



Strategic Priorities *"The focus of our work"*

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

New High Support Home

The construction of a new high support home on Gore Street is underway and progressing steadily. The new home will provide 6 clients with serious mental illness the opportunity to live in the community in a supported residential setting. It is anticipated the new home will be finished by March 31, 2014. This initiative is in partnership with Northern Linkage who is the property manager.

Balmoral Centre Withdrawal Management Services Enhancement Pilot Project

The Balmoral Centre Withdrawal Management Services Enhancement Pilot Project has been underway now for six months. Evaluation results reflect an 18% increase in residential days over the same time period last year and an increase of 152 admissions. Evaluation is ongoing.

Behavioural Support Recommendations for Care Plans

The Psychogeriatric Resource Consultant has been collaborating with Geriatric Telemedicine Nurses regarding client situations in the region. This is a collaborative approach intended to incorporate behavioural support recommendations into resident's care plans with ongoing discussions with the Long Term Care Home team.

Regional Behavioural Health Program (RBHP)

Welcome to Katherine Barca, Manager of the RBHP. The Long Term Care Mobile Team is working with residents at eight long term care homes in the city, by referral through the Seniors' Community Psychiatry Program. To date, three clients have been admitted to the Specialized Behavioural Support Unit.

Electronic Health Record (Meditech)

To support the move to a fully electronic health record, in partnership with Thunder Bay Regional Health Sciences Centre, we are implementing a scanning solution for the Meditech Electronic Record. The Scanning Project Team is conducting process analysis/changes and chart reviews in preparation for scanning of paper patient records targeted for March 2014. This project will further enhance the electronic record with records that are currently paper based, thus providing clinicians with quicker access to historical patient information.

Diversity Planning

The Diversity Committee submitted a Diversity Planning Requirement Plan to the North West Local Health Integration Network. This Plan aligns with our Strategic Plan Priorities for 2012-2015 with a focus on developing French Language Services and Aboriginal Initiatives for this period. The Care Group also participated in the Thunder Bay Multicultural Association's 6th Annual Immigration Forum. The Forum educates the Northwestern Ontario community on best practices for developing community capacity, programs and services that will attract and retain immigrants to Thunder Bay and Northwestern Ontario.

Corporate Principles *"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Family Meetings

On October 10 family members from the Dementia Care Program and the Older Adult Rehabilitation Program gathered to participate in a joint family meeting to discuss various topics. Future meetings will be held on a bi-monthly basis,

facilitated by Jane Gastmeier-Social Worker, to provide a collaborative forum to share relevant information and obtain key input and feedback from family stakeholders.

Collaborative Approaches to Education about Living with Chronic Pain

Two staff from the Chronic Pain Management program presented information at a community session co-sponsored with Osteoporosis Canada, the Arthritis Society, and Community Care Access Centre. About 30 members of the community attended the session and had many questions for the staff. The Chronic Pain Management program presents four of these sessions annually, as well as presenting at a variety of community events, such as the Health Forum, to give people in our community up-to-date information about managing chronic pain.

“Trauma Matters” Workshop

Sister Margaret Smith Centre hosted the first in a series of provincial workshops designed to build knowledge of trauma-informed practices, introduce participants to comprehensive treatment guidelines and enhance services for women. The workshop was sponsored by the Centre for Addictions and Mental Health (CAMH) Evidence Exchange Network, Jean Tweed Centre, Toronto, Ontario and the Ontario Drug Treatment Funding Program. Future workshops will be held in selected communities across the province over the next few months.

Nursing Student Leadership Visit

Confederation College and Lakehead University requested Meaghan Sharp, VP Complex Care & Physical Rehabilitation and Chief Nursing Executive to participate in their Nursing Leadership visit as part of the Nursing Scholarship course. The course is intended to examine the role of the professional nurse and explore issues relevant to nursing at the regional, provincial, national and international levels. The students did research and presentations about St. Joseph's Care Group, followed by a question period with the Nurse Leader at the end of the presentation.

