



On behalf of the entire Leadership Team, a very
Merry Christmas and a Happy, Healthy New Year to all!

Strategic Priorities

"The focus of our work"

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

Quality Improvement Initiative

A "Shift to Shift Report" Quality Improvement initiative for Bethammi Nursing Home and Hogarth Riverview Manor was finalized at a session led by Jennifer Bean, Improvement Facilitator, Ontario Quality Council. Guidelines for preparing and communicating report have been developed. Follow-up evaluation will occur one month from implementation date.

Outbreak Management

A respiratory outbreak affecting both 2nd and 3rd floors at Bethammi Nursing Home was declared on November 6th through November 17th. In total, 24 residents and 7 staff were affected. All admissions were on hold and precautionary measures were in place. All residents affected have recovered well.

On November 16th an enteric outbreak was declared affecting 24 residents and 7 staff on the 2nd floor of Bethammi Nursing Home only. Due to no new cases since that date, the outbreak was declared over on November 21st.

Self-Management Program

Cathy Webster, Client Counselor for P.R. Cook Apartments, recently completed training to become a leader in the Chronic Disease Self-Management Program and will run the program for the tenants.

Seniors' Care

Jane Gastmeier, Older Adult Rehabilitation Social Worker, developed and implemented a group activity related to the topic of depression for residents at P.R. Cook Apartments. The group activity was organized according to a life skill Lesson Plan and involved activities that promote positive thinking.

Pilot Project – Group Medical Visits

A pilot project to assess the effectiveness of group medical visits with clients receiving follow-up visits related to medication renewals with psychiatry staff in Community Mental Health – Outpatients is underway. "Group medical visits" is an innovative approach used by physicians to care for clients with co-occurring chronic illnesses. Clients benefit from the experience and knowledge gained from each other as well as the physician. Client satisfaction and efficiency measures are being used to evaluate this project.

Alternate Level of Care

Category 1A – Crisis Designation status was approved by the Northwest Local Health Integration Network for St. Joseph's Care Group (St. Joseph's Hospital and Lakehead Psychiatric Hospital) for the November 14 - December 12, 2012 time period. A focused effort to discharge eligible inpatients to Long-Term Care will improve our capacity to provide timely post acute inpatient admission for patients requiring complex care, physical rehabilitation and mental health rehabilitation and will also support the continuation of the Lakehead Psychiatric Hospital bed reduction plan.

Northwestern Ontario Concurrent Disorders Program Review

A comprehensive review of Northwestern Ontario Concurrent Disorders Program has been completed. The purpose of the review was to explore opportunities to enhance effectiveness and efficiencies in service delivery and to improve access and flow throughout the continuum of care. Results of the program review will be incorporated into the development of specific operational plans aligned with the strategic priorities of the Care Group.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Informatics Projects

The two largest current Informatics projects, bringing Kenora onto Meditech and installing clinical documentation in the 11 regional hospitals, are moving along well. Steering committees have been established, project charters are drafted and preliminary project schedules have been created. The support and dialogue with our regional partners is very positive. In addition, the project team has started the installation of Meditech's document scanning and archiving module at St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre. That project will improve system performance and allow us to move closer to a paperless health record.

After-Hours Therapy Program

Working collaboratively to maximize client outcomes, the interdisciplinary team on the Special Rehabilitation Unit has developed a weekend and evening therapy program of meaningful and challenging activities that can be consistently promoted by nursing staff and completed by the client independently or with family/volunteer support. Volunteers have attended orientation, and the first sessions were scheduled for November 3rd and 4th.

Nursing Student Preceptors

All Enterostomal Therapists (ETs) have completed the requirements to precept ET nursing students, and were preceptors in ostomy to the first of two students in November at the St. Joseph's Hospital site.

Outreach Clinic

Lorrie McKeivitt, Registered Nurse, and Mary Beth Lawrence, Registered Dietitian have started doing clinics at the Red River Walk-In Clinic with Dr. Probizanski for 'orphan' clients with diabetes. These clinics will be held one day a month.

Alzheimer Society Collaboration

Bob Botham, Education and Family Support Coordinator, a new employee for the Alzheimer Society, toured the Manor House Adult Day Program in October. Bob will be an integral part of the collaboration between the Alzheimer Society and the Manor House.

GAPPS/EMS Trial

Alaine Auger and members of the GAPPS (Getting Appropriate Personal and Professional Supports) team presented to Emergency Medical Services (EMS) staff on the work of GAPPS. A trial partnership with EMS responders is now in place. EMS responders will provide information about GAPPS to clients they service who might benefit from GAPPS interventions. It is anticipated this information will support a reduction in the number of Emergency Department visits.

Resource Matching

As a first step to ensure clients receive the right level of care for their current needs, Community Mental Health Services has purchased the Level of Care Utilization System (LOCUS). This tool was developed by a group of psychiatrists to provide an objective measure of care needs for clients with mental health and addictions issues. A group of staff have undergone training and IT is currently installing the hardware to support this web-based evaluation tool.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Local Health Integration Network (LHIN) eHealth

A follow up consultation session with the region's hospital CEOs was held recently to continue the dialogue about shared IT/eHealth services. The discussion centred on the region's desire for a Regional CIO, the cost sharing of that position, and the potential revenue sources that could help reduce the cost. Generally, the CEOs are supportive of moving forward with this initiative.

