

## Mission Moments

*"The staff at Sister Leila Greco Apartments (SLGA) is so important to the lives of its residents. At SLGA, we are cared for with care and compassion and loved by all the staff. We have everything we will ever need here. God bless the Sisters of St. Joseph of Sault Ste. Marie and all the staff who are our caregivers."*

*Tenant, Sister Leila Greco Apartments*

### Strategic Priorities

*"The focus of our work"*

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

#### Education for New Employees

One component of New Employee Orientation is to provide opportunities for all new employees to learn about the Model of Client-Centred Care and engage in discussions about client-centred practices. This initiative is part of staff engagement activities of the Model of Client-Centred Care.

#### Hospital Elder Life Program (HELP)

In partnership with Thunder Bay Regional Health Sciences Centre (TBRHSC), a Hospital Elder Life Program will be established on the medical units at TBRHSC. This program is volunteer-based, and is intended to keep seniors as mobile as possible while hospitalized. The HELP Program has demonstrated success in other organizations.

#### Rheumatology Triage Clinic

Individual front-line providers and programs continue to suggest creative ways to better serve the Aboriginal population. Most recently, Noel Heath, an occupational therapist in the Rheumatic Diseases Program at St. Joseph's Hospital, submitted an innovative proposal that aims to implement a Rheumatology Triage Clinic for Northern Communities. The objective of this initiative is to improve access for aboriginal people from northern reserves and communities, where there is a high incidence of rheumatic disease, to specialized rheumatic disease services in our region.

#### Delirium Screening Trial

The Extensive Services team completed a Delirium Screening trial for clients over age 65 admitted to the unit in January, with significant support from Complex Care Psychologist, Dr. Mun Tran. The trial is part of a broader study being conducted through Sunnybrook Hospital and province-wide results will be available in the fall of 2014. Dr. Tran is working with the team and Information Services to implement a delirium screening intervention on the electronic medical record.

#### Community Seniors' Health

Integrated Seniors' Services, consisting of Seniors' Community Psychiatry, Geriatric Assessment Program, Manor House Adult Day Program, and Day Hospital, has been renamed *Community Seniors' Health* and now falls within the newly restructured Seniors' Health portfolio. The management structure for this new division is as follows:

Katherine Barca, (Manager, Regional Behavioural Health Services) now has responsibility for Seniors' Community Psychiatry, aligning well with the Behavioural Supports Ontario Long Term Care Outreach Team and the Specialized Behavioural Support Unit. Lisa Petersen, (Team Lead for the Manor House Adult Day Program) is the temporary Coordinator supporting the Geriatric Assessment Program, the Psychiatry Day Program at the Lakehead Psychiatric Hospital, the Day Hospital at St. Joseph's Hospital, and the Manor House Adult Day Program.

## **Presentations**

Teresa Legowski, Case Manager, presented on “Dementia and Responsive Behaviors” to the Safety Attendants at TBRHSC and at New Employee Orientation session at St. Joseph’s Care Group.

## **Chronic Disease Action Plan**

The Chronic Disease Steering Committee has completed a first draft of an action plan for the organization.

## **New Physiotherapy Provider in Long Term Care**

Saint Elizabeth Health Care is the new provider for physiotherapy and exercise programs at Bethammi Nursing Home and Hogarth Riverview Manor.

## **Opening of New High Support Home**

On February 28, 2014, a new high support home located on East Gore Street opened. The newly constructed residence, built in partnership with Northern Linkage Community Housing, provides six clients with serious mental illness the opportunity to live in the community in a supported residential setting. Six clients commenced the gradual transition in stages from Lakehead Psychiatric Hospital to the new home where they will be supported by nursing and community support assistants working on site.

## **Family Meeting**

On February 19, 2014, Jane Gastmeier, Social Worker - Older Adult Rehabilitation (OAR) Program facilitated a meeting for family members of clients from the former Dementia Care Program and OAR. The meeting focused on obtaining feedback from families related to the process of relocating Dementia Care to OAR and to discuss the current environment on OAR since the relocation. The feedback received from family members was very positive; many were pleased with how well the move went and were happy with how the clients have settled into their new environment. In addition, families also voiced their satisfaction with the current environment and care on OAR.

