

Strategic Priorities

"The focus of our work"

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

Health Care Capacity Plan - Alternate Level of Care (ALC) Strategies

The North West LHIN issued a number of directives due to the over-capacity issue at Thunder Bay Regional Health Sciences Centre (TBRHSC). This has been a major focus for all clinical programs across the care continuum and across our clinical divisions. We are working closely with our partners, including TBRHSC, the North West Community Care Access Centre (CCAC), and many others in the system. The lack of sufficient long-term care beds is a system capacity issue and remains one of the major reasons for this ongoing bed challenge. However, there are also other initiatives that will result in more efficient use of our scarce resources. In particular, bed management, discharge planning, effective transitions in care, and good communication between partners will support the seamless transfers necessary for high quality safe care for our clients.

Gentle Persuasive Approach (GPA) Training in Long Term Care

Long Term Care staff attended GPA training sessions in January with positive feedback received. Anna Grenier, Coordinator of Volunteer Services, Long Term Care, participated in the GPA Coach Training workshop in Hamilton, Ontario, January 17th and 18th. As a certified GPA Coach, Anna will be assisting other GPA certified coaches within the Care Group to provide training to staff and volunteers that care for persons with dementia.

Behavioural Support Unit Update

In spring 2012, the North West LHIN announced that St. Joseph's Care Group would be the system leader for the new Regional Behavioural Health Services through the provincial initiative called Behavioural Supports Ontario (BSO). Since that time, the recruitment, orientation and training of new staff has taken place. Willow Grove at Hogarth Riverview Manor is the future site of the Specialized Behavioural Support Unit, and as a result, Willow Grove recently underwent some renovations. The existing documentation centre/nursing station now boasts an open concept, allowing staff to observe and engage with residents and families while completing necessary documentation. Ongoing community engagement and information sessions will continue throughout 2013 as we prepare to launch the Long Term Care Mobile Outreach Team and Specialized Behavioural Support Unit.

Sister Leila Greco Apartments

Clients began moving into the Sister Leila Greco Apartments on January 2nd. It is expected that the building will be fully occupied by March 31st. Clients are very pleased with this beautiful new building!

Memorial Service

Over 40 family members attended a memorial service which included resources relative to dealing with grief and loss at Christmas time. Everyone who attended expressed their sincere appreciation for the opportunity to honor their loved one in this way. The remaining angels were placed on the two trees in the Chapel by members of the Hospice Palliative Care Interdisciplinary team.

LPH (Lakehead Psychiatric Hospital) Bed Reduction Plan

The LPH Bed Reduction Plan was initiated on October 1, 2011 and to date, 15 beds have been closed. We are currently operating a total of 55 beds, with the following configuration: Dementia Care – 10 beds, Older Adult Rehabilitation – 23 beds, and Adult Rehabilitation – 22 beds. System-wide Alternate Level of Care (ALC) pressures have significantly impacted our ability to achieve LPH bed closure targets. We anticipate we will achieve our target of 38 beds for Mental Health Rehabilitation by March 31, 2014.

Infective Endocarditis Care Pathway

In partnership with Thunder Bay Regional Health Sciences Centre and community partners, a coordinated care pathway has been developed across the continuum of hospital and community services for clients who are living with significant life threatening health issues related to intravenous drug use. The primary goal of the project is to ensure the provision of client centred care, enhance core competencies of all staff in responding to this complex health issue, and facilitate smooth transitions and transfer of care across the continuum, from acute care to complex continuing care, and to the community. The project will commence in March 2013.

Transitions in Care

Outreach to Recovery (OTR) has flagged concerns related to transition of care from the Adult Mental Health Unit at Thunder Bay Regional Health Sciences Centre to community care. Improvement processes have been put into place to flag clients of OTR admitted to Adult Mental Health and establish smooth transitions with a focus on improved communication between clinical teams and medication reconciliation.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Monitoring of Restraint Use

Dementia Care Program team members continue to monitor restraint utilization and make progress in applying restraint reduction strategies for clients identified as ALC (Alternate Level of Care) for Long Term Care (LTC) in an effort to reduce barriers for these clients to be discharged to LTC.

