

Strategic Priorities

"The focus of our work"

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

Youth Addiction Programs

The Youth Addiction Program has completed a program review and is working toward changes designed to enhance the brief intensive residential program through the implementation of evidence based practices and improved access to specialized supports. In collaboration with Children's Centre Thunder Bay and Thunder Bay Counseling Centre, the Integrated Youth Addiction Service System (IYS) is also embarking on a new initiative to enhance access to services through youth and family friendly promotion packages and enhanced access mechanisms. These new initiatives are designed to increase community awareness and enhance timely access to resources for young people and family members who may be living with challenges associated with substance use.

Regional Behavioural Health Service

The Long Term Care Mobile Team is working with residents of a number of local long-term care homes, and three clients have been admitted to the Specialized Behavioural Support Unit thus far.

Meeting with Dilico

The two Directors of Long Term Care, from Bethammi and Hogarth Riverview Manor, held a preliminary meeting with staff from Dilico to discuss the potential of designating one resident home area for Aboriginal people at the Centre of Excellence for Integrated Seniors' Services (CEISS). A proposal from Dilico is expected.

New Physiotherapy Funding Model in Long Term Care

The current physiotherapy provider is discharging all their clients to group exercise during the transition phase to a new physiotherapy funding model.

Fibro Fit Program

The Rheumatic Disease Program (RDP) ran a "Fibro Fit" program in July to meet the needs of clients with fibromyalgia. Fibromyalgia is a condition that can result in chronic pain and disability that significantly impacts many facets of a person's life. The RDP team developed this program as three half-day sessions that focused on educating clients on self-management of their condition in a group setting conducted in the community. 50% of the clients reported improved self-efficacy and 77% completed the entire program. Congratulations to the RDP team for their innovation and dedication to meeting the needs of clients with chronic conditions!

Improving the Client Experience

Jessica Cordes, Brook Latimer, Shelley Peirce and Meaghan Sharp attended the National Forum on Patient Experience in Toronto and had the opportunity to learn from champions leading best practices for improving the client experience. Key learnings will be valuable for guiding St. Joseph's Care Group's work of the Model of Client-Centred Care and enhancing the Client Relations Process.

Research Department in Partnership

The Research Department in partnership with the Centre for Research on Safe Driving at Lakehead University was recently awarded \$3,000 from the Canadian Institute of Health Research to host a Café Scientifique. The purpose of a Café is to engage the general public in an informal discussion about a scientific subject. "Cafés" are typically held in a community setting, and involve a panel of experts who are experts in the field. The title of our Café is "Research Findings on Driving and the Elderly: Canadian Driving Research Initiative for Vehicular Safety in the Elderly (Candrive)".

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

RNAO Addictions Best Practice Champion Workshop

St. Joseph's Care Group, Lakehead University and Confederation College were selected as host agencies by the Registered Nurses Association of Ontario (RNAO) to support the implementation of the Addiction Best Practice Champion Workshop. This workshop 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. Nurses across the region working in hospitals, community settings and Long-Term Care homes are targeted for this education. The workshop will also be offered to other members of the interprofessional teams.

Journey Mapping Process

Robin Cano RN, from Palliative Care Telehealth, was invited to be a part of the Journey Mapping process for Whitefish Bay-Naotkamegwaning First Nation. This discussion was regarding the research of Centre of Education and Research on Aging and Health (CERAH) at Lakehead University entitled "Palliative Care in First Nations Communities" lead by Social Workers Holly Prince and Mary Lou Kelley. The purpose of this gathering was to assist the community in a brainstorming session, to gather the resources available to the community to allow for community members to return home or remain home to die.

Personal Computer Video Conferencing (PCVC) Initiative

Hardware has been installed on 9 Care Group computers and work is being coordinated with the IT Department to install software on additional workstations: This technology allows users to videoconference directly from their workstations utilizing Ontario Telehealth Network's secure private network.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Suicide Risk Assessment

Dr. Julie Riendeau, a psychologist in Mental Health Outpatients offered training to St. Joseph's Care Group staff as well as staff from Thunder Bay Regional Health Sciences Centre and other community agencies in assessing risk of suicide. Suicide prevention is now a required organizational practice (ROP) in the accreditation standards.

Dr. Paul Mulzer – CPSO Council Award

On September 10, Dr. Paul Mulzer received recognition of his many contributions to the field and was awarded the Council Award of Ideal Physician by the College of Physicians and Surgeons of Ontario. Congratulations to Dr. Mulzer on this outstanding achievement!

Our People

Laurie Macdonald, Occupational Therapist and OT Professional Practice Leader, attended the Ontario Society of Occupational Therapists' annual conference, Preparing Strategically: Best Practice for Today and Tomorrow, held in London Ontario to participate in workshops that were either clinically-based or focused on strategic leadership and communication.

Staff Recognition

Many positive comments were received from clients and families in August. A family whose loved one stayed on the Special Rehabilitation (3N) unit gave a donation to the unit with the comments: *"Thank you all very much for care and dedication."* The family also purchased two cutting boards for a cooking class that is held every Wednesday. Staff truly appreciated being recognized for their care and commitment.