## **Walk for Memories**

On February 2, 2014, three clients and their family members joined Peggy Derkacz, Leisure Life Skills Instructor, at Intercity Mall and participated in the *Walk for Memories* event in support of the Alzheimer’s Society.

## **Valentine’s Tea**

A tea was held to celebrate Valentine’s Day on the Older Adult Rehabilitation Program, at which male clients surprised their wives with a beautiful rose. The tea was well attended and received by clients, families and staff.

## **Mental Health Clients Publish “The Butterfly Collective”**

People with mental illness have used artistic outlets to express their thoughts and feelings for centuries. Supported by a recreation staff member in Outpatient Mental Health, a writing group was formed to help clients develop writing skills. *The Butterfly Collective* is a collection of their writings that emerged from these workshops. The book is dedicated to “those who face emotional challenges and also to those who offer help”. Books will be sold to fund further productions of this group and any proceeds will be managed through the Employment Supports program.

## **Same Day Counseling Services Offered**

Referrals to mental health outpatient services have continued to average 180-200 monthly. The intake group ensures that people have been referred to the right place by completing intake assessments in a timely fashion however the waiting lists for therapy are quite long. All clients on the waiting lists have now been offered the opportunity for “same day counseling”. By calling St. Joseph’s Health Centre in the morning, they can be seen by a counselor that day. This new service is being evaluated for 6 months to determine if it is helpful to clients while they wait for more intensive treatment.

## **Corporate Principles**

*“Guide posts for how we work”*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

## **Outpatient Ostomy Clinic**

Cheryl Ertl, Enterostomal Therapist (ET), collaborated with the Community Care Access Centre to have St. Joseph’s Care Group added to its short stay check list so that all clients in the region with a new ostomy are referred to the outpatient ostomy clinic.

### **Enterostomal Wound Team**

The Enterostomal Wound team has continued to work on the Skin Matters Program. Donna Fossum and Kaitlyn Pyle Enterostomal Therapists (ETs) continue to work with the pressure ulcer prevention committee. The team is working to update and improve the Meditech interventions for integumentary, the Braden scale, and wound assessments. Ambulatory Care services continue to move towards electronic documentation in conjunction with the Scanning Project.

### **Staff and Client Safety**

In an effort to improve work flow and safe transfers for nursing and clients on Medically Complex Care (2 North at St. Joseph's Hospital site), a buddy system designed with input from nursing staff, continues to be trialed. This system involves assigning each nurse a specified buddy on a daily basis, so that all team members have an identified partner to assist with lifts and transfers, with the intent of reducing injuries and making transfers safer for clients.

### **Community Referrals**

Gail O'Quinn, Clinical Manager, Geriatric Assessment and Rehabilitative Care (GARC) and Extensive Services, and Jane Hodges, Client Flow Coordinator, and Janine Black, Director, Inpatient Complex Care and Physical Rehabilitation, continue to meet with partners from the Northwest Community Care Access Centre, Thunder Bay Regional Health Sciences Centre Emergency Department (ED), and Community Seniors' Health, to increase the number of referrals from the community directly into the GARC program, in an effort to keep people living independently at home as long as possible and to reduce avoidable ED visits and acute care admissions.

### **Late Career Nurse Initiative**

Two nurses have been approved to take part in the Late Career Nurse Initiative. These nurses have received education and guidance related to St. Joseph's Care Group (SJCG) Hand Hygiene program and their primary focus will be to develop a strategy to engage clients and visitors in the hand hygiene program. They have developed presentation materials which they will share with clients and visitors at the various sites of SJCG. They will set up in various common areas throughout the Care Group, such as lobbies and entry ways, and will also visit the client care areas.

### **New Mental Health Team to Promote Flow**

A new team is being developed within Community Mental Health Services to support clients who need some level of ongoing support, but who have completed the rehabilitation phase of their recovery. Staff from the Community Support Program case management team, Rehabilitation Outpatients, Medium Support Housing, Homes for Special Care, Employment Supports, TeamWerks, and Recreation staff are coming together to plan for a comprehensive service that will support clients in the community to maintain their mental and physical health.

