



ST. JOSEPH'S CARE GROUP

Leadership Team Report

May 2012

Care
Compassion
Commitment

Strategic Priorities

"The focus of our work"

Client-Centred Care ♦ Mental Health & Addictions ♦ Seniors' Care ♦ Chronic Disease

Youth Addiction Program

Throughout March, the Youth Addiction Program provided numerous presentations regarding substance use and addiction education, prevention and early intervention for the following events and agencies: Building Bridges Conference; Kingsway School; Navy League; Holy Cross School; Nor'Wester View School; Five Mile School; and, Kairos Correction Facility.

Crisis and Outreach Programs

A thank you goes out to the GAPPS Team for providing Nurse Practitioner services to Balmoral Centre over the past few years. As of April 1, 2012 Nurse Practitioner services are linked to Sister Margaret Smith Centre to provide for more continuity and bridging of services. A review of medication support practices at Balmoral Centre is ongoing. Northwestern Ontario Concurrent Disorder Program (NOCDP) is currently reviewing caseloads for opportunity for flow.

Lakehead Psychiatric Hospital (LPH) Bed Reductions

No new admissions to the Dementia Care Program continue in order to achieve closure. The program currently has 17 clients; 8 beds have closed. The next phase of the plan includes bed closures in the two remaining LPH inpatient units; Adult Rehabilitation and Older Adult Rehabilitation.

Peers Supporting Healthy Foundations Groups

A second group has started with the Healthy Foundations Team with two new Peer Specialists from PACE and Peer Council. The inclusion of Peer Support Specialists into the *My Health My Choices* program has proven beneficial to the provision of client centred care.

Creative Interventions

Frances Simic, Leisure Life Skills Instructor with the Mental Health Outpatient Program Collaborative Care Team has been facilitating two community based groups that have had a very powerful and positive impact on clients. One is a painting group that meets at the Painted Turtle on South Cumberland Street. The other is a writing group which is supported by a former client who is herself a professional writer. The drumming group facilitated by Kaitlyn McFall continues to be a successful option for some of our clients in promoting their recovery.

Transition from Mental Health to Long Term Care

Seniors' Mental Health RPNs Pat Smith and Sylvie Muller are actively involved with transitioning clients from LPH inpatient units to Long-Term Care Homes - three clients have successfully transferred to three different Homes. The RPNs are attending hospital rounds and spending time on the Dementia Care and Older Adult Rehabilitation units getting to know clients and the specific strategies that can be used to help Long-Term Care Home staff to manage a client's behaviours.

Integrated Seniors Programs – Developing a Central Intake

A core group of four staff, one from each of the Integrated Seniors' Services program areas, are developing a central intake process. The current project is the development of a shared referral form that is easy for referents to use and will allow a Central Intake Coordinator to place clients in the appropriate program.

Wound Clinic - St. Joseph's Hospital

Two part-time RPN's have started their new role in the Wound Clinic assisting the Enterostomal Therapists with clients seen in the Wound Clinic. With this expanded service, access for care of chronic wounds is greatly improved and has relieved pressure on Ambulatory Care at Thunder Bay Regional Health Sciences Centre.

Manor House Adult Day Program

The Manor House Adult Day Program is pleased to have a new relationship with Cindy Backen, Psychogeriatric Resource Coordinator (PRC), who will become a regular resource for the program. Lisa Petersen, Team Leader, and Howard Nistico, Family/Client Support Facilitator, met with Cindy to discuss emerging concerns with clients and resultant staff needs. It was decided that the first conference offered by the PRC will be Gentle Persuasive Approaches Training for all staff members to be held in April.

Telemedicine Services

In addition to the great work already done in telemedicine, there are a variety of new or expanded developments to improve access to specialized care closer to home. Four staff members at Diabetes Health - Lorrie McKeivitt RN, Mary Beth Babiak RD, Christie McGillicky-Sousa RD, and Donna Tonkin Clerk-Reception - have completed Ontario Telehealth Network "Ncompass" training which will allow more opportunity for people with diabetes to receive specialized consultation from their home community. Five new registered nurses have also been hired to provide care to those in the region in all of wound/ostomy consultation, palliative care, geriatric area and seniors behaviour and addiction assessments.

