



Strategic Priorities

"The focus of our work"

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

Seniors' Care

Telemedicine services have established contact with the Health Council of Canada, Aboriginal and Inuit Health. In addition, further collaboration between the geriatric telemedicine nurses and seniors' Mental Health Program has been going well. Positive feedback for the caregiver support group that has been offered through Ontario Telemedicine Network (OTN) has been received.

Bethammi Outbreak

Respiratory outbreak at Bethammi Nursing Home was declared April 17 – May 7, 2013 as well as a gastrointestinal outbreak May 11 – 27, 2013. All admissions were on hold, increased infection control measures were in place and cohorting of staff was implemented. All residents affected have recovered well. Thank you to our staff for their hard work during these challenging situations.

Diabetes Management Education

Education was provided to registered staff at Hogarth Riverview Manor on diabetes management related to administration of insulin.

Psychogeriatric Resource Consultant

The Psychogeriatric Resource Consultant, Cindy Backen, has moved her office to Hogarth Riverview Manor. Cindy will work closely with the Manager, Regional Behavioural Health Program, and provide support to the Long Term Care Mobile Team.

Supporting Transitions in Care

In collaboration with clients, family, and clinical team members, Jane Gastmeier, Social Worker with the Older Adult Rehabilitation program developed a *Get to Know me and My Care Requirements* journal for clients. The purpose of the journal is to facilitate transitions in care at the time of discharge by ensuring new care providers receive the journal to enlighten their understanding of the client and his or her unique care needs.

Dialectical Behaviour Therapy (DBT) Training

In collaboration with numerous agencies across multiple service sectors, several clinical staff from Concurrent Disorders Services are participating in ongoing training in Dialectical Behaviour Therapy (DBT) skills. This evidence-based practice will be incorporated into the Youth Residential Treatment Program who are also part of the evaluation framework for this community wide initiative. Dialectical Behaviour Therapy is a form of psychotherapy to treat people who have been diagnosed with a borderline personality disorder and mood disorders.

Specialized Case Management Program

Darryl MacNeil, Transitional Age Youth Counsellor, is supporting the engagement of youth at Balmoral Centre to ensure they are able to access appropriate substance use counselling and support as quickly as possible. This new initiative was made possible through new funding from the NW LHIN for specialized case management programs for youth living with opiate addiction.

Chronic Disease Management - Living Well with Pain

The Chronic Pain Management Team presented their session on "Living Well with Pain" at Life Fest, held at the Sports Dome. Life Fest included presentations from a number of community groups and providers designed to improve the lifestyles of people in our community.

Withdrawal Management Services Enhancement Pilot Project

Implementation of the pilot project for enhancement of withdrawal management programs at Balmoral Centre continues to progress with some delays due to recruitment issues. Over the past month, we have moved forward with the creation of medical directives, new policies and procedures and intensive staff training for Addiction Crisis Workers in the new standards of care. Staged implementation will take place over the summer months with full implementation expected by September 2013. Occupancy rates on the second level at Balmoral Centre have risen by 42% over the past 4 months and this trend is continuing.

Chronic Disease Management - Smoking Cessation Support

Three Community Mental Health staff completed TEACH training. The TEACH (Training Enhancement in Applied Cessation Counselling and Health) Project objective is to ensure that practitioners who serve people who use tobacco have the specialized knowledge and skills to deliver effective, evidence-based cessation intervention

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Innovation in Diabetes Education

Katrina Henderson, Registered Dietitian, and Kristen Vidlak, Registered Dietitian, started a four week introductory resistance training program (using resistance bands) for clients of Diabetes Health, based on the current Canadian Diabetes Association Clinical Practice Guidelines to include resistance training to better manage diabetes and improve health. Another series is planned for May and June and registration is already full.

Seniors Strategy

Janet Sillman, Nadia Thatcher, and Meaghan Sharp recently met with Dr. Samir Sinha (Provincial Lead for the Seniors Strategy) to discuss St. Joseph's Care Group's Senior Friendly Action Plan and to gain ideas on how Seniors Care within the Northwest Local Health Integration Network can be strengthened across the continuum, as it aligns to the provincial senior's strategy.