Hand Hygiene Compliance

Congratulations to Lakehead Psychiatric Hospital staff for reaching the score of greater than 80% in the 2012 3rd Quarter Hand Hygiene Audit.

High Support Housing Craft Werks Program

The Craft Werks program has been established in collaboration with Employment Options. Clients residing in High Support Housing make their own seasonal crafts to sell for profit at various Employment Options sites.

Services for Transitional Age Youth (Age 16 to 24)

In partnership with Integrated Youth Addiction Services (Children's Centre Thunder Bay, Thunder Bay Counselling Centre and St. Joseph's Care Group), new funding was awarded to St. Joseph's Care Group to enhance services for transitional age youth who are living with the effects of opiate abuse. New partnerships have been forged with education, social housing and withdrawal management services to facilitate access to community services for this target group. The primary goals of the new service are to provide early intervention for youth and implement specialized engagement strategies to link clients to health care and social services based on identified needs.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Regional Wound Program

Wound telemedicine visits continue to be on the rise and with the additional funding of the new Regional Wound Program, clients are being referred to other health care providers for wound care services. Enterostomal Therapists Cheryl Ertl and Donna Fossum have met with the telemedicine coordinator from NorWest Community Health Centre to discuss how Enterostomal Telemedicine Services could benefit their clients.

Team Shadowing

Meaghan Sharp, Vice President of Complex Care & Rehabilitation and CNE (Chief Nursing Executive) has commenced shadowing teams within the Complex Care/Rehabilitation portfolio, to gain further understanding of clients served, and to better understand the interprofessional approach to care.

Substance Use Education Series

St. Joseph's Care Group Director of Communications, Brook Latimer and Linda Stewardson co-presented a presentation called, *Compassion and Inclusion* at Thunder Bay Regional Health Sciences Centre (TBRHSC). This presentation was one of a series designed to help educate and reduce stigma in order to deliver safe, high quality healthcare for patients and families living with the effects of substance use. Staff from St. Joseph's Care Group (SJCG), including Addictions Counselors, Certified Trauma Therapists, a Concurrent Disorder Specialist, and the Manager of Crisis and Outreach Service provided a seven-session educational series on substance abuse for all TBRHSC staff, with some specialized training for clinical and nursing staff. The sessions have been recorded and will be available for the region and for SJCG staff in the future.

Google Search Application

On January 11, 2013, St. Joseph's Care Group Communications launched the *Google Search Appliance* on our iNtranet. Google Search will return relevant results much more quickly than our previous search applications and it can locate information on both our internal and external websites.

Client Satisfaction Surveys

Thank you to our volunteers who participated in the training and assisted clients with the annual corporate-wide Client Satisfaction Survey. Feedback from volunteers about the process was shared with the Corporate Client Satisfaction Committee, and suggestions were well received. Volunteer Services looks forward to assisting to provide the service in September 2013.

Outstanding Ontario Physician

Dr. Paul Mulzer received the 2012 Council Award for Outstanding Ontario Physician from the College of Physicians and Surgeons of Ontario. Dr. Mulzer is one of only four physicians across the province of Ontario who received this recognition. Selection criteria are based on the following eight "physician roles" that outline an archetype of the "ideal physician": Medical expert/Clinical Decision Maker; Communicator; Collaborator; Gatekeeper/Resource Manager; Health Advocate; Learner; Scientist/Scholar; Person and Professional. Congratulations!

Capital Project Updates

Centre of Excellence for Integrated Seniors' Services (CEISS) Long-Term Care

The tender process has been completed for the long-term care portion of the CEISS project. Four prices were received from General Contractors, the lowest being approximately \$77M (construction cost only), which equates to a total project cost of \$96.4M. This is higher than the anticipated budget amount. We are currently in discussions with the Ministry of Health and Long-Term Care and still hope to be able to proceed to award the contract and begin construction in the spring.

Specialized Mental Health Rehabilitation Program – East Wing, St. Joseph's Hospital

We are still awaiting a response from the MOHLTC with respect to our submission of Block Schematic and Sketch Plan drawings. Once these comments have been received, we should be able to finalize our working drawings and be ready to go out for tender. Given this delayed response, construction start will not be until the fall at minimum.