

## Strategic Priorities

*"The focus of our work"*

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

### **Long-Term Care: Behavioural Supports Ontario Update**

The Behavioural Support Unit at Willow Grove will soon accept Long Term Care residents who require behavioural support services. The Manager, Regional Behavioural Support Services is working closely with the North West Community Care Access Centre (CCAC) to establish a waiting list for the unit and provide education on the referral process to utilization coordinators at North West CCAC, Thunder Bay Regional Health Sciences Centre, St. Joseph's Care Group, long term care homes, the Joint Discharge Operation Team, and other agencies.

Due to the current Alternate Level of Care (ALC) situation, admissions to Hogarth Riverview Manor will alternate between the wait list for regular long-term care clients and clients who are waiting for the Behavioural Support Unit. Communication is ongoing with the families/powers-of-attorney of those residents currently residing on Willow Grove who do not require specialized behavioural support, and will eventually be relocated to another unit within Hogarth Riverview Manor.

The Long-Term Care Mobile Outreach Team, which is also part of the Behavioural Supports Ontario initiative, is currently providing support for staff at Hogarth Riverview Manor and Bethammi Nursing Home to build internal capacity for the management of responsive behaviours. Once a cooperative agreement is signed with each local long-term care home, the Long Term Care Mobile Team will accept referrals through the Seniors' Community Psychiatry Program.

### **Mental Health and Addictions: Implementation of Cognitive Behavioural Interpersonal Skills in Primary Care**

Cognitive Behavioural Interpersonal Skills (CBIS) is a toolkit for primary care providers who provide brief assessment and intervention skills to address the needs of clients with mental health problems. Dr. Jack Haggarty, Medical Director of Community Mental Health, has started to provide education in the use of this toolkit with the Fort William Family Health Team and two nurse practitioner led clinics. Primary Care providers deliver about 85% of services to people living with mental illness. The CBIS toolkit, developed in British Columbia, is recognized as a leading practice in the delivery of mental health services within primary care.

### **Chronic Disease: Living Well with Pain**

The Chronic Pain Management Team presented a community session on "Living Well with Pain", which was attended by over 30 people. The team will follow up with a request to offer another session more focused on helping family members of people who live with chronic pain. The team was also interviewed on CBC radio prior to the presentation.

### **Craft Werks Initiative**

Employment Options and High Support Housing-Evergreen are working together to develop meaningful activities for individuals living in the high support home. Craft Werks is a new initiative that provides these residents an opportunity to create marketable items, such as wreaths, which are being sold out of the Good Times Café. 100% of the proceeds go back to the client, excluding the material cost.

### **Students at Good Times Cafe**

Two new students have work placements at the Good Times Café - Lakehead Psychiatric Hospital for skills development to earn a high school credit. They were referred from Children's Centre Thunder Bay New Experiences Youth Addictions program, located at Sister Margaret Smith Centre. This type of placement demonstrates the critical cross-program collaboration that occurs between our programs and with our community partners.

## Psychiatry Services Review

A Psychiatry Services Review Working Group has been established to support and oversee an external review of psychiatry services offered in Thunder Bay and surrounding area. The project will focus on all psychiatry services that are funded by St. Joseph's Care Group (SJCG) and Thunder Bay Regional Health Sciences Centre (TBRHSC), including psychiatrists employed by the Care Group and those who are contracted to provide services for SJCG, TBRHSC and other community agencies. Key elements of the review include: community need, psychiatry resources, model of care, administrative structure, workload, compensation, recruitment and retention, and culture.

Dr. G. Davis is the chairperson of this working group. It is anticipated the report will be completed by the fall, at which time the working group will prioritize the recommendations for implementation.

## The Hand Rehab System

Special Rehabilitation has acquired a new piece of equipment, *The Hand Rehab System*, and the team received training with Bioness representatives. This Hand Rehab system delivers low electrical stimulation to activate the nerves that control the muscles in the hand and forearm, to help re-educate brain signals to restore function in weak or paralyzed muscles. This system will be of benefit to clients experiencing neurological disorders caused from stroke or acquired brain injury. The H200 Wireless System will assist clients to return to daily living activities that involve reaching, grasping, opening and closing hand movements. St. Joseph's Care Group is only the third hospital in Canada to purchase this device.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

## Pet Therapy

On behalf of the Older Adult Rehabilitation Program (OAR), Kim Lang, Leisure Life Skills Instructor, attended a banquet to honour Pam Ward, St. John Ambulance Therapy Dog volunteer, and her dog "Holly" for receiving the *Citizens of Exceptional Achievement Award*. The OAR interprofessional team works in close collaboration with Pam to provide pet therapy, which is recognized to enhance the quality of life and health of seniors through the animal/human bond.

## Site Visit

Christus St. Michael Health System in Texarcana provides a full continuum of acute care, rehabilitation and continuing care health services in Texas, Louisiana, and Arkansas. Due to funding policies and limited insurance coverage, this large Catholic health care corporation is facing challenges in delivering the most appropriate care to people living with mental illness and substance use issues.

Janet Sillman, Vice President of Mental Health & Addictions, Dr. Jack Haggarty, Medical Director – Community Mental Health, and Mary Ann Mountain, Director – Community Mental Health, were invited to talk with representatives from Christus St. Michael, community health and mental health agencies, hospitals, police services, government and schools about our mental health and addiction system of care in Thunder Bay and Northwestern Ontario, and explore opportunities and recommend strategies to improve the delivery of mental health and substance use care in these American communities.

