

Leadership Team Report

February 2014



Care
Compassion
Commitment

Mission Moments

"Exceptional care is alive and well at St. Joseph's Care Group. Clients are treated with the utmost dignity and respect. Staff engages with clients and this is the most important part of their care. Staff all sing the same chorus and they all have a common understanding of what is happening. It's truly a team approach."

Dennis Bevilacqua, Family Member

Strategic Priorities

"The focus of our work"

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

Support for Supportive Housing Tenants

In an effort to support the increased acuity of tenants within supportive housing, the Northwest Local Health Integration Network (NW LHIN) has increased funding to hire several new Personal Support Worker (PSW) positions as well as expansion of the recreationist position. The Client Counselor position has increased from part time to full time hours as well as part time clerical support which will now enable this support seven days per week.

Hospice Palliative Care Open House

Hospice Palliative Care Services held an open house for the Hospice Palliative Care Team and community partners. Colleagues from Thunder Bay Regional Health Sciences Centre and the Centre for Excellence in Aging and Health attended. It was an opportunity for all to view the new donor recognition wall, the quilts donated by the Thunder Bay Quilters Guild, and a newly renovated client room.

Client-Centred Care Staff Engagement

As part of the Model of Client-Centred Care Implementation Plan, a short Client-Centred Care presentation was developed by staff, clients and family members, and made available for managers to share with staff. Goals of the presentation are to introduce the Model of Client-Centred Care and to engage staff in discussions about client-centred care principles.

LPH Bed Closures

We are currently operating 48 inpatient beds at our LPH site. Ongoing bed reductions will continue over the next two years until the bed count reaches 38 beds. Effective January 27, 2014, the Dementia Care Program at Lakehead Psychiatric Hospital closed permanently. All 10 clients from the program were relocated to the Older Adult Rehabilitation Program (OAR) and have settled into their new environment. Thanks to the staff who worked diligently to support this transition for the clients and their families.

Annual Family Tea

Tina Matthews, Supervisor of Support Services at PR Cook held her annual Family Tea at PR Cook. Tina and the many members of her family have been hosting a special tea every year for the tenants at PR Cook. She along with her family provides all the homemade baking and sandwiches. Each year they take donations for Toys for Tots and have contributed thousands of dollars to the Toys for Tots fundraiser. This was the twentieth year Tina and her family has so generously donated their time and goodies to provide something a little special for the tenants of PR Cook.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Client and Staff Safety

In an effort to improve work flow and safe transfers for nursing and clients on Medically Complex Care (2N), a buddy system designed with input from nursing staff will be trialed on the unit.

Quality Improvement Planning – 2014/15

The next planning cycle for submission of the Quality Improvement Plan (QIP) is underway. A working group has been established to review the indicators from previous years and to make recommendations for this year's QIP, which will ultimately be approved by the Board of Directors prior to posting by March 31, 2014. Thank you to all of the staff who have been involved with the many quality initiatives over the past year, and we look forward to your continued enthusiasm and input as we work to make SJCG as safe as possible for the people we serve!

Problem Gambling Programs

The Sister Margaret Smith Centre was featured in a recent article published by the Problem Gambling Institute of Ontario (PGIO). The PGIO Newsletter contains information, news and events for professionals concerned about problem gambling.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Changes in People, Mission & Values Portfolio

We are extremely pleased to announce the appointment of Tom Shortreed to the position of Director, Employee Relations, Safety & Wellness as of January 27, 2014. Tom joined the Care Group in 1990 as a Human Resource Coordinator. Over the years Tom has developed an impressive skill set in the areas of employee relations, occupational health and occupational safety. Please join us in wishing Tom well in his new role.

On January 6, 2014 Gary Vance was welcomed to St. Joseph's Care Group to the position of Manager, Occupational Safety & WSIB Claims. Gary came to us from WSIB and has conducted the Work Well Audit for SJCG, thus making him very familiar with our operations. Prior to WSIB Gary worked for IAPA (Industrial Accident Prevention Association) as a Field Consultant. Welcome to the Team Gary!

Mental Health Staff Public Service

- Dr. Jack Haggarty gave a talk at the King Edward Memorial Hospital in Mumbai, India on the results of a study investigating suicide occurrences in Nunavut. The study used a technique called "Psychological Autopsy" to understand the context of these deaths.
- Dr. Jack Haggarty is the faculty advisor for a student-led clinic located at NorWest Community Health Centre that includes Lakehead University students from the Faculty of Health Sciences and the Northwestern Ontario School of Medicine.
- Dr. Mary Ann Mountain chaired a site visit team as part of the accreditation process for the psychology internship at the Centre for Addictions and Mental Health.

Complex Care and Physical Rehabilitation Manager

The Complex Care and Physical Rehabilitation Management team is excited to welcome John Clack as the newest Clinical Manager, for the Medically Complex (2N) and Reactivation (2S) units. John comes to the team with experience as a front-line occupational therapist and as a leader in various venues.

Health Professionals Advisory Committee

Robin Cano, Palliative Care Telehealth Registered Nurse and John Clack, Clinical Manager have been invited to sit on the North West Local Health Integration Network (NW LHIN) Health Professionals Advisory Committee (HPAC). This committee provides the NW LHIN with advice on key questions related to patient/client-centred care, implementation of the Integrated Health Services Plan, and other strategic initiatives.

Certified Spiritual Care Specialist

Barb Fugelsang, Spiritual Care Associate has successfully completed the process required to become a Certified Spiritual Care Specialist with the Canadian Association of Spiritual Care.

Retirements

Connie Lamothe Registered Nurse Ambulatory Care has retired as of December 31, 2013. Connie was a member of the last graduating class from the St. Joseph's School of Nursing in 1970. Linda McMillin, clerk/typist, retired December 24, 2013 after 40 years of service with the Care Group. Congratulations to Connie and Linda, and thank you both for your many dedicated years at St. Joseph's Care Group!

Municipal Committee Role

Loretta Turpin, Coordinator of Volunteer Services, was appointed by City Council as a member to the City of Thunder Bay's Official Recognition Committee. The Committee is responsible for the annual Citizens of Exceptional Achievement awards. Loretta will bring great insight, creativity and experience to this role, after many years of responsibility for St. Joseph's Care Group volunteer recognition activities, and recently joining the Employee Recognition Planning Committee.

Capital Updates

Centre of Excellence for Integrated Seniors Services (CEISS)

SJCG has still not received approval for the Phase 2 business plan and regular follow-up with the Ministry and LHIN is occurring.

The operational steering committee is meeting regularly and each of the working groups have been established and are developing their project charters and plans. The role of this committee is to oversee the development and implementation of transition plans to the new facility and will meet monthly to monitor progress. The key outcome the team is striving for is ensuring a safe and seamless transition for clients from their current facility to the new CEISS home.

The Financing RFP related to the CEISS project closed on January 23, 2014. Evaluation of financing proposals is underway. The range of financing required is \$38 million to \$47 million over a 20 to 25 year term.

Specialized Mental Health Rehabilitation Project (SMHRP)

The Hospital submitted the Sketch Plan documents to the Ministry on December 13, 2013. The Ministry review process is targeted to be completed in 8–9 weeks. The Project team is preparing the tender documents for submission to the Ministry once the Sketch Plan report is approved. The Hospital continues to target the spring of 2014 for issuance of the tender for the project.

High Support Home – Mental Health

In partnership with Northern Linkage, construction of a new high support home on Gore Street is underway and progressing steadily. The home is fully constructed and inside work is moving ahead. This new home will provide 6 clients with serious mental illness the opportunity live in the community in a supported residential setting, and will be operational on February 28, 2014.