substance Abuse National Conference - Issues of Substance held November 6 to 9 in Vancouver, British Columbia.

Education

- Alaine Auger attended the Psychosocial Rehabilitation Conference in Sydney, Nova Scotia and presented a workshop titled Enhancing Recovery by Addressing "Getting Appropriate Personal and Professional Supports" (GAPPS).
- Shannon McFadyen and Brenda Mason from the Mental Health Outpatient Program attended a conference titled Opening Doors Thunder Bay through AIDS Thunder Bay. They also hosted a booth that offered

information about Thunder Bay Mental Health Programs and handouts on the medicine wheel, poems and other material providing messages of hope.

Poster Presentation – Gerontological Society of America

Carrie Gibbons, Research Coordinator, presented a poster at the 64th Annual Scientific Meeting of the Gerontological Society of America held in Boston, MA. The poster titled “Stakeholder input into a tool to investigate care giving issues from the perspective of family physicians” provided an overview of a collaborative research initiative between St. Joseph’s Care Group Research Department and Lakehead University.

5th Annual Nursing Student Reception

The 5th Annual Nursing Student Reception was held on November 28, 2011 with students from Lakehead University and Confederation College invited to attend. The goal of the reception was to highlight services provided within St. Joseph’s Care Group so that students may choose further placements or career opportunities within St. Joseph’s Care Group. The reception was very well received with approximately 75 students in attendance.

Psychology Abstracts

Dr. Steve Donaghy (Psychologist) abstracts - “Relative Utility of the Wechsler Test of Adult Reading (WTAR) and OPIE-3 in Predicting Premorbid Intelligence Using the WAIS III., (ID 1218271)” and “Comparison of Three Models Generated by the Test of Premorbid Functioning (TOPF) to Predict Premorbid Intellectual Abilities” have been accepted as a poster presentation at the International Neuropsychological Society 40th Annual Meeting.

Alzheimer Society Presentation

Sandra Dewsberry, Case Manager and Team Leader with Seniors’ Mental Health, and Registered Social Workers, Kelly Brunwin-Harding and Margie Uurainen from the Alzheimer’s Society, provided an educational presentation to families at the Alzheimer’s Society entitled “Care Essentials: Developing Skills for Care of Persons with Dementia”.

Capital Project Updates

Centre of Excellence for Integrated Seniors’ Services (CEISS)

Construction of the Supportive Housing component of CEISS is continuing as planned. An internal “Occupancy Planning” group has been struck to ensure a smooth transition from construction to actual occupancy by our supportive housing tenants. Work will include a process for tenants of McKellar Place who choose to relocate, as well as ensuring a coordinated effort with the Community Care Access Centre (CCAC) for establishment of a waiting list for the apartments.

We have received approval from the Ministry of Health and Long-Term Care (MHLTC) to hire the Construction Manager for the Long-Term Care Home component of the CEISS project. We are pleased to announce that Pomerleau, (the same company that is providing General Contractor services for our Supportive Housing), was successful in obtaining this contract. Pomerleau will be working over the winter months to obtain acceptable pricing for all of the construction components of the Long-Term Care Home, in order to reach a fixed price that will be submitted to the MHLTC for final approval.

Specialized Mental Health Rehabilitation Program (SMHRP)

We are pleased to report that AIM Waste Management, is the successful bidder for the demolition and site servicing work at the St. Joseph’s Hospital site. Work will begin in the next few weeks, with priorities to widen the Algoma Street entrance to allow for easier drop-off of clients, and for demolition of the old chimney stack at the back of the hospital. We will provide additional communication once specific dates have been finalized, recognizing that the entire site will soon be blocked off for the demolition and subsequent construction of the new East Wing addition,