In 2012, Christus St. Michael Health System was awarded the honour of being the 3<sup>rd</sup> "Best Place to Work in Health Care" in the USA by Modern Healthcare Magazine. St. Joseph's Care Group will continue our partnership with Christus St. Michael to share and support the provision of mental health care and also to advance our knowledge with respect to employee satisfaction.

## Geriatric Telemedicine Services

Seniors' Mental Health clients in the region are now being served by the Geriatric Telemedicine Nurses in partnership and collaboration with Seniors' Mental Health Program (SMHP), and under the auspices of the physicians within this program. It is expected that a joint collaboration between both services will help in better servicing the clients that would benefit from telemedicine services. In addition, geriatric telemedicine is continuing to reach out to people in the region with our Caregiver Support Group. The discussions that take place both during and after the presentation are positive, as people are assisted to work through caregiver stress, learn to take care of themselves, and to recognize burn out.

## Strategic Enablers

### **Therapeutic Recreation Quality Practice Council Education Day**

The Therapeutic Recreation Quality Practice Council hosted an education day for Leisure Life Skills Instructors focusing on the new assessment tool LOFAM - *Laurentian Outing Functional Assessment Measure*.

### **Psychology Professional Practice Leader**

Effective April 7, 2013, Dr. Wendy Lindstrom-Forneri accepted the role of Psychology Professional Practice Leader in addition to her current role as Clinical Neuropsychologist with the Lakehead Psychiatric Hospital - Adult Rehabilitation Program.

### **Project Management Training**

On April 4<sup>th</sup> and 5<sup>th</sup>, the Clinical Director and Clinical Manager of Rehabilitation Mental Health, along with other management representatives across the corporation, attended a two-day workshop on *Project Management Tools & Techniques*.

### **Communicating our Core Values**

Many thanks to the Communications Department for creating the striking window display at St. Joseph's Health Centre. The display is in a large window that faces out to Victoriaville Mall. "Care, Compassion and Commitment" is the focus of the display, with many photographs depicting the work of St. Joseph's Care Group, past and present.

### **National Volunteer Week**

Volunteer Services celebrated National Volunteer Week from April 21<sup>st</sup> through 27<sup>th</sup>. Displays were set up throughout St. Joseph's Care Group sites which included a "Fallen Phrase" puzzle that participants could complete for an opportunity to win prizes. Flowers were placed on the tables in the cafeterias, and a St. Joseph's Care Group ad was placed in the Chronicle-Journal on Sunday April 21<sup>st</sup>, thanking our many volunteers for their commitment. Courtney Martin, Volunteer Services Assistant, facilitated a "True Colours" workshop for Care Group volunteers and staff supervisors, Thursday, April 25<sup>th</sup> that was well received by all in attendance.

### **Job Fair**

Linda Piscioneri, Coordinator of Recruitment and Retention, and Brittany Pelland, Human Resources Student, represented St. Joseph's Care Group at the Job Match Career Fair hosted by ACT II Event Management Group on Friday, April 19<sup>th</sup> at the Italian Cultural Centre.

### **Nursing Recruitment**

Human Resources has received an extremely good response this year from new graduate RNs & RPNs eager to start their professional careers with St. Joseph's Care Group. The recruitment and selection process is ongoing, with many new nurses joining our teams this spring.

### **NOSM Award of Appreciation**

Recently, Sacha Dubois, Research Statistician, had his teaching activities recognized with an Award of Appreciation from the Northern Ontario School of Medicine (NOSM) - West Family Medicine Residents. The award is given to Faculty and Staff for their enthusiasm and ingenuity in improving resident education. As a NOSM Research Tutor, Sacha guides medical residents through the research process - from question inception to dissemination. Congratulations Sacha!

### **Study Findings Presented**

Dr. Michel Bédard, Scientific Director at St. Joseph's Care Group, attended the 21<sup>st</sup> European Congress of Psychiatry in Nice, France and presented findings from our recently completed study about a modified mindfulness-based cognitive therapy program for people with traumatic brain injury and depression. Dr. Bédard's presentation was covered by Medscape Medical News; a web service that offers specialists, primary care physicians, and other health professionals robust and integrated medical information. This study was funded by the Ontario Neurotrauma Foundation and included the participation of staff and clients from St. Joseph's Care Group.

### **Physiotherapy Quality Practice Council Retreat**

Thirty-two members of the Physiotherapy Quality Practice Council participated in a half-day retreat focused on St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre program overviews, improving client flow through the system, health promotion, Physiotherapy Quality Practice Council goal setting, and an overview of regulatory College On-site Assessments. The retreat was facilitated by Michelle Addison, Physiotherapy Professional Practice Leader.

### **National Academies of Practice**

John Clack, Occupational Therapist with the Neurology Day Program, will be presented on his Interdisciplinary Student Learning Experience at the Annual Meeting of the National Academies of Practice in Alexandria, Virginia on April 5 and 6, 2013.

### **Capital Project Updates**

#### *Centre of Excellence for Integrated Seniors' Services (CEISS)*

We are excited to report that a contract has been awarded for construction to begin on Phase One of the Long-Term Care Home portion of the CEISS project! The company, Bondfield Construction, was the low bidder for this large capital project. We expect to see mobilization on the construction site within a month's time. Further information will follow.

#### *Specialized Mental Health Rehabilitation Project (SMHRP)*

We continue to wait for feedback/comments from the Ministry of Health and Long-Term Care with respect to the documents submitted for the new East Wing. Until this information is received, we are unable to move this project any further ahead. Grass seed has been spread over the demolition site to protect the site until the construction begins.