

## Strategic Priorities

*"The focus of our work"*

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

### **Green Werks Garden**

The Green Werks Garden provided 6 training and employment opportunities for people accessing our mental health services. We will again produce over 1,500 pounds of produce this year. 25% of the produce is now incorporated into food services with the salad bar at Lakehead Psychiatric Hospital (LPH). Meals at LPH have also incorporated our vegetables with the feature on September 6<sup>th</sup> being Beet Soup/Borsch utilizing our beets, potatoes, herbs and vegetables.

### **Employment Options Computer Recycling Program**

Fifteen clients received computers through the computer recycling program offered by Employment Options. One individual has been set up with an internet connectivity and visual capability to communicate with family and friends in Europe. The impact on mental health recovery has been extremely positive. The IT/IS Department was invaluable in facilitating this initiative.

### **Chronic Disease: Capacity Building for the Treatment of Chronic Pain**

Staff from the Chronic Pain Management Team participated in a training program in New Mexico in August in Project ECHO (Extension for Community Health Outcomes). This model of care to treat chronic pain builds upon the availability of a small group of experts to provide consultation and teaching to a broader group of clinicians via regular teleconferences. Project ECHO is an innovative healthcare program developed to treat chronic and complex diseases in rural and underserved areas of New Mexico.

### **Group Medical Visits in Mental Health**

Group medical visits is an approach to address the medical and medication needs of people living with chronic illness. This past spring, Dr. Lois Hutchinson, with the support of nursing staff in the Mental Health Outpatient Program began running group medical visits with individuals with mental illness. The advantage of the group approach is that clients benefit from the experiences of other clients in the group, and in some cases, they form supportive relationships outside the group. This unique model of care has similar clinical outcomes compared to individual visits; however, it is more cost-effective.

### **Delirium Pilot Project Team**

Members of the Delirium Pilot Implementation Team, along with clinical educators and geriatric psychiatrist Dr. Lepage, conducted educational sessions on delirium and the Confusion Assessment Method to Extensive Services (5S) nurses at St. Joseph's Hospital site. The team also provided information about the multi-site project, as well as the local implementation. The pilot project was launched in July and will lead to earlier identification and treatment of delirium.

### **Concurrent Disorders Education**

A number of clients with concurrent addiction issues were admitted to St. Joseph's Hospital in June. The management team met with Director Nancy Black to gain insight into how to best support these clients, to gather ideas for supporting point of care providers and to discuss potential for future care planning. The team also adjusted the client agreement with the inclusion of more of a harm reduction approach on their units. There will be ongoing learning and planning related to caring for clients with addictions, including planned implementation of the Infective Endocarditis Pathway in fall 2013.

## **Behavioural Supports Ontario Education Session**

The Psychogeriatric Resource Consultant (PRC) along with the outreach Behavioural Supports Ontario (BSO) Personal Support Worker (PSW) addressed 6 Safety Attendants during their orientation at Thunder Bay Regional Health Science Centre. This was an hour long education session regarding behavioural challenges. The PRC and outreach PSW also addressed 6 staff at Glacier Ridge on how to manage care and behaviours related to aging and cognitive symptoms.

## **Corporate Principles**

*“Guide posts for how we work”*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Funding for Food Study**

Funding has been approved for a proposal led by Wilfred Laurier University to investigate in greater detail growing food on institutional properties in Ontario. Three hospitals will be part of this, Homewood Health in Guelph, Glengarry Memorial Hospital in Alexandria and St. Josephs Care Group – Employment Options/Green Werks Garden.

### **RNAO Addictions Best Practice Champion Workshop**

In response to a call for submissions to serve as a host agency for RNAO’s Addiction Best Practice Champion Workshop sponsored by the Registered Nurses Association of Ontario, St. Joseph’s Care Group was selected as a host agency for this provincial initiative. The Best Practice Champions Workshop for Addictions provides participants with an overview on how to utilize evidence-based nursing practices related to working with clients with addiction and mental health issues and how to lead the integration of best practices within their respective organizations.

### **Manor House Volunteer**

In June, a Hospice Northwest volunteer started her role at the Manor House Adult Day Program in supporting a registered client while learning about dementia and how to work with this population. The client and volunteer connected immediately and the volunteer had the opportunity to do special programming with the client which focused on her interests and strengths.

### **Collaboration**

In follow up to a meeting held between the rehabilitation staff at Thunder Bay Regional Health Science Centre (TBRHSC) and the Complex Care and Physical Rehabilitation directors at St. Joseph’s Hospital, a larger meeting was held in June, including TBRHSC utilization coordinators and St. Joseph’s Hospital clinical managers, geriatricians and client flow coordinator. The purpose of these meetings is to ensure TBRHSC and St. Joseph’s Care Group are working together to best serve clients and continue to strengthen the collaboration by increasing understanding of different perspectives on client care.

