

Strategic Priorities

"The focus of our work"

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

Living with Fibromyalgia

Joanne Kasaboski and Noel Heath, from the Rheumatic Diseases Program, ran a 3-day *Living with Fibromyalgia* program at the Canada Games Complex for 13 participants.

Client-Centred Care Focus Groups

Focus groups were held as part of the work being done on advancing client-centred care practices in Long-Term Care Services. Valuable insights and perspectives were shared, as well as many positive comments regarding personal experiences at St. Joseph's Care Group.

Behavioural Supports Ontario (BSO) Updates

The Long-Term Care Mobile Team and Specialized Support Unit Team met on two occasions with community partners to operationalize the North West Local Health Integration Network Behavioural Supports Ontario Action Plan and develop key action plan items in preparation for launching the unit and outreach service.

Hogarth Riverview Manor officially received the "specialized designation" from the Ministry of Health and Long Term Care (MOHLTC). This will allow the Willow Grove unit to begin operating as the Specialized Behavioural Support Unit. The new unit must continue to meet all long term care standards and legislative requirements, however has a slightly higher enhanced staffing model to support the needs of older adults with responsive behaviours.

Tanya Shute attended the Behavioural Supports Ontario (BSO) Sustainability Forum in Toronto on March 19, 2013. The North West BSO Sustainability Plan was presented to the Provincial Resource Team and Central Reporting Office and received high compliments for achieving significant milestones to date. The full report will be released on the North West Local Health Integration Network website.

LPH Bed Reduction Plan Update

We continue to strive to reach our goal of operating with 38 mental health beds prior to relocation to St. Joseph's Hospital. Currently, the Dementia Care Program is presently operating with 10 clients; 15 beds have closed to date. On the Older Adult Rehabilitation Program (OAR), there are 22 clients; 3 beds have closed, and there are 21 clients on Adult Rehabilitation, for a total of 53 clients remaining at LPH. The targets have been challenging to reach due to the current system-wide Alternate Level of Care (ALC) situation. Work is ongoing with our system providers and the North West Local Health Integration Network to address the issues.

Mental Health and Addictions: Building Capacity in Our Community

Katherine Smith, Spiritual Care Specialist, was invited by Bishop Colli to provide training for the clergy in "Responding to Parishioners with Mental Illness". Katherine will continue the training for men who will become permanent Deacons.

Health Care Capacity Plan

In response to the Health Care Capacity Plan direction from the North West Local Health Integration Network, St. Joseph's Hospital has responded by incorporating 7-day per week utilization, reviewing current bed flow practices within St. Joseph's Hospital, and formulating a plan for improvement. Jane Hodges was seconded to review admission and discharge processes including flow huddles and team rounds, in an effort to improve upon flow and client navigation. Clinical Resource Coordinators have been working closely with Thunder Bay Regional Health Sciences Centre coordinators on weekends to continue the ongoing utilization practice.

Mentoring

The Registered Dietitians (RD) provided preceptorship for a new RD from the Red Lake Diabetes Program for one week and a dietetic intern for four weeks.

Children's Diabetes Health

The pediatric team (Sam McCarthy, Registered Nurse, and Christie McGillicky-Sousa, Registered Dietitian) provided education to the staff at Our Lady of Charity and Vance Chapman elementary schools regarding the care of children with diabetes at school.

North West Dementia Network

Lisa Petersen, Team Leader for the Manor House Adult Day Program has joined the North West Dementia Network steering committee. This network exists to improve the quality of life and system of care for persons living with or impacted by dementia through collaboration, knowledge translation, and innovation by linking health and social service providers, educators, researchers and persons living with and impacted by dementia.

Geriatric Telemedicine Nurse

Due to the increasing demand for the Seniors Mental Health Program (SMHP), Tania Pynn, Manager for Integrated Seniors' Services, Dr. Lepage, Dr. Heapes, and Heather Pilcher (Geriatric Telemedicine Registered Nurse) attended a follow-up meeting regarding the role of the geriatric telemedicine RN in the SMHP. Integrating both of these services will be of benefit to the clients, the case managers, and the physicians. Regional referrals to the telemedicine RN's have already begun.

Senior Friendly Environments

Susan Franchi and Tania Pynn met with Thunder Bay Regional Health Sciences Centre (TBRHSC), to discuss stronger connections between Integrated Seniors' Services and the TBRHSC. Positive links have been established with the implementation of a case manager and Dr. Lepage being present for onsite consultations at TBRHSC. Contacts between central intake and telemedicine will be made with the Geriatric Emergency Medicine (GEM) nurses to increase awareness and referrals to these programs. Education regarding the new central intake referral process as well as the services provided by the telemedicine registered nurses will be arranged for staff at the TBRHSC.

Nursing Education

Unit managers and Education Staff worked together to purchase iPads for all inpatient units to assist with nursing on time education.

Motivational Interviewing

Catherine Caratti and Jessica Zysko from the Regional Behavioural Health Services Program attended the 1.5 day session on motivational interviewing hosted by the North West Community Care Access Centre. The team intends to look for opportunities to integrate self-management support in the care unit and in the community to further enhance and empower clients and staff to manage effectively and successfully.

