



**Report from the Leadership Team  
February 2012**

**Client Centred Care**

**Transitions in Care**

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. Recently the team engaged Pikangikum Nursing Station to provide education and advocacy for services for a client.

**Complex Care Telemedicine Nursing Positions**

Implementation continues of the new telemedicine nursing positions for wound/ostomy, palliative and geriatric care/seniors behaviours. Issues of practice space, telemedicine equipment availability, and marketing the new services to the region are being worked through as we move forward.

**Supporting Acute Care in Geriatric and Seniors Mental Health Care**

To spark discussions about how Seniors' Mental Health can better support care at Thunder Bay Regional Health Sciences Centre (TBRHSC), Dr. Patricia Lepage, Geriatric Psychiatrist, provided a provocative and well-received presentation at TBRHSC entitled "What Does TBRHSC Want from Geriatric Psychiatry and Whose Challenge Is It?" This was followed by a high level management meeting to agree to some first steps in our expanded work with acute care.

**Healthy Foundations Team - Outpatient Mental Health**

Mental Health Outpatient Programs (MHOP) Healthy Foundations Team (HFT) now has 4 Volunteer Peer Support Specialists, Christina Auger, Helen Hirvasoja, Genevieve Landry and Marina Schmidt. Members of Outpatient Mental Health Rehabilitation Services have also started the Healthy Living Series which consists of 6 sessions called "Using Creative Expressions for Improved Mental Wellness".

**Measuring Outcomes**

Mental Health Case Management programs have engaged in a provincial initiative (OCAN) to measure the effectiveness of our work. More emphasis is being put on the outcomes rather than the volumes of service provided. Staff with the OCAN project met with managers to get an update of the progress within the programs. This project is a building block for the development of e-health in the province.

**Long-Term Care Support Services Program (P. R. Cook Apartments)**

Chronic Disease Self-Management was presented at a 'Chat with Clients' in January. The concept was explained and feedback received. Clients will advise Manager of their chronic conditions in order to design a program at P. R. Cook.

**Blood Glucose Monitoring at Hogarth Riverview Manor**

All residents who require regular blood glucose monitoring now have their own glucometers which are supplied and maintained by our contract pharmacy.

**Long-Term Care Social History Form**

A "Getting to Know Me" social history form for all long-term care residents has been developed. Lakehead University Social Work students working with a long-term care palliative care project are assisting with developing a plan to sustain the process.

## ***Our People***

### **ONA Committee Representation**

Tom Shortreed, Manager Employee Relations, has been selected to act as a representative on behalf of the Participating Hospitals to the ONA Pay Equity Job Evaluation Committee.

### **Nursing QI Project**

Complex Care and Physical Rehabilitation received just over \$70,000 for quality improvement projects that target improving work environments for hospital nurses. Based on feedback from Nursing Quality Practice, union leaders and our nursing staff, 3 projects are underway: developing a client acuity/nursing workload distribution tool, redesigning the client admission process and improving the interprofessional therapy planning process for our clients. Mary Jane Cameron, RN on 3 South, is project lead for all 3 projects and 20 nurses responded to our call for expressions of interest in working group participation. This is a great opportunity for nurses to shape some of the improvements to come.

### **Physiotherapy in Health Promotion**

Denise Taylor, Physiotherapist on 3N, was referenced in the Ontario Physiotherapy Leadership Consortium report on an initiative the Consortium led to examine evolving areas of practice for physiotherapy in health promotion. Denise was recognized for her initiatives to promote health among First Nations people at risk of stroke in a remote community in Northwestern Ontario.

### **St. Joseph's Care Group Joint Discharge Operations Team (JDOT)**

Through the leadership of Trish Nelson, Director of Physical Rehabilitation, and hard work of the inpatient management team, the Alternate Level of Care (ALC) numbers are improving at St. Joseph's Hospital. This group meets to problem solve completed discharges and review options for clients designated as ALC. With careful planning, and collaboration with community partners, the JDOT committee is imbedding the Home First philosophy in our work across Complex Care and Physical Rehabilitation.

### **CHRP Certification**

Congratulations to Linda Piscioneri, Coordinator, Recruitment & Retention, for achieving the Certified Human Resource Professional (CHRP) designation. To achieve her CHRP designation, Linda was required to meet a number of academic and experience requirements, and to successfully complete a comprehensive exam process established by the Human Resources Professionals Association.