The following are quotes written on plaques given to both the nursing and therapy teams by a family on the Extensive Services (5S) unit: *"In recognition of the exceptional nursing care. A true example of compassion and commitment in*

a personable and friendly atmosphere.” and “In recognition of the exceptional care received focused on encouragement and positive reinforcement and delivered in a thoughtful and friendly environment.”

A family member of a Geriatric Assessment and Rehabilitative Care (5N) client sent a letter, including the comments that *“they were all consistently professional, cheerful, caring and encouraging. Not only was my Mother in their excellent care, but the family was treated with humor, encouragement and hope. All questions were answered with kindness and respect to both the client and family.”*

Hand Hygiene Education

Jerry Devries and Amanda Brizard, Infection Control Practitioners, have both begun studies in their Infection Control Course this month. A proposal for a Late Career Nurse (LCN) to be involved with Hand Hygiene education has been submitted. The plan is to utilize a LCN person to provide education prior to the third quarter audit and then determine if the additional education has had impact on compliance.

St. Joseph’s Care Group Community and Annual Report

In June, St. Joseph’s Care Group published and distributed the 2012/13 Community Report. The Report was distributed to over 81,000 residents throughout Northwestern Ontario and an electronic copy was available via a link on the Wawatay website. In July, the St. Joseph’s Care Group Annual Report was distributed to 136 local and regional organizations as well as health care partners and individuals throughout the province.

Staff & Volunteer Appreciation Lunches

The Leadership Team of St. Joseph’s Care Group hosted fall barbeques for staff and volunteers at five Care Group sites. The fall luncheons are one example of the many events held throughout the year by St. Joseph’s Care Group to demonstrate appreciation to our people.

Research Department Awarded Funds for Seniors’ Initiative

St. Joseph’s Care Group Research Department members Dr. Michel Bédard, Carrie Gibbons, and Sacha Dubois along with Occupational Therapist Randy Middleton and a team of national researchers were awarded \$557,479 for "Development of a three-tiered, standardized process to assess senior drivers" by the Canadian Institutes of Health Research.

Research Project Shared

The Alzheimer Society of Canada will feature Lana Ozen's post-doctoral research project, investigating the efficacy of mindfulness to improve depression in people with dementia and their spouses, as part of their annual fund-raising campaign.

Volunteer Services Student Activity

Volunteer Services’ staff represented St. Joseph’s Care Group at Volunteer Recruitment Fairs at Lakehead University on September 27 and at Confederation College on October 2. Along with the 7 co-op students from local area high schools who started volunteer placements within St. Joseph’s Care Group on October 1, we are also looking forward to having many new post-secondary students join our volunteer ranks this year.

Capital Updates

Centre of Excellence for Integrated Seniors’ Services (CEISS) Project

Piling has been completed for the project and costs are being finalized. This portion of the contract was based on unit pricing and final costs are coming in within a reasonable range compared to budgeted levels. The next stage of the project has started including construction of elevator and stairway blocks, construction of exterior walls and steel erection. Over the next month work will commence related to site utility connections requiring electrical shutdowns for periods at existing facilities. These are being well planned in advance to minimize impact to operations.

The Phase 2 business plan has been submitted to the Ministry of Health Capital Branch and the North West Local Health Integration Network (NW LHIN). Phase 2 is for the 32 bed addition to the existing Hogarth Riverview Manor. The NW LHIN Board has endorsed the plan and submitted a letter of support to the Ministry. We are setting up a meeting to discuss the plan with the Ministry and NW LHIN staff and to progress to approval of the plan.

Planning has commenced related to the Link portion of the CEISS project, which will be funded through a private sector agreement. The scope of the project is being defined prior to developing block schematics. Meetings with the various stakeholders for this portion of the project are ongoing.

Specialized Mental Health Rehabilitation Program (SMHRP) – St. Joseph’s Hospital East Wing Expansion

A response to the Block Schematic report review has been submitted to the Ministry of Health and Long-Term Care Capital Branch. A follow-up meeting to confirm agreement and next steps is being scheduled. Once the agreement is confirmed a resubmission of the sketch plan documents will be completed. This submission is substantially complete and awaiting confirmation. The goal is to obtain approval to tender prior to the end of this fiscal year (March 31st).

Hospice/Palliative Care Renovations

This renovation project was completed with a tour of the area and media event on October 1, 2013, followed by clients being relocated to the new space on October 2nd. The 10 room renovation included guest/family day beds, room refrigerators and a complete retrofit of ceilings, lighting, night tables, accessories and window coverings. A newly revamped heating source will also improve environmental and air quality and control. We are grateful to the Foundation and the Campaign Committee for the funds raised.

Energy Efficiency Upgrades

The energy efficiency upgrade project (in partnership with Honeywell) at St. Joseph’s Heritage site has commenced and is expected to be completed by June 2014. This project is valued at approximately \$1.2 million and focuses on the replacement of the facility boilers and improvements in lighting. The project will generate operational savings which are being used to fund the project.