



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

Chronic Disease Self Management Support

As part of our continued partnership with the North West Community Care Access Centre, Heather Munro, Physiotherapist and Tanya Shute, Social Worker, conducted several activities throughout the region over the last 5 months in our efforts to shift health care provider practice toward best practices in chronic disease self management. Activities included many local presentations; 3 hour Self Management Support Champion training for 11 participants from Thunder Bay Regional Health Sciences Centre, St. Joseph's Hospital and the Lakehead Psychiatric Hospital; regular emails to over 400 health care providers with various tips and tools for self management support and providing laminated reference material for health care providers throughout the region.

Bed Offer Process

In our effort to support planned discharges from acute care and smooth transitions into our post acute setting at St. Joseph's Hospital, the process of providing anticipated bed offers to Thunder Bay Regional Health Sciences Centre was rolled out across all inpatient units.

Diabetes Health – Wellness Series

Janine Hopkins, Counselor, launched the second Wellness Series with an overall increase in group attendance. Topics covered included Grief, Mindful Eating, and Anxiety and Diabetes.

Geriatric Internal Medicine Service

The Geriatric Internal Medicine Service has generated an average of 9 consults per month to date for Drs. Bon, Kolobov and Tamrazova. The majority of these consultations are at the St. Joseph's Hospital site.

Community Integration – Seniors' Psychiatry Day Program

The Seniors' Psychiatry Day Program implemented a "Meet and Mingle" program for four consecutive Fridays in March. The objectives of the program were to increase clients' awareness of community resources and the transit system, encourage and support individual independence, and encourage participation in group activities within the community. The plan is to continue Friday groups in the community at another venue.

Referral Processes between Physical Rehabilitation and Complex Care

The Neurology Day Program team met with Day Hospital team to discuss both a more efficient referral process and to share respective team functions. Information sharing was beneficial for both teams and the Neurology Day Program will be sharing a client tracking sheet with Day Hospital as it may be a benefit to those they serve.

Enhance Integrated Intake and Flow (Mental Health)

Gene Kolisnyk, MA, is developing recommendations regarding the establishment of a new service within Community Mental Health that will reduce the complexity of accessing our services and improve the flow between programs. As well as consulting broadly within our own programs, Gene has collected information from other agencies in Ontario, Saskatchewan and Newfoundland. Clients and family members have also been consulted.

Meeting with Dementia Care Family Members

Tracy Buckler and Janet Sillman attended a meeting on April 11, 2012 with family members of clients on the Dementia Care Program. The purpose of the meeting was to engage with family members regarding the Lakehead Psychiatric Hospital bed closure plan, to provide information about next steps in planning, to listen to their concerns and to ensure supports are available for the clients and their families throughout the process.

Methadone Maintenance

Lakeview Clinic is reviewing its Point of Care testing in collaboration with Thunder Bay Regional Health Sciences Centre to ensure best practice service delivery to clients. The Clinic is also pleased with the success of the introduction of telehealth within their service. The success of this treatment component will assist the clinic to address the wait list for methadone maintenance treatment.

Wound Care Certification

An RN and an RPN from Hogarth Riverview Manor attended a three-day Canadian Wound Congress in Thunder Bay and successfully achieved Level 1, 2 and 3 certification. They will continue as wound care champions in our home.

The Truth Project

On April 24, 2012, the Youth Advisory Group to St. Joseph's Care Group's Eating Disorder Program launched a display, *The Truth Project: the Truth behind an Eating Disorder*, at the Thunder Bay Art Gallery. The photo-voice project consists of 72 pictures with descriptive captions depicting the journey of life before, during and after the diagnosis of an eating disorder. The primary purpose of the project was to raise community awareness of this life threatening health issue and to offer hope and healing to those who may be living with an eating disorder.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Regional Discharge Planning

To support planned discharges and smoother transitions between levels of care, the North West Chief Nursing Executive Group requested that Penny Anguish, Vice President Complex Care & Physical Rehabilitation & Chief Nursing Officer facilitate a problem solving discussion with inpatient utilization leads from all hospitals. The video conference held in March allowed useful sharing of challenges in the various communities and resulted in some great ideas for improvement. This work will be used in setting regional quality improvement priorities on which all hospitals in the North West can collaborate.

