

Strategic Priorities

"The focus of our work"

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

Client-Centred Care Working Group

The Client-Centred Care Working Group, comprised of staff and clients, met initially on September 11 to continue work on developing a Model of Client-Centred Care. The group discussed processes for a Gap Analysis which will identify client-centred "gaps" and areas of focus for the Model.

Addressing Chronic Pain

The Chronic Pain Management Program (CPMP) has been actively working on strategies to expand their service to meet the unmet needs of individuals with, or at risk of developing, challenges with chronic pain. Members of the CPMP also presented at a local Pain Summit that attracted over 80 health care participants.

Social Recreation

Peer Council has enhanced its services to consumers of mental health services through the development of a new Social Recreation program. Every second Monday Peers are matched with Peers to support access to recreational and social activities.

Green Werks

Employment Options and Team Werks Co-Op successfully expanded the Green Werks Garden this year. Approximately 2,000 additional feet of land was developed that produced potatoes, beets, onions, Swiss chard and cucumbers. The expected total yield this year will be in excess of 2,000 pounds of produce, 75% of which will be directed to the Regional Food Distribution Association.

Child & Adolescent Psychiatry Services

Staff have been hired and are working with Dr. Braunberger in developing the structure and components of the service. The program goal is that children and youth requiring psychiatric services will receive timely, appropriate and effective service in the context of their family, school and community. This is a partnership between Sister Margaret Smith Centre, Children's Centre Thunder Bay, and Dilico.

Garden Party

The 29th Annual Garden Party took place in June to celebrate Seniors' Citizen Month. Clients and family members from the Dementia Care, Older Adult, and Seniors' Psychiatry Day Programs and over 100 guests from several Long Term Care Homes, St. Joseph's Hospital, and Kinderplace Child Care Centre attended.

Snoezelen Multi-Sensory Environment

Members of the Acquired Brain Injury (ABI) team (*Jordan Bonham, Physiotherapist, Mandy Byerley-Vita, Social Worker, Chad Clower, Speech-Language Pathologist, and Roxane Siddall, Occupational Therapist*) attended training at George Jeffrey Children's Treatment Centre to receive information and instruction on the use of Snoezelen multi-sensory environment. The goal is to incorporate Snoezelen into the plan of care for ABI clients.

Sandy Lake Fire Evacuees

SJCG's Mental Health & Addiction Services worked with our community partners in response to the needs of citizens of Sandy Lake who were evacuated to the City of Thunder Bay when their community was threatened by fire.

Diabetes Health – Toronto Sick Kids Visit

The annual visit from Toronto Sick Kids took place on June 13 and 14. The Pediatric Team consists of Dr. Jill Hamilton, Pediatric Endocrinologist, and Registered Nurse, Shaun Barrett. Dr Rayzie Shulman from Sick Kids also attended to assist with the clinic. Positive feedback from the team was provided to the Diabetes Health Pediatric team, Samantha McCarthy, RN and Shelly Jackson, Dietitian.

Oral Language Group

Paola Humeniuk, Speech-Language Pathologist, completed a study of oral language group activity at Sherbrooke School. The results indicated significant improvement in the language skills of the participating children. The report was forwarded to two superintendents and the Special Education Officer.

Clinical Pastoral Education Training Unit

St. Joseph's Care Group has been working with Thunder Bay Regional Health Sciences Centre and the Northern Ontario Pastoral Institute over the past year to bring a Clinical Pastoral Education training unit to Thunder Bay. The three month training has begun with direction from Dr. Kathy Edmison, Certified Specialist in Pastoral Care and Associate Teaching Supervisor with the Canadian Association of Spiritual Care.

Health Quality Council Working Group

The Health Systems Performance Long Term Care Team at Health Quality Ontario (HQO) selected Shelby Poletti, Manager Quality & Performance, to participate on the Health Quality Council's Provincial Long Term Care (LTC) Benchmarking Project Working Group. This is the first part of a larger goal to report benchmarks to the public for LTC homes to use as a quality improvement tool.

Bioethicist

We are pleased to announce the appointment of Michelle Allain as the new Bioethicist for St. Joseph's Care Group. This is a shared position with the Centre for Health Care Ethics at Lakehead University, Thunder Bay Regional Health Sciences Centre, Northern Ontario School of Medicine, and the Community Care Access Centre. Michelle holds a Master of Science in health professional education with a focus in bioethics and has completed a fellowship in clinical and organizational ethics with the Joint Centre for Bioethics at the University of Toronto.