Knowledge Transfer & Exchange Forum – March 15, 2013 - Toronto

The Specialized Geriatric Addictions Community of Interest (SGA COI) hosted an invitational forum to promote evidence-informed practice in specialized addictions treatment and service for older persons. The SGA COI is a group of agencies from across Ontario that are specifically dedicated to providing specialized geriatric/concurrent disorders services and serves as an advocate for funding, research and collaboration for this population.

Collaborative Entrepreneurship

High Support Housing and Craft Werks have secured commercial space in *Celebrations by Georges* to display and sell their seasonal crafts, resulting in an excellent example of collaborative entrepreneurship and community partnership.

Balmoral Centre Project Steering Committee

In support of the two-year pilot project to enhance withdrawal management services at Balmoral Centre, a multi-sectoral Project Steering Committee has been formed. Chaired by St. Joseph's Care Group, members of the Project Steering Committee include representatives from the Research Department, Thunder Bay Police Services, Emergency Medical Services (EMS), Thunder Bay Regional Health Sciences Centre Emergency Department, Canadian Mental Health Association (CMHA) Crisis Response Services, Shelter House, the Thunder Bay Municipal Drug Strategy, the North West Local Health Integration Network, Morningstar Centre, Lake of the Woods District Hospital, and Dryden Canadian Mental Health Association Crisis Response Services. The purpose of this group of service providers is to develop and implement plans and processes to achieve the project goals of increasing capacity of Balmoral Centre and reducing unnecessary use of the Emergency Department.

Post-Falls Assessment Tool

On March 28, 2013 the LPH site implemented using the post-falls assessment tool in Meditech as an essential component of the St. Joseph's Care Group Falls Prevention Program. The purpose of the post-falls assessment is to support the overall monitoring and tracking of factors contributing to falls as well as the strategies that are utilized to manage or prevent falls.

Clients with Hoarding Issues

The GAPPS (Getting Appropriate Personal and Professional Supports) team was recognized by the Director of Fire Prevention, Thunder Bay Fire and Rescue for their collaborative work in finding community services and supports as well as safe accommodations for a family that had been involved with Fire, Emergency Measures Services (EMS), hospital services and city bylaw staff due to ongoing issues with hoarding.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Registered Nurses Association of Ontario (RNAO) Best Practice Champion Day

Brittany O'Dwyer, Registered Practical Nurse on 3 South at St. Joseph's Hospital, recently participated in the Best Practice Champions workshops held by the Registered Nurses Association of Ontario (RNAO). Brittany's new self-directed role as a best practice champion will assist the 3 South team to implement evidence-based RNAO Best Practice Guidelines to improve patient care and staff/patient safety.

Kristen McRury and Kathy Brunet represented the Regional Behavioural Health Services Program at the RNAO Best Practice Champion Workshop. The team will now begin work with the RNAO Best Practice Coordinator to examine guidelines around client-centred care; caregiving strategies for older adults with delirium, dementia and depression; cultural diversity; promoting safety through alternative approaches to the use of restraints; and transitions in care.

Seniors Mental Health Program Research Project

Senior's Mental Health Program (SMHP) has a 4th year nursing student, Lindsey Major. She and Rose Olesiak, Case Manager, will be initiating a research project on patients referred to Seniors Mental Health, aged 90 and over, for the last 4 years. The Research and Ethics Board has been involved and will help in the guidance of this project.

MDLinx Website Publication

Dr. Mun Tran's research paper, "The influences of psychotic symptoms on the activities of daily living of individuals with Alzheimer disease: a longitudinal analysis" in *Aging and Mental Health*, was featured on the MDLinx website which provides the world's most current index of articles that matter in the daily lives of physicians and other healthcare professionals. The article was assigned to the following specialties: Internal Medicine, Psychiatry, Neurology, Family Medicine, Medical Student, and Physician Assistant.

Nurse Practitioner Recruitment

The Geriatric Assessment Program (GAP) welcomed the newest member to its team, Carina Barrie, Nurse Practitioner. Recruitment is ongoing for a second nurse practitioner to complete the team.

Palliative Care Partnership

Stepan Bilynsky, Spiritual Care Associate, and Anna Grenier, Volunteer Services Coordinator, from Bethammi Nursing Home and Hogarth Riverview Manor, in partnership with Terry Kannegiesser of Hospice Northwest, will be presenting at the Ontario Association of Not-for-Profit Homes and Services for Seniors (OANHSS) conference on April 29 - May 1. Their presentation, entitled *The Best of Us: Building Partnerships to Improve End of Life Care* shares the successful establishment of an innovative, collaborative partnership between Hospice Northwest and St. Joseph's Care Group in Thunder Bay.

Employee Recognition

March was "Employee Recognition Month" for St. Joseph's Care Group. Throughout the month, managers organized and hosted celebrations to recognize staff for their hard work and commitment to the Care Group. Individuals who reached a career milestone from 5 to 40 years of service in 2012 received special recognition and gifts at these events. On Saturday, March 23rd, a reception and dinner was held at the Valhalla Inn recognizing long-term employees and retirees. The event included a variety of hot and cold appetizers followed by a gourmet four-course meal and entertainment provided by jazz ensemble Mood Indigo. Board of Directors Chair Ray Halverson and President & CEO Tracy Buckler delivered messages of appreciation to all employees, with a special tribute to the 2012 retirees.