



## Strategic Priorities

"The focus of our work"

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

### Seniors' Care

The Geriatric Consultation Telemedicine Registered Nurses (RNs) are beginning to assist clients in the region. A client was referred to the Geriatric Assessment Program and did not have to travel for an initial assessment. The Geriatric Assessment Program (GAP) and Day Hospital continue to evolve and have begun to integrate. Drs. Rafilovich and Kolobov are conducting consultations in the Ambulatory Care area as of October 15<sup>th</sup>.

### Community-Based Exercise Programs

Kirsti Reinikka, Physiotherapist, is supervising 7 Lakehead University kinesiology students and 1 gerontology student, as well as 1 Confederation College therapeutic recreation student who are undertaking placements in the Community-Based Exercise Programs for stroke, Multiple Sclerosis (MS) and Parkinson's disease (PD) from September through December 2012.

### Respite Beds Transferred

The two respite beds at Hogarth Riverview Manor (HRM) have been transferred to Bethammi Nursing Home in order to facilitate the transfer of two residents from Thunder Bay Interim Long Term Care. HRM currently has a long wait list. The LTC Respite Program will now be consolidated at Bethammi Nursing Home and transferred to the CEISS LTC.

### Long-Term Care Compliance Inspection Workshop

The Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS), in partnership with Ministry of Health and Long-Term Care's Performance Improvement & Compliance Branch (PICB) and OANHSS members, hosted a one-day workshop in Thunder Bay on *Compliance Inspections: Insights and Experiences* to share the latest Long-Term Care Quality Improvement Program (LQIP) updates and developments as well as provider experiences with the new inspection program. Directors, Managers and Supervisors from SJCG LTC, together with long-term care colleagues in the region, participated.

### Palliative Care Conference Presentation

The October Palliative Care Conference in Toronto showcased the four-year research work – *Improving the Quality of Life for People Dying in Long-Term Care Homes* - done at Bethammi Nursing Home and Hogarth Riverview Manor in partnership with Lakehead University, McMaster University, the Palliative Care Alliance and two long-term care homes in the Region of Halton. Paulina Chow, Vice President, Long-Term Care Services, a co-investigator of the research; Nadia Thatcher, Director of Care at Bethammi; and Jackie McDonald, PSW at Bethammi; shared our research experiences, findings, innovative developments and toolkits with the participants. The presentation was well received and generated a lot of interest in palliative care in long-term care.

### Improving Continence Conference Presentation

Lina Moore, Personal Support Worker (PSW) at Hogarth Riverview Manor (HRM), presented HRM's experiences on improving continence at the Personal Support Network of Ontario Conference in October. Having the point-of-view of a PSW gave the project credibility with the other PSWs.

### Team Werks Update

The Lillie Pad at the Sister Margaret Smith Centre has a new look. We created our own logo, a frog holding a coffee standing on a lily pad. The logo has been incorporated into a larger 8 foot by 4 foot mural which is proudly displayed in the hallway at the Sister Margaret Smith Centre site.

## **Clinical Review of Dementia Care Program Clients**

With appropriate consent, comprehensive clinical reviews were conducted by members of the Dementia Care Program Clinical Team and Community Care Access Centre for all Dementia Care Program clients identified as Alternate Level of Care for Long Term Care (LTC) who potentially may not meet the eligibility criteria for LTC. This review was performed to update each client's eligibility status for LTC and/or to identify the exact care needs and challenges that need to be overcome in order to gain eligibility to LTC.

## **Emergency Department Visits**

St. Joseph's Care Group has an obligation under our agreement (H-SAA) with the North West LHIN to work in collaboration to reduce the frequency of revisits within 30 days to the Emergency Department (ED) at Thunder Bay Regional Health Sciences Centre. In order to determine outpatient services that would need to be in place, it is important to understand the needs of clients who go to the ED frequently. Information was collected on 65 of the most frequent visitors to the ED with mental health and addictions issues. The data supports our ongoing planning for mental health and addictions services.