Hand Hygiene - Quality and Safety

Nurses began 'mock' hand hygiene audits in April on 3 North, with plans to begin for other units. The purpose of the mock audit is for point of care staff to get first-hand knowledge of what auditors are looking for and, so far, the results have been informative and enjoyable. The nurses who have completed the mock audits have commented on things they did not know before and are sharing with their colleagues during huddles.

Innovative Art Mural

A mural has been painted on the Older Adult Rehabilitation program by a very talented local artist, Lee Gastmeier. The mural portrays a calm and tranquil nature scene consisting of blue skies, greenery, a rocky shore line, sailboats and the Sleeping Giant. The use of picturesque murals is considered a popular and effective evidence-based best practice used to reduce client exit seeking behaviour. Staff, clients and visitors have voiced positive feedback about the appearance and introduction of the mural.

Collaborative Educational Initiatives

The Canadian Mental Health Association – Thunder Bay Branch invited Dr. Paul Mulzer to provide a series of professional development workshops to enhance staff core competencies and clinical skills. Topics included creating a "Culture of Harm Reduction" as well as Motivational Interviewing and its role in the recovery model. We will continue to foster collaborative educational initiatives with our colleagues throughout the region.

Nursing Expo

The Nursing Expo (Rock of Ages theme) was held on May 10 and 24, 2013. The event focused on collaboration, teamwork, conflict resolution, bullying and happiness at work. A total of 110 nurses attended the full day session held at the Italian Hall.

Reducing Client Falls

A post-fall clinical assessment is an important part of St. Joseph's Care Group (SJCG) Falls Prevention Program to reduce incidences of clients falling and sustaining injury. As part of SJCG's Hospital Quality Improvement Plan change initiatives, a Post-Fall Assessment has been developed in the Meditech clinical information system. The main goal of the assessment is to enable the overall monitoring and tracking of factors contributing to falls as well as the strategies that are utilized to manage or prevent falls. The Post-Fall Assessment has been implemented in all inpatient program areas at St. Joseph's Hospital and at Lakehead Psychiatric Hospital. Staff education was provided during interprofessional huddles at each of these program areas and feedback was encouraged. Staff reception to the Post-Fall Assessment has been positive.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Collaborative Leadership Initiative

The Special Rehabilitation Team is fortunate to have recently participated in the Collaborative Leadership Initiative (CLI). The goal of the CLI is to enhance teamwork, team processes, and staff satisfaction and the sessions highlight Appreciative Inquiry (building on what the team already does well) and Reflective Practice. During the April CLI session, the team participated in an activity called, "How full is your bucket?", during which each person was asked to write a positive message about how they felt about the team, what they like about being part of the team, or what makes our team great. These messages were then chosen out of the bucket and read to the group. The team decided to embrace this activity and has implemented "The Bucket Message" at every morning huddle. The team has responded well to the positive messaging and it is a great step to creating a positive work environment. Each day starts off on a positive note.

Cognitive Behavioural Therapy (CBT) for Psychosis

On May 28 and 29, 2013 Dr. W. Lindstrom-Fornari, Clinical Neuropsychologist for Adult Rehabilitation and Professional Practice Leader, attended a 2-day workshop at the Royal Hospital in Ottawa entitled *CBT for Psychosis: New Developments* with Dr. Douglas Turkington. Dr. Turkington is a psychiatrist from the UK and the leading expert in the field of CBT for psychosis.

Staff Education

Cindy Backen, Psychogeriatric Resource Consultant from the Seniors' Mental Health Program, provided education sessions about the basic concepts of dementia for Older Adult Rehabilitation staff. All sessions were well received and attended.

Out of the Darkness – Suicide Awareness Walk

Community Mental Health was represented at the Out of the Darkness Walk held at Confederation College on May 6, 2013. Many people attending the walk stopped at our display table which featured information about our programs and how to access them. Brenda Mason, our Anishnawbe spiritual worker had made small leather pouches as "favours", which were eagerly accepted by people visiting our display. The Out of the Darkness Walk provides an opportunity to remember and celebrate the lives of individuals lost to suicide, raises awareness about depression and suicide and decreases stigma.

Clinical Trials Ontario Research Ethics Review Advisory Group

Kelly Morris, Manager, Research Ethics, has been recruited as a member of the Clinical Trials Ontario Research Ethics Review Advisory Group. This is a provincial initiative funded by the Ministry of Research and Innovation to streamline multi-centre clinical trials in Ontario while ensuring the highest ethical standards for patient safety. Kelly is one of ten members of the appointed advisory group, selected to bring a northern Ontario perspective to the discussion.