Supporting Our Local and Regional Health Care Partners

A number of our Physical Rehabilitation staff in the Rheumatic Diseases, Acquired Brain Injury, Seating Clinic and Amputee Programs hosted shadowing experiences for therapy staff from both the Thunder Bay Arthritis Society and Sioux Lookout's Meno Ya Win Health Centre over the month of March.

Special Rehabilitation and Neurology Day Program Tours

In an effort to improve the transitions for stroke clients to Rehabilitation Programs, and to enhance communication between Thunder Bay Regional Health Sciences Centre (TBRHSC) and St. Joseph's Care Group (SJCG), two Clinical Stroke Nurses (Shelly Brown and Wendy Armenti) from TBRHSC spent time at St Joseph's Hospital for an orientation and a tour of Special Rehabilitation and the Neurology Day programs. Both nurses had the opportunity to see familiar clients in the rehabilitation setting; the client's responses were overwhelming when they recognized their former health care providers.

Community Complex Care Referrals

Jane Hodges, Client Flow Coordinator, Marianne Larson and Bev Gellert, Complex Care Management, met with staff from Community Care Access Centre (CCAC) to develop a process for indentifying and referring clients to our Low Intensity Long Duration (LILD) Service. Members of the LILD team presented on the service's purpose and outcomes to CCAC, Quality Practice Council (occupational therapists, physiotherapist and social work) and have requested an opportunity to present to the Utilization Coordinators and Clinical Managers at Thunder Bay Regional Health Sciences Centre.

Collaboration Diabetes Health

A big "thank you" to Registered Nurses, Michelle Elcheson and Lorrie McKeivitt for their mentoring of staff at the Centre for Complex Diabetes Care (Thunder Bay Regional Health Sciences Centre) over the past 10 weeks. They worked closely with the nurses and dietitians, sharing knowledge and expertise. Our team at Diabetes Health also enjoyed mentoring Registered Nurse Kim Kostyshyn from the Centre for Complex Diabetes Care.

Hoarding Collaborative Initiative

People with a hoarding problem can pose safety issues for themselves and others in the community. They tend to suffer from mental illness, which may or may not have been diagnosed. GAPPS (Getting Appropriate Personal and Professional Support) team members have taken a leadership role in the development of a collaborative to helping people in our community with hoarding issues. Members include staff from the fire and police departments, by-law enforcement, public health, city social services (housing), Canadian Mental Health Association, Catholic Family Development Centre and NorWest Community Health Centres.

End of Shift Safety Protocol

A working group comprised of clinical staff and management from case management teams (Outreach to Recovery and Community Support Program) has revised safety protocols for working safely in the community with a "Buddy System". They have developed new guidelines to account for all clinicians at the end of shift and implemented an appropriate response should someone not return to the office at the end of the work day.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Physical Rehabilitation Staff Supporting Health Care Provider Education

Mandy Byerley-Vita (Social Work) and Roxane Siddall (Occupational Therapist) provided a guest lecture on interprofessional care to the Introduction to Gerontology class at Lakehead University. Keli Cristofaro taught a session on Neurology and Therapeutic Recreation Practice and Community Transitions to the Recreation Therapy Program Options Class from Confederation College. Keli also did a presentation to the Lakehead University Therapeutic Recreation Class on Therapeutic Recreation and Community Transitions - The Successes and Challenges.

Mild Cognitive Impairment Workshop

Dr. Lepage, Geriatric Psychiatrist, Janine Black, Integrated Seniors' Services Manager, and Joy Kolic, Seniors' Mental Health Case Manager, attended a three day workshop at Baycrest Medical Centre entitled *Mild Cognitive Impairment: Finding a New Path to Treating MCI*. This information will inform program planning of our role in supporting the growing numbers of people with cognitive impairment.

Pulmonary Rehabilitation Teaching

Eleven Occupational Therapists were trained by Respiratory Therapy staff to receive the delegation of *Oxygen Application and Titration – Delegated Controlled Act to Occupational Therapists*.