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

## **Diabetes Health Collaboration**

Diabetes Health is collaborating with the Atikokan Diabetes Program and offering nursing service through Ontario Telemedicine Network (OTN) for their diabetes clients once per week. In addition the team will offer services to Dr. Probizanski at the Red River Road Walk-in Clinic for clients without physicians, living with diabetes.

## **Driver Assessment Program - CarFit**

On September 6, 2012, the Driver Assessment Program at St. Joseph's Hospital was one of the partners in the first Canadian CarFit event held at the 55 Plus Centre in Thunder Bay, Ontario. This event was the first of its kind to be held in Canada, where trained technicians/health care professionals (Occupational Therapists) work with each participant to ensure they "fit" their vehicle properly for maximum comfort and safety.

## **Bed Safety Audit Report (Lakehead Psychiatric Hospital)**

Laurie MacDonald, Occupational Therapy Professional Practice Leader, and Earla Navratil, Interim Clinical Manager, in collaboration with inpatient staff members reviewed the results and recommendations made by the Bed Safety Improvement Team based on the Bed Safety Audit process/report. As a result of the bed audit process, each inpatient program identified the necessary equipment required to be purchased to enhance bed safety.

## **International Recognition**

Team Werks Co-op was featured at the International Forum on Health Co-operatives on October 12 in Quebec City. Team Werks Co-op and St. Joseph's Care Group – Employment Options is one of the original members of the Federation, and the Supervisor - Employment Options has been elected as a Director with the new Federation.

## **Balmoral Centre Partnership**

Balmoral Centre has a new collaborative project with Alpha Court. Staff are on-site twice monthly to offer Aboriginal Programming to our clients. Balmoral Centre is also partnering with Dilico, offering space in our building for Dilico staff to conduct their intake assessments.

## **Thunder Bay Regional Health Sciences Centre (TBRHSC) Education Series on Substance Use**

In follow up to work of the TBRHSC Substance Abuse Steering Committee, SJCG staff will be providing an educational series to staff of TBRHSC with a focus on enhancing knowledge and awareness of substance use issues. A total of 7 sessions will be delivered in early 2013 which will be professionally taped and uploaded to the iNtranet to enhance access to this information for all staff. Lunch and Learn sessions will also be available to SJCG staff through the iNtranet and possibly to hospitals throughout the Northwest Region.

### **Ontario Telehealth Conference**

Nancy Black was invited to present on current telemedicine initiatives in mental health and addictions within Northwestern Ontario at the Ontario Telemedicine Conference held on October 30, 2012. Conference participants were from both the Northwest and Northeast Regions.

### **International Conference on Early Psychosis Poster Award**

Dr. Chiachen Cheng, Child & Adolescent Psychiatrist and Health Services and Policy Researcher, presented two posters at the 8<sup>th</sup> International Conference on Early Psychosis. The poster titled "*Psychosis 101: evaluation of a pilot training program for northern and remote mental health service providers*" received one of three poster awards for innovation and excellence within the field of Early Psychosis Intervention (EPI).

## **Strategic Enablers**

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Regional Wound Care Team**

The Enterostomal Therapists (ETs) participated in a videoteleconference with the Northwest Region to introduce the new Regional Wound Care Team, and in weekly meetings of the team to develop the team, including roles and responsibilities. An increased use of the service has occurred since connecting with Family and Community Health teams and hospital telemedicine departments across the NW LHIN.

### **Telemedicine Videoconference Series**

Kirsti Reinikka and Esmé French, Physiotherapists, presented the initial session in an eight-part videoconference series on Telemedicine delivered by the Continuing Education and Professional Development Unit of the Northern Ontario School of Medicine.

### **Journal Publication**

Dr. Tran's co-authored manuscript entitled "*The psychological and health consequences of caring for a spouse with dementia: A critical comparison of husbands and wives*" has been accepted for publication in a peer reviewed journal (Journal of Women and Aging).

### **Recognition**

Karen Halvorson, as a Peer-Assessor for the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), was acknowledged in the fall 2012 CASLPO Today publication.