## ***Collaboration***

### **Responsive Behaviours Consultation in Long-Term Care**

Both long-term care homes are collaborating with Seniors' Mental Health Teams regarding consultation for several residents who have responsive behaviors. Point-of-care staff is involved in weekly huddles to review strategies and interventions that are most effective.

### **Secondary Stroke Prevention Clinic**

Neurology Day and Special Rehabilitation team members met with the Secondary Stroke Prevention Clinic at Thunder Bay Regional Health Science Centre to enhance communication and their knowledge of the role of the clinic.

### **Behavioural Supports Ontario (BSO)**

Cindy Backen, Psychogeriatric Resource Coordinator (PRC), Dr. Lepage, Geriatric Psychiatrist, and manager, Janine Black continues their involvement in Behavioural Supports Ontario planning meetings. In addition, two Senior Mental Health Program (SMHP) staff, Charlene Burford and Pat Smith, attended a two-day value stream mapping session that was part of this work.

### **Chiropody Services at Diabetes Health**

Chiropody Services are now being offered at Diabetes Health as part of the partnership with Thunder Bay Regional Health Sciences Centre Complex Centre for Diabetes Care (CCDC). In addition, two Registered Nurses from Diabetes Health, Lorrie McKevitt and Michelle Elcheson, will be providing services at CCDC until March 31, 2012, to promote education and partnership.

## **Youth Werks**

Youth Addiction Programs and Team Werks, in partnership with Children's Centre Thunder Bay, YES Employment Services, and the District School Boards have implemented a new venture designed to provide vocational training and supports for young people who are struggling with substance use issues. Registration and orientation began on January 30, 2012, and clients are working at a coffee kiosk within the Sister Margaret Smith Centre. Building on the Team Werks model, the business will be self sustaining and provide an opportunity for young people to earn a high school credit through this co-op placement.

## **Northwest Health Alliance**

We are working with the LHIN and eHealth Ontario to implement ONEMail, a secure email solution that will provide clinicians with a way to communicate patient information securely. That product will be live soon and efforts will begin to promote clinician adoption.

## **Communication & Advocacy**

### **Recovery Webinar**

The Supervisor of Employment Options, a Board Member of Team Werks Coop and the PSR Coordinator presented "Let's Get to Work" through a Webinar put on by the North Western Ontario PSR Education Committee. Over 35 people throughout the region accessed the presentation via personal computers which allowed for interactive capabilities. The presentation featured the partnership between Team Werks Coop and the St Josephs Care Group Vocational Services-Employment Options.

### **Information Sessions for Staff and Families**

Information sessions were held for Older Adult Rehabilitation (OAR) and Dementia Care Program (DCP) staff to inform them of a new initiative offered by Seniors' Mental Health Programs (SMHP). Time limited transition support will be provided by RPNs from SMHP for clients discharged from OAR and DCP to Long-Term Care Homes. Information was also provided to families at the Dementia Care Program Family meeting held in January.

### **French Language Services Implementation Plan**

The Health Service Provider French Language Services (FLS) Implementation Plan for St. Joseph's Care Group was approved by the Board of Directors in January and submitted to the Northwest Local Health Integration Network (NW LHIN). The FLS Working Group will continue to work on implementing sections of the plan in preparation for the FLS Annual Report, due to the NW LHIN by June 30, 2012.

### **Social Media Pilot Project**

St. Joseph's Care Group recently launched two Facebook pages as part of a one-year social media pilot project. The two pages focus on: St. Joseph's Care Group Corporate Information & News; and, Problem Gambling Services, Resources & Help. The Communications Department will begin promoting these pages on our website and in other communications. The project will be evaluated after 6 months.

### **Campaign for St. Joseph's Hospice Palliative Care**

The Campaign for Hospice Palliative Care wrapped up on January 22, 2012. It was an overwhelming success surpassing the goal of \$500,000 to raise \$785,000, allowing us to refurbish the entire Hospice Palliative Care Program. Thank you to St. Joseph's Foundation of Thunder Bay, the Campaign Committee and generous financial assistance from those connected to the Care Group, local businesses, national corporations, foundations, service clubs, organizations and private citizens.