Post-Doctoral Fellowship

Lana Ozen, a post-doctoral fellow working with Dr. Michel Bédard, Scientific Director, has joined other members of the Research Department. Lana is starting a two year post-doctoral fellowship awarded by the Alzheimer Society of Canada. The title of Lana's project is "The Efficacy of Mindfulness-Based Cognitive Therapy to Improve Depression Symptoms and Quality of Life in Individuals with Alzheimers Disease and their Caregivers: A Pilot Study".

Psychology Resident Training

We welcomed our three new NORPIC (Northern Ontario Psychology Internship Consortium) Residents. NORPIC is collaborative partnership between Thunder Bay Regional Health Sciences Centre, St. Joseph's Care Group and Children's Centre Thunder Bay. Dr. Sara Hagstrom from MHOP is the new NORPIC Director of Training. Please see the website: <http://norpic.net/>

Assessing and Managing Suicide Risk

Mental Health Outpatient Program Psychologist Julie Riendeau provided a presentation on Assessing and Managing Suicide Risk. Shannon McFayden, Social Worker, along with other community representatives completed the Train the Trainer SafeTALK Training in June. Safe TALK is a three hour training session that helps people recognize signs and symptoms of a person contemplating suicide; how to open a conversation with the person and how to get them to help.

Withdrawal Management Program

Balmoral Centre is partnering with the Alcohol Management Program at the Shelter House. This partnership has assisted in finding permanent housing for some long term Balmoral Centre Clients. All programs with the Crisis and Outreach service are struggling to find appropriate and in some cases supported housing for our clients.

Clinical Trials Ontario Working Group

Kelly Morris, Manager Research Services/Research Ethics, has been appointed to the Clinical Trials Ontario (CTO) Working Group for Inter-Institutional Agreements (<http://www.ctontario.ca>). CTO is an independent not-for-profit organization challenged to make Ontario a preferred location for global clinical trials by initially streamlining the ethical and administrative processes for multi-centre clinical trials while ensuring the highest ethical standards for participants.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Acquired Brain Injury Awareness Fair

On June 14, 2012, the Acquired Brain Injury (ABI) team hosted their 2nd Annual Acquired Brain Injury Awareness Fair to recognize June as Acquired Brain Injury awareness month. This event was designed to educate staff, family members and patients on causes of brain injury, the role of the various team members, and various assessment and treatment techniques used by the ABI team.

Rotary International Group Study Exchange

Heather Minthorn, Social Worker for the Neurology Day Program, participated in a Group Study Exchange sponsored by Rotary International. The program is a cultural and vocational exchange for young professionals in the early stages of their career. Heather was one of a team of five selected from Northwestern Ontario, Northwestern Wisconsin, Northern Minnesota, and North Dakota to represent RI District 5580 in Tasmania, Australia. Her team delivered twelve presentations to Rotary Clubs across the state and she participated in thirteen vocational visits.

Personal Support Worker (PSW) Registry Ontario

The Ministry of Health and Long Term Care (MOHLTC) rolled out the Ontario Personal Support Worker (PSW) Registry on June 1, 2012, a central database of Personal Support Workers in Ontario. The registry is a means by which PSWs can be identified and recognized for their contributions to the health care system, assists employers in filling vacancies, verifies registration, and provides the Ministry with information for health human resource planning and broader government policy planning.

Client/Visitor Internet Access

Over the past year or so there have been increasing requests to make public internet access available at our sites. After completing the necessary procurement processes and working with the selected vendor, IT has made this service available in the St. Joseph's Hospital site as a trial, with the intent to expand to other sites in the future. This service is offered at no charge for clients and visitors and will be communicated to the public.

Youthworks at Hogarth Riverview Manor (HRM)

The Youthworks program returned to HRM this summer, with youth volunteering Monday to Thursday mornings. The program gives young people an opportunity to help in another country or community and work as a team to support organizations accomplish their goals. Each week a new crew of eager youth arrived, happy to meet residents and help maintain our beautiful Horticultural Therapy Gardens for residents to enjoy.