### **Gentle Persuasive Approach Presentations**

The Psychogeriatric Resource Consultant (PRC) provided Gentle Persuasive Approach presentations to two groups within the Care Group. The first of these was to the Corporate Joint Occupational Health and Safety Committee and the second was to Managers in Long Term Care. The PRC endorses this education to help staff manage responsive behaviours when they occur.

### **Accreditation Canada Accepts Recommendations of Research Project**

In July, Accreditation Canada advised Lakehead University that they have accepted all of the palliative care standards recommended as a result of the palliative care research project conducted at Bethammi Nursing Home and Hogarth Riverview Manor and two other Ontario long term care homes over the past five years. The standards will be available in January 2014 and implementation will begin January 2015.

### **Shared Electronic Patient Record**

In June, Information Services completed the implementation of electronic documentation at 10 hospitals in the region. 12 of the 13 hospitals in the NW LHIN now document clinical care electronically in the shared Hospital Information System. This enables clinicians quick and timely access to the patient’s clinical status regardless of the hospital in which they are receiving treatment/care. In June, Lake of the Woods District Hospital became the latest hospital to be part of the shared Hospital Information System making us the first LHIN in the province to have one electronic hospital record for patients receiving care in the Northwest.

### **Toronto Addis Ababa Psychiatry Project**

Dr. Suzanne Allain, Program Medical Director of the Adult Rehabilitation Program will be travelling to Ethiopia in October to assist with the development of psychiatry residency programs as part of the Toronto Addis Ababa Psychiatry Project. This project is a partnership that has existed between the Departments of Psychiatry at the University of Toronto and Addis Ababa University in Ethiopia since 2003. Since that time small groups of psychiatrists and psychiatry residents have travelled to Addis Ababa for one month teaching trips to build upon and help sustain the Ethiopian Psychiatry Residency Program.

### **Arctic Suicide Study**

Dr. Jack Haggarty, Medical Director for Community Mental Health, was one of the researchers in a project regarding suicides among Inuit in Nunavut. The first paper "A Psychological Autopsy Study of Suicide Among Inuit in Nunavut: Methodological and Ethical Considerations, Feasibility and Acceptability" was recently published in the International Journal of Circumpolar Health. The study analyzed the life history of 120 Inuit who killed themselves between 2003 and 2006.

### **Staff Education**

Brenda Beaulieu, Occupational Therapist, Homes for Special Care Program, and Laurie MacDonald and Sue Delamere, Occupational Therapists with the Mental Health Rehabilitation programs, attended the training course *Assessment of Motor and Process Skills (AMPS)*, in August.

### **Psychology Residents Complete Training**

NORPIC (Northern Ontario Psychology Internship Consortium) is a collaboration between St. Joseph's Care Group, Children's Centre Thunder Bay and Thunder Bay Regional Health Sciences Centre that offers full year residency training to doctoral students in psychology. Residents complete clinical training in all three organizations as well as completing a research project. We were fortunate to recruit one of the three residents who completed their training in August to a full time psychologist position. NORPIC is an important tool in the recruitment and retention of psychology staff.

### **Certification**

Congratulations to Donna Fossum who achieved her enterostomal therapy specialty certification (CETN(c)).

### **International Conference**

Michelle Addison, Physiotherapy Practice Leader attended the Collaborating Across Borders IV conference in Vancouver, BC and presented a workshop on leading change collaboratively, applying lessons learned from the Collaborative Leadership Initiative at St. Joseph's Care Group.

### **Director, Hogarth Riverview Manor**

On July 8th, Laurie Ball assumed her new role as Director, Long Term Care, at Hogarth Riverview Manor. Laurie has more than 23 years experience in multiple health care settings and holds a BScN and Masters of Health Service Management. Prior to coming to St. Joseph's Care Group, Laurie was Director of Care at Rainycrest Long Term Care Home in Fort Frances for five years. Welcome Laurie.

### **Bethammi Staff Teaching Confederation College Course**

This fall, Confederation College is offering a Palliative Care Competencies-PSW (Personal Support Worker) course. We are pleased to announce that, as a result of the recently-completed Long Term Care Quality Palliative Care Research Project, two of our Bethammi Nursing Home staff, Jackie McDonald, PSW Lead of the research project, and Chris England have been invited to be the instructors.

**CEISS Project Update**

Construction commenced on the project in June 2013. The first component of the project involves driving piles to support the foundation of the building. This work is expected to be completed, on schedule, by the end of September. A business case requesting approval and funding support for Phase 2 of the project, the 32 bed expansion of Hogarth Riverview Manor, has been developed and submitted to the North West Local Health Integration Network requesting a letter of support. Once received the business case will be submitted to the Ministry of Health and Long Term Care Capital Branch for review and approval.

**Hospice/Palliative Care Renovations**

This project is nearing completion and is on schedule and within budget. A local artist has been commissioned to design a space which will recognize campaign donors.