### **Canadian Nurses Association Hospice Palliative Certification**

The Order of Saint Lazarus of Jerusalem of the Thunder Bay Commandery had a luncheon on September 19, 2012 to honor Registered Nurses (RN's) Zdenka Fabiano, Stephanie Jankovic and Robin Cano, who have completed their Canadian Nurses Association Hospice Palliative Certification.

### **Film Production at St. Joseph's Hospital Site**

On Tuesday, October 23, 2012, the Ambulatory Care area at St. Joseph's Hospital was turned into a film set. Film producer/director Kelly Saxberg, is working with the Reseau de Mieux Etre to create a video aimed at healthcare professionals and administrators regarding the importance of an active offer of French Language Services in healthcare. The video will consist of several short dramatizations followed by healthcare experts talking about why and how the francophone community can be best served. SJCG will receive copies of the film for future use.

### **Meno Ya Win Health Centre Visit**

On October 17, 2012, a group of health professionals from both St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre travelled to the Sioux Lookout Meno Ya Win Health Centre. The staff of Meno Ya Win provided a warm welcome and wonderful hospitality and our people reported having a marvelous learning experience – right from the welcome in the front lobby through to the traditional lunch of moose, deer and fish. We are currently collecting 'key learnings' from our trip contingent.

### **Job Fairs**

Allison Hill and Linda Piscioneri of Human Resources, along with other representatives from Thunder Bay, attended the 2012 Health Professionals Recruitment Tour. The tour consisted of job fairs at seven Ontario cities including Thunder Bay, Ottawa, Kingston, Hamilton, London, Toronto and Sudbury. Human Resource representatives and some of our clinical managers also attended the job fairs held at Confederation College and Lakehead University this fall. These recruitment events allowed for great contact with a wide range of healthcare and medical students and residents.

### **Art of Agile Change Workshop**

This one-day workshop, lead by Jacquie Lloyd Smith and Stephen Walling of Lloyd Smith Solutions, was offered three times in October to provide the opportunity for over 100 of our current and emerging leaders to participate in some excellent leadership development. The agenda was participative and engaging, with participants providing positive feedback on this learning experience.

### **Canada Savings Bond (CSB) Campaign**

The annual CSB campaign was completed in October, with many current participants requesting contribution changes and some new participants signing up.

### **INtranet and Internet Webpage for Volunteer Services**

Volunteer Services has a new area on the iNtranet where staff can now download a request form for volunteer services. There is also a new Volunteer Webpage on the St. Joseph's Care Group (SJCG) website. Anyone interested in volunteering with SJCG can find information about volunteer opportunities and can now apply on-line.

### **City of Thunder Bay Recognition**

Kaitlyn McFall and Frances Simic of Community Mental Health Services were recognized by the Inclusion Coordinator for their efforts in persuading private fitness centres to accept the PAL (Personal Attendant for Leisure) card. This card provides free entry for support staff to facilities. The recognition letter cites: *"This is indicative of their dedication to the value of recreation in enriching the lives of people with disabilities. It is also a firm example of their ability to advocate on behalf of the people they support to enable them to access more community activities. This kind of action breaks down the barrier of paying for support people and therapists, without whose support participation would be greatly limited."*

### **Mental Health in the Workplace**

Shelly Poluchowicz, Community Support Services, was a Joint Occupational Health and Safety Committee representative to the "Action on Workplace Stress: Mental Injury Prevention Tools for Ontario workers" Workshop held on October 10, 2012. Twelve labour groups have been working with Occupational Health Clinics for Ontario Workers and researchers since 2009 to develop a resource kit to help Ontario workers take action on workplace stress.

### **Sister Leila Greco Apartments**

Plans are 'ramping up' to move the first tenants into our newest supportive housing building in early January. Staff is being hired, the construction is near completion, and the excitement is growing!

### **Addition to HRM – Long Term Care Home**

We are currently undertaking the tender process to hire a general contractor for construction of the new Long-Term Care Home addition at Hogarth Riverview Manor. This will take a few more weeks to complete, followed by the approval process from the Ministry of Health and Long Term Care.