Hogarth Riverview Manor - System Lead for the new Regional Behavioural Health Service

The North West LHIN is providing funding to enhance services for seniors in the region through an initiative called Behavioural Supports Ontario (BSO). St. Joseph's Care Group's Long-Term Care Services, Hogarth Riverview Manor, will function as the System Leader for the new Regional Behavioural Health Service (RBHS), which is a partnership between the Alzheimer Society, North West Community Care Access Centre and St. Joseph's Care Group to provide specialized services for seniors in Northwestern Ontario who exhibit behaviours associated with complex and challenging mental health, dementia or other neurological conditions. RBHS will work closely with healthcare system providers to provide the necessary support for the future 64 responsive behaviour beds as part of the overall Centre of Excellence for Integrated Seniors' Services. The service will also oversee the interprofessional staffing models and alignment of existing community-based resources. Work towards establishing the RBHS will begin this spring.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

PACE Committee

Youth Addiction Programs are partners in the PACE Committee (People Advancing Change Through Evidence) consisting of Children's Centre Thunder Bay, Thunder Bay Counseling Centre, and St. Joseph's Care Group. This initiative is designed to promote and support the implementation of evidence based practice into programming.

Dialogue with Youth

In partnership with Dilico Family Services and Children's Centre Thunder Bay, Sister Margaret Smith Centre hosted an evening with Mr. James Bartleman, former Canadian Ambassador. Mr. Bartleman shared his personal experiences with a group of 25 youth and provided an inspirational message on how to overcome life's obstacles. We are very grateful to Diversity Thunder Bay for their support of this special event.

Regional Meeting

Concurrent Disorders Services hosted a regional meeting to discuss issues pertaining to the delisting of OxyContin and the introduction of OxyNeo. Several recommendations emerged from these discussions and all agreed to share resources currently under development or those considered for future development.

Library Strategic Planning

Sophie Regalado, Manager Library Services attended a full-day strategic planning event in Toronto for the Seniors Health Research Transfer Network's (SHRTN) Library Services. We continue to consider how we can partner with SHRTN to provide library services to other agencies serving seniors in the north.

Ontario Library Association Super Conference

Sophie Regalado, Manager Library Services, along with her Northern Ontario School of Medicine colleagues, presented at the Ontario Library Association Super Conference in February "A Partnership for Implementing the Evergreen Integrated Library System".

Rehabilitation Services Consultation

Michelle Addison, Practice Leader Physiotherapy, and Laurie MacDonald, Practice Leader Occupational Therapy, consulted at Sioux Lookout's Meno Ya Win Rehabilitation Department. They were asked to review departmental practices and processes and offered recommendations to the Health Centre to optimize the use of therapy resources.

Diabetes Health – Community Outreach

Nicola Novak, Diabetes Health Coordinator, has established some new initiatives in the community. A nurse/dietitian team will now visit diabetes clients at the Norwest Community Health Centre on a monthly basis. Plans are also underway to provide diabetes screening and prevention to First Nation students/staff on-site at Dennis Franklin Cromarty School. Lastly, meetings were held with the local chapter of the Canadian Diabetes Association to discuss partnerships in the community.

Pulmonary Rehabilitation Program

Two article(s) were published by the Chronicle Journal – one highlighted the Pulmonary Rehabilitation Program and the second offered a "Patient's Perspective-Living with COPD". The articles appeared alongside an article highlighting Thunder Bay Regional Health Sciences Centre new Chronic Obstructive Pulmonary Disease Tele-Home Care Program.

Respiratory Therapists, Lorella Piirik and Shelley Prevost, oriented TBRHSC's Kathleen Milks (Respiratory Therapist) and Colleen Morrow (Nurse Practitioner) to our Pulmonary Rehabilitation Program and COPD Education Clinic processes and forms. We look forward to working collaboratively with the new COPD Tele-home Care team.

Seniors' Mental Health Liaison Role

Seniors' Mental Health Program team members remain active in their "Liaison Person" role with Long-Term Care Homes and the Community Care Access Centre, working in collaboration with staff discerning mental health and behavioral issues. The team has recently developed liaison roles with St. Joseph's Hospital and Thunder Bay Regional Health Sciences Centre to assist in complicated Home First cases; roles welcomed by hospital staff.

Nursing Workplace Quality Improvement Initiatives

Complex Care and Physical Rehabilitation staff concluded the development phase of three quality improvement initiatives aimed at improving the nursing work environment in hospitals. The projects involved developing a *Workload Assessment/Client Acuity Tool*, a *Nursing Admission Process Redesign* and enhancing collaboration between nursing and rehabilitation professionals in a *Therapy Planning Process Redesign*. All three projects were lead by Mary Jane Cameron, RN, and over 20 front line nurses and several rehabilitation professionals were actively involved. The work completed to date will now pass to the management team for full implementation.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Community Support Assistant (CSA) Training

Starting March 5, 2012, eleven staff commenced training as Community Support Assistants. The Community Support Assistant training facilitated by Matt Shute, Clinical Supervisor of High Support Housing, and Karen Gilbert, Clinical Supervisor of Medium Support Housing, which includes classroom instruction and clinical placement, is scheduled to be completed on March 28, 2012. Community Support Assistants work in our Mental Health housing programs providing support for people living in the community.