## **Strategic Enablers**

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Canadian Nursing Association Biennial Convention Presentation**

Robin Cano, Palliative Care Telemedicine Nurse, was notified in January that she was chosen from more than 160 applicants to present at the 2014 Canadian Nursing Associations biennial convention in June 2014. Robin's submission, "Telemedicine Nurses: Bridging the Gaps in Our Region", will focus on the program developed over the past year, with a particular focus on reaching Aboriginal clients.

### **Winter Wellness Sleigh Ride**

On behalf of the Wellness Committee, a big thank you to all St. Joseph's Care Group employees who participated in the Winter Wellness Sleigh Ride held on Family Day at Centennial Park. The event was a great success with over 150 employees and family members attending! The evening included sleigh rides and tobogganing, followed by hot chocolate and homemade cookies in the chalet. This year, in honor of celebrating Therapeutic Recreation awareness month, the Therapeutic Recreationists' provided additional indoor and outdoor wellness activities. Thank you to Keli Cristofaro, Dana Burton, Alexandra Thibodeau and Scott Williams for providing these creative leisure activities.

### **Canadian Certified Physician Executive**

Congratulations to Dr. Paul Mulzer and Dr. Suzanne Allain on achieving the Canadian Certified Physician Executive (CCPE) status from the Canadian Medical Association. CCPE status is awarded to recognize physicians who have demonstrated a high level of professional leadership competence.

### **Coordinator, Client Safety and Risk**

Linda Belcamino has been hired in the role of Coordinator, Client Safety and Risk. She commenced her new role on February 3, 2014.

### **Mental Health Research**

Dr. Jack Haggarty and Northern Ontario School of Medicine summer student Graham Gaylord presented their research on the effects of shared mental health care on referral patterns. The results of their study indicated slightly higher referral rates to mental health services from shared mental health care sites, compared to primary care settings without shared care. The conclusion of the authors was that physicians at shared care sites are more aware of mental health issues and therefore are more likely to refer more serious or complex clients to community mental health services.

### **Leadership Training Opportunity**

Congratulations to David Engberg and Julie Zdep who have been nominated to attend the *Dorothy Wiley Nursing and Health Leaders Institute*. The Dorothy Wylie Nursing and Health Leaders Institute is a two-part, 7-day, interprofessional, residential leadership institute with a variety of highly respected speakers and facilitators. Julie and David will be presenting to the Management Team once they have completed the program where they will share what they have learned and how they will put their learning into action.

### **Capital Updates**

#### ***CEISS (Centre of Excellence for Integrated Seniors Services)***

SJCG has still not received approval for the Phase 2 Business Plan and regular follow up with the Ministry of Health and Long Term Care and North West Local Health Integration Network is occurring.

The Financing Request for Proposal (RFP) related to the CEISS project closed on January 23, 2014. Evaluation of the financing proposals has been completed and will be presented to the Finance Committee for Board approval. The range of financing required is \$38 million to \$47 million over a 20 to 25 year term.

Construction has been challenging during the extreme cold periods however the project remains on schedule. Costs are within budget with no significant change orders.

The Food Service consulting team met with the Care Group team to review design and equipment specifications and determine if there any modifications required. This is a fairly complex area from the standpoint of the volume of service to be provided once CEISS is fully operational as well as the logistics related to the preparation and delivery of meals.

#### ***SMHRP (Specialized Mental Health Rehabilitation Project)***

SJCG submitted the Sketch Plan documents to the Ministry of Health and Long Term Care (MOHLTC) on December 13, 2013. We have just received comments from the MOHLTC review process and will be responding in a timely manner. The Project team has updated the design drawings to a pre-tender level and an updated costing is being prepared to include in the next submission. As well, we have reviewed and updated the Furniture, Fixture and Equipment budget that will be provided in the pre-tender submission. Given the delays in the submission and review process the earliest possible tender date is estimated at June 2014.