Collaborative Practice

As part of the recent reorganization within St. Joseph's Care Group, a Collaborative Practice Division was developed and is now within the Chief Nursing Executive portfolio. The work of the teams within Collaborative Practice enhances the capacity of the clinical teams to achieve excellence and efficiency in service performance in alignment with the Care Group's mission, vision, core values and strategic priorities. The services within this portfolio include professional practice, clinical education, quality improvement facilitation, client safety (including infection prevention and control) and risk programs. Congratulations to Shelley Peirce who was the successful candidate for the Director of Collaborative Practice.

Safety Initiatives

Based on recent reviews and incidents, two initiatives around safety have been developed for implementation on the fourth floor of St. Joseph's Hospital from September 2013 to March 31, 2014:

- ***A place for everything and everything in its place*** – A dedicated effort to keep the hallways clear at all times. All team members including housekeeping will be participating in this, not only for the units but for the multi-purpose room and other common areas.
- ***Why is there a green sheet hanging in my room?*** – Consistent and ongoing use of repositioning aids for all clients that require them. Kim Forshaw, Occupational Therapist (OT) for the fourth floor has provided appropriate repositioning aids for every client on 4 South and 4 North. Kim will bring forward to the Occupational Therapy Quality Practice Council, the idea that the OT group can work with nurses to increase compliance with repositioning aid use as well as having the OT assess, locate and document the most appropriate repositioning aid for each client upon initial assessment.

Dr. Anton Kolobov and Dr. Simon Lees (NOSM) Collaborate on New Research Project

The purpose of this study is to determine whether a leucine-rich protein supplement will improve rehabilitation of elderly frail patients who are either currently hospitalized or attending physiotherapy sessions on an outpatient basis. The intended outcome is to decrease recovery time following hospital stays, leading to increased independence and quality of life. The study will also lead to improved early identification of patients at risk, and uncover predictors of successful rehabilitation. These results combined will serve to improve individualized patient care.

Interprofessional Clinical Supervision

Dr. Carol Falender is a world renowned expert in models of clinical supervision. NORPIC (the Northern Ontario Psychology Internship Consortium) sponsored a workshop with Dr. Falender in Thunder Bay which was attended by over 100 clinical staff representing many different disciplines from several organizations in our community. Dr. Wendy Lindstrom-Forneri, Clinical Neuropsychologist with the Adult Rehabilitation Program at St. Joseph's Care Group presented an educational program for Psychology interns and staff at the workshop titled *"Building Competence in Clinical Supervision"*. The importance of competent clinical supervision is becoming more recognized and this workshop helped to emphasize the need for training in supervision in order to ensure the development of competent health care providers.

Student Learners

Occupational Therapists, Laurie Macdonald and Sue Delamere, along with the Adult and Older Adult Rehabilitation Programs welcomed Jory Spring, Occupational Therapy student from Queens University, for clinical placement starting October 21 to December 13, 2013. As well, third year Lakehead University nursing students successfully completed their clinical placements on the Adult and Older Adult Rehabilitation Programs.

Collaborative Learning Initiative Session

The Geriatric Assessment and Rehabilitative Care team on 5 North at St. Joseph's Hospital have completed the first of three Collaborative Learning Initiative sessions with facilitators Michelle Addison and Linda Belcamino. Clinical managers from various units have reported that the teams find these sessions very helpful in building team cohesion and making small changes to improve team function.

Outreach Clinics

Leanne Pedri, newly graduated Chiroprapist, will be going to Sioux Lookout to see Center for Complex Diabetes Clients (CCDC) on a regular basis. This initiative hopes to build some sustainability in the community with the Foot Care nurses via face-to-face visits and the use of telemedicine.

Confederation College Lecture and Lab

Members of the Physiotherapy Quality Practice Council, Michelle Addison, Chris Higginson, Bridget Maksymchak and Denise Taylor, provided a lecture and lab to the Practical Nursing students at Confederation College on the topic of Back Safety, Transfers, and Ambulation.