Building Bridges

Building Bridges is an annual workshop organized by a consortium of mental health and addictions agencies to "build bridges" between the two sectors and increase the capacity of staff in both areas to provide services to clients with concurrent disorders. Forty staff from our Mental Health and Addiction programs attended the conference.

Long Term Volunteer Recognized

Volunteer Services nominated one of our longstanding volunteers, Sue Imperius, for 35 years of volunteering. Sue was recognized as the Chronicle Journal's Volunteer of the Week on Monday, February 6, and Thunder Bay Seniors' Volunteer of the Month for February.

Aboriginal Mental Health

Brenda Mason, Anishnawbe Spiritual Care Worker, and Dana Seymour, MHOP Psychologist, hosted Dr. Josephine Tan's Psychology graduate class in multicultural issues.

Community Mental Health Services Planning Day

Community Mental Health (CMH) Services is an integrated program that includes staff of both St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre. Staff, psychiatrists and physicians of CMH, patient family advisors, peer support specialists, and representatives of other programs from our hospitals, community agencies and the NWLHIN participated in a full day planning retreat. The focus of the session was to begin developing strategies within programs and teams to address/improve the ever-increasing volumes and complexity of patients presenting with mental health issues, long wait lists and quality of care and accountability. The participant evaluation was positive with a clear message from the participants to continue this work.

Employee Recognition

March was "Employee Recognition Month" for St. Joseph's Care Group. Throughout the month, managers organized and hosted celebrations, providing an opportunity to recognize all team members and to present gifts to the staff who reached a career milestone from 5 to 40 years of service in 2011. The month of celebrations concluded on Saturday, March 24, 2012, with a dinner dance held at the Valhalla Inn. Gift presentations were made to almost thirty 2011 retirees in attendance, by President & CEO Tracy Buckler and Board Chair Ray Halverson. A very popular and fun addition to the dinner dance this year was a photo booth where guests were able get their photos taken (often in groups and with special wardrobe additions) which were then provided as free keepsakes.

Palliative Care Presentation

Deb Spear, Social Worker for Hospice Palliative Care, was accepted to present at the 7th Annual North American Conference on Spirituality and Social Work (Thunder Bay, June 2012) with her abstract titled "Narrative Therapy and Spiritual Self Care in Palliative Care".

Injectable Drug Shortages

Pharmaceutical company Sandoz has announced a production slow down at its Quebec plant that affects supply of many commonly used injectable drugs. St. Joseph's Care Group's Pharmacy Manager, Deb Emery, is working closely with other hospitals in the North West, the North West Local Health Integration Network, and all Clinical Managers to ensure conservation strategies are in place and that necessary supplies are available for the people we serve.

E-Referral Project

Work on the e-referral pilot project continues with a new referral process going live on March 19th. Referrals from TBRHSC and SJCG to the CCAC for in-home services are now automated. Referrals to CCAC for LTCH placement will be automated in early June.

LHIN eHealth

The province has grouped the fourteen LHINs in the province into clusters for eHealth purposes. The Northwest, Northeast, Champlain and Southeast LHINs have come together in the CNEO (connecting Northern and Eastern Ontario) project. Bruce Sutton is a member of the cNEO Steering Committee and a few staff from the Northwest are involved in the three cNEO subcommittees; Privacy, Clinical and Technical. Three priorities for CNEO are to create a repository for health information, to develop a Health Integration Access Layer (HIAL), and to provide a means of viewing necessary data within the required security and privacy restrictions.

Centre of Excellence for Integrated Seniors' Services (CEISS)

Progress continues on the 132 unit supportive housing building as part of the CEISS project. Occupancy is expected by the new year (January 2013). Plans are being developed internally and with CCAC and other community partners to ensure a smooth transition to the building.

The Long-Term Care building is currently being reviewed by the design team and the contractors. Some modifications may be required in order to meet the budget and obtain approval from the Ministry of Health and Long-Term Care to allow us to tender the work. Actual construction/site activity on site for the Long-Term Care building is expected by June.

East Wing – St. Joseph's Hospital

The parking lot at St. Joseph's Hospital is now completely closed off, and the site has been turned over to the demolition/site servicing contractors. The chimney stack will be demolished soon, with much more to follow. A huge thank you to everyone involved in coordinating and supporting this significant task, and in making it easier for our clients, families and visitors to continue to access the site.