LHIN eHealth

There was significant activity around the HIS consolidation project over the summer as the Transfer Payment Agreement is being negotiated, the project managers are on board, budgets have been finalized and site visits have been arranged for this month. This \$4.4M two and a half year project involves bringing Kenora into the shared Meditech system and implementing nursing documentation in all 11 regional hospitals.

eHealth Summit

The June eHealth Summit was attended by 85 participants from across the region. Overall, the attendees rated the summit as positive, with 70% giving the summit a good or very good rating. Presentations from North York General and the Ottawa Hospital, which have both made significant progress in eHealth, were highlights.

Annual & Community Report Distribution

SJCG's Annual and Community Reports were distributed to approximately 300 community and regional organizations as well as health care partners and individuals throughout the province.

Peer Review Recognition

Sacha Dubois, Research Statistician was recognized for providing one of the best article reviews for 2011 for the Journal Pharmacoepidemiology and Drug Safety. This recognition was based on both the *quality and timeliness* of the review – each key elements of the review process. Peer review is an essential part of the dissemination phase of research and serves to evaluate a paper's publication suitability by applying critical review and providing constructive criticism.

iNsider News

The Communications Department launched iNsider News on September 7, 2012. iNsider News is sent to all staff on Tuesdays and Fridays and will provide a centralized communication solution for non-urgent messages previously sent individually. This newsletter provides a preview of the news items with a link to read the full story on the iNtranet. The Communications Department has already received positive feedback from staff who felt the new email initiative reduces and organizes the number of corporate emails being sent every week.

Freedom of Information and Protection of Privacy Act (FIPPA)

Our FOI (Freedom of Information) Coordinator, Jessica Cordes, has been asked to participate on a panel at an OHA (Ontario Hospital Association) conference in October which is focusing on FIPPA (Freedom of Information and Protection of Privacy Act).

Canadian Hospital Librarian of the Year Award

Sophie Regalado, Manager Library Services is the 2012 recipient of the Canadian Health Libraries Association (CHLA) Canadian Hospital Librarian of the Year award. The award recognizes the contribution of an individual hospital librarian to the advancement of health care and health librarianship in Canada. Geri Vainionpaa, Director Learning, Research & Professional Practice had the opportunity to travel to Hamilton to present the award to Sophie and express our pride in her work on behalf of St. Joseph's Care Group.

Volunteer Services Appreciation Dinner

This annual event was held at the Valhalla Inn, with close to 300 volunteers and staff in attendance. St. Joseph's Care Group certificates were presented to 28 volunteer award recipients for their commitment to service. Tracy Buckler brought greetings to our guests and presented the revised Strategic Plan and DVD. Messages of appreciation were also delivered by Chair Ray Halverson on behalf of the Board of Directors, and Sister Dolores Turgeon on behalf of the Sisters of St. Joseph.

Research

Laurie MacDonald, Occupational Therapist (OT), took part in a poster presentation at the Canadian Association of Occupational Therapists annual conference. The presentation focused on the results of a research study titled *Role Perceptions of Mental Health Rehabilitation Team Members Experiencing Transition*, a study conducted in collaboration with OT's Sue Delamere and Katherine Stewart, Dr. Joyce Tryssenaar, and OT students from McMaster University.

Capital Projects Update

Centre of Excellence for Integrated Seniors Services (CEISS)

Construction of the Sister Leila Greco Apartments (supportive housing) on North Lillie Street continues to progress on schedule and on budget. In anticipation of the expected occupancy date in January 2013, the Community Care Access Centre has established a wait list for these apartments. A number of tenants currently located in the transitional units at McKellar Place are choosing to relocate to the CEISS supportive housing when available.

The Long-Term Care Home aspect of the CEISS project has been delayed somewhat due to the tendering process. Unfortunately, the Construction Manager received bids that were exceptionally high, resulting in an unworkable budget. In consultation with the Ministry of Health and Long-Term Care, we are now in the process of requesting proposals to hire a General Contractor for the project.

East Wing – St. Joseph's Hospital, Specialized Mental Health Rehabilitation Project (SMHRP)

The demolition of the former Sister Margaret Smith Centre is complete on the St. Joseph's Hospital site. Site servicing is underway, and expected to be completed by October. This enabling work will allow us to begin construction of the East Wing as soon as we receive the necessary approvals. Our Functional Program was approved over the summer, and the block schematics/detailed design drawings will next be submitted.