Northern Telemedicine Forum

Cheryl Ertl and Donna Fossum participated in an all day event at St. Joseph's Heritage - Northern Telemedicine Forum. The NE LHIN and the NW LHIN met via videoconference to share accomplishments and network with our colleagues associated with the Ontario Telemedicine Network (OTN) and Keewaytinook Okimakanok Telemedicine (KOTM).

Partnership with Ontario Telemedicine Network (OTN)

Balmoral Centre is currently partnering with OTN, which will allow the Centre to have greater outreach capacity to provide pre-treatment stabilization and withdrawal management supports to clients living in rural and remote areas throughout Northwestern Ontario.

Canadian Diabetes Association Award

Melanie Laird, Registered Nurse, received an award for her role in the Seniors' Health Research Transfer Network (SHRTN) Diabetes Community of Practice "Diabetes 101 Project Working Group" at the Canadian Diabetes Association Professional Conference and Annual Meeting in Vancouver.

NOSM Rendezvous Conference

Michelle Addison attended the Rendez-Vous Conference and delivered a workshop titled "The reach of collaboration – Interprofessional Practice and Beyond", based on the lessons learned from the Collaborative Leadership Initiative piloted at St. Joseph's Care Group.

Nursing Student Reception

The 6th annual Nursing Student Reception was held on November 22, 2012. The goal of the reception was to highlight services provided so that students may consider further placements or career opportunities within St. Joseph's Care Group. Tracy Buckler, President and CEO, welcomed the students and presented the Corporate DVD. Meaghan Sharp, Chief Nursing Executive, also welcomed the students and invited them to ask questions of the attending staff, Nursing Quality Practice Council members, managers, directors and Human Resources staff. Lillian Panontin, staff nurse and member of Nursing Quality Practice Council, spoke about her personal experience working at St. Joseph's Care Group. Approximately 40 students attended the event, and evaluations were positive and appreciative.

Master of Public Health (MPH) Accomplishment

Anik Lambert-Bélanger, a 2011 graduate of the MPH program, Department of Health Sciences, Lakehead University, will have one of her MPH course papers published in a forthcoming issue of the *Journal of Safety Research*. Anik was supported in this achievement by Sacha Dubois, Research Statistician and Michel Bédard, Scientific Director. Anik also completed a practicum with the Research Department as part of the MPH requirements.

International Volunteer Manager's Day (IVMD) November 5th

IVMD November 5th, is celebrated annually worldwide to educate and celebrate the valuable work of Managers of Volunteer Resources. Behind our St. Joseph's Care Group volunteers are two certified and experienced individuals who are responsible for the management of Volunteer Services, Anna Grenier and Loretta Turpin. The Coordinators recruit, interview, screen, place, provide recognition and support to over 400 registered volunteers across all sites.

OHA - Green Leader Presentation & Quality Healthcare Workplace Award

Tracy Buckler, President and CEO, presented on Green Health Care at the 2012 HealthAchieve Conference held in Toronto November 5-7, 2012. Tracy highlighted information about employee-led greening initiatives and St. Joseph's Care Group commitment to meeting LEED standards in all new buildings.

St. Joseph's Care Group also received the *Gold – 2012 Quality Healthcare Workplace Award* at the Conference. This is the second consecutive year we have received the Gold level award; a notable achievement as the standards of each award level rise each year. This award is a reflection of the collaborative efforts of many who work together to ensure St. Joseph's Care Group is a quality workplace!

Client Services Directory

The 2013 Client Services Directory has been completed and will be distributed to inpatient clients and long-term care residents in January. The directory is intended to provide answers to common questions clients may have during their stay at St. Joseph's Care Group. It also provides important information about services available and safety information. Each client is provided with a complimentary copy of the directory upon admission.

World Diabetes Day

Diabetes Health Thunder Bay hosted an Open House and Walk in recognition of World Diabetes Day on November 14, 2012. This event was a great success with approximately 50 people in attendance. Diabetes Health Thunder Bay provides diabetes education and counseling to prevent and manage the condition.

Non-Violent Crisis Intervention Workshop for volunteers

Volunteers participated in a condensed 3 hour Non-violent Crisis Intervention workshop on November 6 at St Joseph's Heritage. Remo D'Angelo, Learning/Telehealth Facilitator trained 30 volunteers who attended.

Capital Project Updates

Sister Leila Greco Apartments

Shaw TV visited the Sister Leila Greco Apartments (SLGA) on Tuesday November 20, 2012 to tour and interview Heidi West, Manager, Housing and Long-Term Care Community Support Services. The TV feature will air the week of December 10–14, 2012 and is a follow-up to a story about McKellar Place last year. Other local media have been invited to tour the new apartments on December 4, 2012.

Future tenants are currently signing their lease agreements and support is being provided as necessary to make the arrangements to move in to the SLGA throughout the month of January 2013.

Addition to Hogarth Riverview Manor

The tender process continues, with bids to be submitted and reviewed before the end of December. Once this occurs, the Ministry of Health and Long-Term Care must approve the low bidder to be able to proceed.

East Wing – St. Joseph's Hospital

Staff of the MOHLTC is currently reviewing the design drawings and will provide a response/feedback once complete. Next steps will be to submit the contract drawings for review before a tender can go out to begin construction. The site is ready and site servicing is complete.

Hospice/Palliative Care Renovations

Renovation of one room on the Hospice/Palliative Care Unit is currently underway. This room will be used to preview the proposed renovations to be sure the plans are not only aesthetically pleasing, but also functional from a client and provider perspective.