

Mission Moments

"Staff is nurturing, kind, loving and compassionate and we are never judged when we come here. This program is a life-line for us all. It is here when we need it. Our needs change and the program meets our needs as they change. This program has been paramount to my recovery and I am thankful for everything it offers me as an individual."

Client, North West Concurrent Disorders Program

Strategic Priorities

"The focus of our work"

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

Transition Unit Capacity and Flow

As a result of the Crisis Designation for St. Joseph's Hospital, we achieved some flow to long-term care from the Transition Unit, 4 South at St. Joseph's Hospital (4S). The 4S team continues to work together to meet the needs of the clients on the unit while they wait to move to a long-term care home. There have been a number of clients with responsive behaviors on the unit and other units and, as a result, Complex Care psychologist Dr. Mun Tran, Seniors' Mental Health Case Manager, Rose Olesiak, and Geriatric Psychiatrist Dr. Patricia Lepage, have increased their support to the various units.

Hospice Palliative Care Memorial Service

The Hospice Palliative Care February Memorial Service was held February 9, 2014 where we remembered 75 clients who died with us between August 16 and December 15, 2013. There were approximately 65 persons in attendance.

St. Patrick's Day Celebrations

Clients from the Older Adult Rehabilitation Program attended a St. Patrick's Day Celebration at Dawson Court on March 17, 2014. The event was well attended and enjoyed by clients, volunteers and family members.

Enterostomal Therapy (ET) Services

Marianne Kulp, Manager, Chronic Disease and Clinical Support, and Cheryl Ertl (ET) met with Long Term Care partners to improve access to ET (wound and ostomy) assessments via Ontario Telemedicine Network (OTN).

The Enterostomal Therapists (ET) of the Regional Wound Program met with regional partners to equalize and improve access to wound care supplies. A basic formulary was developed and sent to the region for feedback.

Cheryl Ertl and Donna Fossum Enterostomal Therapists (ETs) met with an Ontario Telemedicine Network (OTN) representative to discuss the Telewound pilot project which will be initiated in the Long Term Care units of three regional small hospitals (Nipigon, Marathon and Atikokan).

Gentle Persuasive Approach (GPA) Training

Anna Grenier and Stephanie Ross, Certified Gentle Persuasive Coaches, provided GPA training for staff of Hogarth Riverview Manor and Bethammi Nursing Home during March. Several sessions were held, bringing teams together to learn new techniques to work with our long term care residents.

Partner Collaboration

The inpatient management team continues to work closely with community partners to improve client flow in and out of St. Joseph's Hospital. Key collaborative projects at this time include Stroke and Hip Fracture Quality-Based Procedures; Geriatric Assessment and Rehabilitative Care; and Palliative Care, impacting most of the inpatient units.

Medication Reconciliation in Mental Health

Garry Prokopowich, Pharmacy Manager, participated in a teleconference with the provincial Mental Health and Addictions Quality Initiative Sub Working Group – Medication Reconciliation, to discuss current variations in medication reconciliation processes and potential standardization across mental health facilities in Ontario.

Adult Rehabilitation Program Participates in Research Project

The Adult Rehabilitation Program, the Royal Ottawa Hospital, and St. Joseph's Healthcare in Hamilton are participating in a research project titled: *"Ensuring Uptake of Research Evidence and Knowledge by All (EUREKA): A strategy for persons with mental illness"* funded by the Canadian Institute of Health Research (CIHR). The research project is co-led by Dr. Lyn Martin, Associate Professor in the Department of Health Sciences, Lakehead University in collaboration with Dr. Christopher Perlman (University of Waterloo) and Dr. Peter Bieling (St. Joseph's Healthcare Hamilton). The goal of the research project is to promote use of shared decision-making processes in mental health care which will ultimately support clients' participation in their own care.

U-Turn Media Launch

On March 18, 2014, Thunder Bay Counselling Centre, St. Joseph's Care Group and Children's Centre Thunder Bay unveiled *U-turn* to a group of Sir Winston Churchill Collegiate and Vocational Institute students. Formerly known as Integrated Youth Services, *U-turn* is a network of agencies that provides support for young people experiencing issues related to mental health and substance use. *U-turn* will connect youth with the right supports and services to help youth make positive changes in their lives.

Adult Addiction Programs

The provincial *"Specialized Geriatric Addictions Services Community of Interest"*, of which Sister Margaret Smith Centre Older Adult program is a partner/member, hosted a workshop on Opioid Problems: Treatment Solutions - the Geriatric Perspective - on March 21, 2014 in the Georgian Room at St. Joseph's Heritage. The workshop was broadcast provincially through the Ontario Telehealth Network (OTN).

New Mental Health Services Relationship with Thunder Bay Regional Health Sciences Centre (TBRHSC)

After five years, the integrated mental health leadership initiative with TBRHSC has come to a close. The initiative afforded an opportunity to improve understanding, both at the management level and front line staff level, of the challenges faced by each organization in providing mental health care. A substantial amount of collaborative planning took place that will continue to inform the development of mental health services. We look forward to continuing to work closely with mental health staff at TBRHSC to ensure quality care for our clients.