2013 Preceptor of the Year Award

Denise Taylor was awarded the *2013 Preceptor of the Year Award* (Northern Catchment) from the School of Rehabilitation Science at McMaster University. About Denise, one of her students wrote *"She is encouraging and supportive, and uses the principles of motor learning to guide her feedback. She encourages reflective practice of her students and her patients, and makes a point to "think out loud" so students can follow her rationalizations. Her energy is contagious, and her constructive yet positive attitude fosters a rich student learning environment."*

Data Centre

A Request for Proposals has been issued to engage Data Centre consultants to review and assess St. Joseph's Care Group/Thunder Bay Regional Health Sciences Centre current data centre, and to identify options and costs for ensuring our data center is at a tier 8 designation. It is expected that the contract will be awarded by mid-November and the report is expected to be completed by end of January 2014.

Provincial Volunteer Award

Congratulations to Maria Bilyk, a St. Joseph's Care Group volunteer who received the Ontario Senior Achievement Award. This prestigious award was presented to Maria at Queen's Park in Toronto by the Honourable David C. Onley, Lieutenant Governor of Ontario. Maria has been volunteering at St. Joseph's Hospital since 1948 - that's 65 years! She also volunteers for many other organizations in our community and says she volunteers seven days per week. We are so grateful for Maria's incredible commitment and contribution to the Care Group and to our clients.

Windows 7

Information Technology is updating all computer devices to Windows 7 operating system. The current Microsoft operating system is no longer supported. It is expected to take 10 months to upgrade the approximate 1500 devices across all the sites.

Library Services Announces “UpToDate® Anywhere”

UpToDate® (UTD) is an evidence-based, peer-reviewed point-of-care tool for clinicians. “Find clinical answers quickly and easily to make the right point-of-care decisions.” And new this year, UpToDate® is now available – anytime, anywhere via your mobile device. Consult the St. Joseph’s Care Group Library website to register.

International Credential Awarded

Loretta Turpin, Coordinator of Volunteer Services, was recently awarded the credential “Certified in Volunteer Administration” by the Council for Certification in Volunteer Administration, an international association. The credential is awarded after a rigorous process that includes a performance-based portfolio, self-evaluation and two hour examination, all judged by a panel of professionals. Congratulations to Loretta for attaining this international credential that demonstrates professional excellence in mobilizing and managing volunteer resources.

Immunization Program Launched

It's Real, It's Serious, It's Coming ... Protect Yourself!

The Influenza Immunization Program launched on the week of October 21, 2013 with fifteen flu clinics held at various sites to provide easy access for staff and volunteers. All St. Joseph’s Care Group employees who receive the flu shot will receive a complimentary treat and a chance to win a grocery gift card.

Budget Development

The annual operating and budget development process has commenced and management education sessions were held outlining the process, timelines and expectations. The process includes the submission of planning templates to ensure there is alignment of portfolio/divisional/departmental plans to the corporate strategic plan and directives. We have also introduced a requirement to review benchmarking and peer comparison data to look for opportunities to improve efficiency and effectiveness. Planning and financial budget submissions are due November 29, 2013.

Capital Updates

CEISS (Centre of Excellence for Integrated Seniors Services)

Construction continues to progress on schedule and on budget. Additional discussion related to the Phase 2 business case is occurring with the LHIN and Ministry of Health and Long Term Care (MOHLTC). We continue to work on obtaining approval within the timeline required within the construction contract.

A financing strategy for the project has been developed and financing options are being assessed. One option available is through Infrastructure Ontario. Documentation is being submitted to Infrastructure Ontario to enable St. Joseph’s Care Group to access this financing source. A financing RFP has been developed and will be issued in the near future.

An operational steering committee has been established to oversee the development and implementation of transition plans to the new facility. The key outcome is to ensure a safe and seamless transition for residents from their current facility to the new CEISS home. There is a significant amount of work to bring CEISS to an operational state once construction is completed.

SMHRP (Specialized Mental Health Rehabilitation Project)

The Hospital and Ministry of Health and Long Term Care have reached an agreement on the Block Schematic report and we are moving to the next stage of the capital process which is the submission of Sketch Plan documents. A draft submission will be received the week of November 11th and will be submitted once it is reviewed and approved by the project management team. This is the final stage prior to tendering the project.