## **Teaching & Research Identities**

### **Mobility Solutions**

Over the last year or so the IT staff have trialed a number of tablet devices to ensure they meet the demands of our users and work well in our environment. Following some pilot testing IT has adopted the Apple iPad as our standard tablet. Guidelines are being developed to optimize the use of these devices and personal iPads can be set up to work with a variety of corporate applications.

### **Collaborative Leadership Initiative Publication**

Michelle Addison, Practice Leader for Physiotherapy, had an article on Collaborative Leadership Initiative published in the University of Toronto Centre for Interprofessional Education December newsletter.

### **Research Published**

Dr. Jack Haggarty's research was published in the Canadian Journal of Psychiatry: Wait Time Impact of Co-Located Primary Care Mental Health Services: The Effect of Adding Collaborative Care in Northern Ontario, *John M Haggarty, Janelle A Jarva, Zack Cernovsky, Kim Karioja, Lynn Martin.*

### **Therapeutic Recreation Forum**

Suzanne Goodmurphy Jones, Dementia Care Program Leisure Life Skills Instructor, and Therapeutic Recreation student Dayna Frost participated in the TR-NOW, a forum for recreation therapy professionals practicing therapeutic recreation in Thunder Bay. The forum brings together students, educators and Therapeutic Recreationist to discuss the progression of recreation therapy to a registered health profession and explore meeting regularly for professional development and information sharing.

### **Community-Based Pulmonary Exercise Program**

The Community-Based Pulmonary Exercise Program Pilot Project is a collaboration between St. Joseph's Hospital Pulmonary Rehabilitation Program; the community (Canada Games Complex); and Lakehead University's Kinesiology Program that is working to transition our Pulmonary Maintenance Group to the community by September. The goal of this project is to provide a safe and effective community-based exercise program delivered by fitness instructors accessible to people living with chronic respiratory disease that is focused on maintaining mobility and health-related quality of life, while providing an opportunity for community reintegration.

### **Faculty Appointment – Human Sciences Division, NOSM**

Sacha Dubois, Research Statistician for St. Joseph's Care Group Research Department was recently appointed Assistant Professor, Human Sciences Division, at NOSM, and External Adjunct Professor, Faculty of Health and Behavioural Sciences, Lakehead University. Sacha teaches actively in the community serving as the Research Tutor for Post-Graduate Family Medicine and Royal College Specialty Training Programs at NOSM, and also teaching Critical Appraisal in the Masters of Public Health Program at Lakehead University.

### **Café Scientifique**

On February 2, 2012, the Research Department hosted its third Café Scientifique entitled "When You're Caring for Someone Else, Who is Caring for You?: Supporting Seniors Caring for Seniors in Our Community". Funded by the Canadian Institutes of Health Research (CIHR), it is one of over 330 similar Cafés that have taken place across the country to provide educational and informal discussions regarding popular health topics. Panelists at our Café were – Dr. Michel Bédard, Scientific Director at St. Joseph's Care Group, Dr. Mary Lou Kelley from Lakehead University, Carol Neff from Wesway and Bev Banks, a caregiver for her husband with dementia. The event was moderated by Carrie Gibbons, Research Coordinator at St. Joseph's Care Group, with 55 participants gathering at Thunder Bay's 55+ Centre.

### **7<sup>th</sup> Annual Showcase of Health Research**

The Research Department hosted the seventh annual "*Making a Difference: Showcase of Health Research*" on Friday, February 3, 2012. There were approximately 150 registrants, including clinicians, healthcare professionals, students and researchers from St. Joseph's Care Group, numerous academic institutions, and a variety of healthcare organizations. Keynote Speaker Dr. Michel Bédard, Scientific Director at St. Joseph's Care Group spoke to "Seniors Caring for Seniors: Understanding Their Situation and Charting a Path for the Future", followed by seven oral presentations and 19 poster presentations.

## **Capital Project Updates**

### **Supportive Housing Apartments Named**

In recognition of the long history and service to the community of Thunder Bay by the Sisters of St. Joseph of Sault Ste. Marie, St. Joseph's Care Group is pleased to name its newest building the "*Sister Leila Greco Apartments*". The new 132-unit supportive housing apartments are currently under construction next to the Sister Margaret Smith Centre and Hogarth Riverview Manor on North Lillie Street.