Capacity Building with Nurse Practitioners in Primary Care

Dr. Jack Haggarty, Medical Director of Community Mental Health, supports a number of nurse practitioners in the community to provide primary care psychiatry for clients with mental illness. Building capacity to provide adequate primary care psychiatry in community clinics is essential to ensuring access to psychiatry services. Clozaril is a medication used to control psychotic symptoms in schizophrenia that has a high potential to cause neutropenia (depletion of white blood cell component). Standardized monitoring is required by Health Canada to reduce the potential lethal complications of this drug. Dr. Haggarty has supported the first Nurse Practitioner to monitor a patient on Clozaril. This is an important milestone in capacity building in primary care.

Quality Improvement Plan 2014-15

The 2014-15 Quality Improvement Plans for Hospital and Long-term Care have been finalized and are now posted on St. Joseph's Care Group external website under Accountability & Transparency. Also included is a Progress Update for the 2013-14 Quality Improvement Plan.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Canadian Association of Enterostomal Therapists (ET)

Donna Fossum (ET) has accepted the position of Ontario Regional Director for Ontario, Canadian Association of Enterostomal Therapists. This is a two year term beginning in May 2014.

Hospice Northwest Volunteers

Social Worker Deb Spear and Spiritual Care Associate Barb Fugelsang facilitated the monthly session with the Hospice Northwest volunteers. There was discussion and debriefing related to the counseling work they all provide, or are asked to provide, to varying degrees.

Extensive Services Unit Renovations

Painting of the Extensive Services Unit (5 South at St. Joseph's Hospital) began in February, with creation of a 4-bed unit Lakeside Lounge to avoid bed closures. The move of clients and commencement of the painting has gone smoothly and the rooms will be much more welcoming when complete, with space for providers to write information on client's white boards and for clients to hang mementos.

Diabetes Education Sessions/Training

Jennifer Ross, Registered Dietitian, attended a two day insulin pump training session at Johnson and Johnson (Animas) in Markham, Ontario on February 27 and 28, 2014. Lorrie McKeivitt, Registered Nurse, attended a Medtronic Type 1 Diabetes Education Session titled "Optimizing Education & Care in Type 1 Diabetes" on February 27, 2014 in Mississauga. Stephanie Chow, Registered Nurse, presented to Bayshore Home Health nursing staff regarding diabetes on February 5, 2014.

Pharmacy Conference

Teresa Bruce, Pharmacist, and Garry Prokopowich, Pharmacy Manager, attended the annual Canadian Society of Hospital Pharmacists Professional Practice Conference in Toronto.

Employee Recognition

March was "Employee Recognition Month" for St. Joseph's Care Group (SJCG). Managers organized and hosted celebrations to recognize all staff for their hard work and commitment to SJCG. Individuals who reached a career milestone from 5 to 40 years of service in 2013 were presented with gifts at these events. On Saturday, March 22nd, a reception and dinner was held at the Valhalla Inn recognizing long-term employees and retirees. The event included a variety of hot and cold appetizers followed by a gourmet four-course meal and entertainment provided by a local musical trio. Board of Directors Chair Gary Johnson and President & Chief Executive Officer Tracy Buckler delivered messages of appreciation to all employees, with a special tribute to the 2013 retirees.

Co-operative Education Students

Nine High School students have been accepted by St. Joseph's Care Group for their co-op placements this semester. The students will be on placement at various sites throughout the organization until June.

Business Intelligence – Building a Data Warehouse

Development is now underway to design and develop a Data Warehouse Infrastructure. This is a joint initiative with Thunder Bay Regional Health Sciences Centre. The Data Warehouse is the foundation of a business intelligence

system which will allow storage of data from a variety sources to improve access and quality of data to support decision-making across to the organization.

Director, Organizational and People Development

We are very pleased to announce the appointment of Lisa Beckwick to the position of Director, Organizational and People Development. Lisa started with us on February 24 supporting Recruitment and Retention, Corporate Learning, Research Ethics and Library, and the Research Team. Lisa joins us from the City of Thunder Bay where she was a Staffing and Organizational Development Specialist. Lisa is a known leader in her field and a very active community volunteer.

Director, Communications & Engagement

Welcome to Kellie Hudson who joined us on March 17 as Director, Communications & Engagement covering for a one year maternity leave. Kellie joins us from the Northwest Local Health Integration Network (NWLHIN) where she was the Director of Communications & Engagement. Kellie has also worked with the Lakehead Public School Board and as Assistant Editor at the Toronto Star for 13 years. We are very pleased to have her expertise in communications, media relations and engagement for the upcoming year.

Capital Updates

CEISS (Centre of Excellence for Integrated Seniors Services)

St. Joseph's Care Group 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) has been completed and the selection has been approved by the Board. Financing agreements are being put in place and will be completed by the end of April.

SMHRP (Specialized Mental Health Rehabilitation Project)

St. Joseph's Care Group received approval to submit pre-tender documents. The pre-tender submission was provided to the Ministry Capital Branch the week of April 7, 2014. The submission includes the finalized furniture, fixture and equipment list as well as the amended local share agreement based on the updated quantity survey cost estimate. The overall project is valued at approximately \$56 million. The earliest possible tender date is estimated at June 2014.

Temporary Transitional Care Unit - LPH

The establishment of the temporary 26-bed Transitional Care Unit is underway. The unit is being painted to refresh the space and provide a welcoming environment. The equipment required for the unit has been ordered and will be tested and put into service prior to the opening of the unit. Clients will be provided with telephone and television services, and a nurse call system is being installed. All equipment and systems will be able to be transferred and used at other sites when the Transitional Care Unit is closed.