Communications and Engagement

The Communications Department has expanded its responsibilities and is now known as Communications and Engagement. Part of these new responsibilities will be handled by Jessica Cordes, the new Client and Community Relations Coordinator. In her new role, Jessica will be responsible for client relations and engagement, overseeing initiatives related to diversity engagement and public education.

Quality Palliative Care in Long-Term Care Alliance

After a five year partnership, the Quality Palliative Care in Long-Term Care Alliance along with staff from Bethammi Nursing Home and Hogarth Riverview Manor celebrated the success of their joint research project focused on enhancing palliative care delivery within long-term care. For more information about this research project visit www.palliativealliance.ca

Volunteer Service Awards

The Citizens of Exceptional Achievement Awards honour volunteers who help to create a community where people experience a sense of social support, belonging, and responsibility to each other. Congratulations to the following St. Joseph's Care Group volunteers whose nomination to the City's Official Recognition committee met the criteria established by the committee for the City of Thunder Bay's Citizens of Exceptional Achievement: Pat Skula – St. Joseph's Hospital, Pam Ward – Lakehead Psychiatric Hospital, Lillian Rupnik – St. Joseph's Heritage and Evelyn DiCarlo – Hogarth Riverview Manor. Mayor Keith Hobbs and City Council members presented the Citizens of Exceptional Achievement Awards on Tuesday, April 23, 2013 at the DaVinci Centre

The province of Ontario annually recognizes individuals for their years of service. St. Joseph's Care Group volunteers were presented with Ontario Volunteer Service Awards (OVSA) on Thursday, May 16, 2013. The Awards were presented by the Honourable Michael Coteau, Minister of Citizenship and Immigration, the Honourable Michael Gravelle, MPP Thunder Bay - Superior North, Minister of Northern Development and Mines and the Honourable Bill Mauro, MPP Thunder Bay-Atikokan. Each volunteer received a provincial lapel pin and certificate for the years of service to their organization. This year's recipients of the OVSA are:

LPH: Tami Sokol, Rob Sokol, Richard Hill, Gordon Roy, and Richard Berger each with 10 Years and Dean Storry with 5 Years of volunteer service. *St. Joseph's Hospital:* Maria Bilyk with 30 Years, Diane Parson and Monica Kashak with 10 Years and Elsie Dumbrell, Paula Folino and Judie Maley with 5 years of volunteer service. *Hogarth Riverview Manor:* Natalia and Irena Bilynskyy, Anna Panontin, Cindy Sakiyama, Marlene and Al Smith with 5 Years of volunteer service. *St. Joseph's Heritage:* Joan Hanton with 30 Years, Dianne Potts with 15 Years, Lillian Rupnik, Mary Hughes, Eleanor Watts and Joyce Primmer with 5 Years of volunteer service.

Research Department News

The Research Department welcomes Erica Sawula to our department! She has been hired as our Research Intern and will be working with us for the next year. Erica is a recent graduate of the Science Communication program at Laurentian University and prior to that she obtained a Bachelor of Science (Honours) – Life Sciences from Queen's University. Funding for Erica's position was secured through successful application to the internship program run by the Northern Ontario Heritage Fund Corporation.

Carrie Gibbons and Hillary Maxwell (a past member of the Research Department team), along with colleagues at the Centre for Research on Safe Driving at Lakehead University, recently won a second place prize at AUTO21's annual conference. Hillary presented the findings from our project entitled "Acceptability of 1-Screen and 3-Screen Simulators for Assessing Driving Capacity". AUTO21 is a national research initiative supported by the Government of Canada that brings together top Canadian researchers and partners them with industry and government.

CEISS Ground Breaking Ceremony

On Thursday May 30, 2013, the official Ground Breaking Ceremony was held for the Centre of Excellence for Integrated Seniors' Services (CEISS) Long-Term Care Addition to Hogarth Riverview Manor. The total project cost for the initial 416 beds is \$83.5 million. The General Contractor, Bondfield Construction, will be mobilizing crews on site over the next couple of weeks. The project is expected to be complete in approximately two years and is located on Lillie Street North, adjacent to Hogarth Riverview Manor. Construction notices appeared in the Chronicle Journal on June 1 and 2 and were delivered to residents in the immediate area.