Youth Addiction Program Presentation

Sister Margaret Smith Centre and Children's Centre Thunder Bay presented to teachers at the Thunder Bay District Catholic School Board High School on substance use and current trends with Ontario students.

Willow Springs Art Exhibit

Sister Margaret Smith Centre was pleased, once again, to host the annual Willow Springs Youth Art Exhibit. This exhibit provides an opportunity to showcase the creative talents and artistic abilities of young people who participate in their various programs designed specifically for young people.

Long-Term Care Palliative Care Team

The CURA Palliative Care Research Team hosted a meet-and-greet event in the Georgian Room in April. This was a good opportunity for long-term care staff to meet and network with various partners and community agencies involved with end-of-life/palliative care.

OANHSS Provincial Award Recipient

Paulina Chow, Vice President of Long-Term Care Services, has received the *Ontario Association of Non-Profit Homes & Services for Seniors (OANHSS) 2012 Norma Rudy Award*. This award was created to recognize an individual who has made significant voluntary contributions to OANHSS that have resulted in identifiable benefits for the Association and their members. Paulina is an OANHSS Board member and the Chair of their Finance Committee. Congratulations Paulina!

IS/IT Projects

eHealth Ontario has approved an expansion to our Physician Office Integration service, which sends diagnostic test results to physician office EMRs (Electronic Medical Records). The expansion will add pathology reports and increase the number of physician offices included.

The Meditech upgrade went live on April 21, thanks to a tremendous amount of work by many staff related to all areas including training, testing, and interfaces.

Strategic Plan Launch

The new Strategic Plan 2012-15 for St. Joseph's Care Group was launched on April 10, 2012. Tracy Buckler, President & CEO, sent a series of emails to all SJCG employees introducing the our new Mission, Vision and Core Values and other components of the Strategic Plan 2012-15, in conjunction with a quiz on our Corporate iNtranet to help boost staff readership and participation.

Strategic Plan Toolkits were distributed to all Management Team members, and include new Strategic Plan Brochures, *Care, Compassion, Commitment* pins for every SJCG staff member and new Mission, Visions and Core Values signs for the program areas. Managers will use the toolkit to further roll-out the strategic plan through staff meetings in each program area.

Staff Mental Wellness Event

On April 17, 2012, over 75 staff members attended an Enneagram Workshop in the Georgian Room. The Enneagram is a geometric figure that delineates the nine basic personality types of human nature and their complex interrelationships. The workshop was led by St. Joseph's Care Group's (SJCG) Reverend Hugh Walker and featured his unique storytelling ability and a window into our own emotional needs and how we relate with others. The event was hosted jointly by the Wellness Committee and SJCG's 'with an OPEN mind' mental health education program. Feedback from the staff attending the event was positive with many requesting additional handouts to follow up the ideas introduced in the workshop.

East Wing Construction

A construction area on the website has been created to provide updates and information about the East Wing construction project. In addition, a telephone information line has been set-up at St. Joseph's Hospital for clients and visitors. Callers can also leave a message if they have a question or concern. Four ads have also run in the Chronicle Journal and will continue on a monthly basis.

National Volunteer Week

National Volunteer Week, April 15 - 21, 2012 was kicked off this year by a Care Group wide email from Tracy Buckler. The Volunteer Services Advisory Committee assisted in planning many events to commemorate the special week, bringing awareness and recognition to volunteers who assist staff in meeting our mission, vision and core values. Events and activities included:

- *Photos of Care Group volunteers were included in a Thunder Bay Association of Volunteer Administrators (TBAVA) full page ad in April 15th edition of the Chronicle Journal.*
- *Displays were set up at St Joseph's Hospital, Lakehead Psychiatric Hospital, St Joseph's Heritage and Hogarth Riverview Manor.*
- *Lunch & Learn sessions about Volunteer Services were presented by Loretta Turpin, Coordinator of Volunteer Services for staff at St. Joseph's Hospital and Lakehead Psychiatric Hospital.*
- *The "Gentle Persuasive Approach Workshop", was offered for all Care Group volunteers on April 20th. The workshop, which teaches new skills and approaches when assisting clients with dementia, was presented by Cindy Backen, Psychogeriatric Resources Consultant with St. Joseph's Care Group.*