

## Mission Moments

*"I have lived at PR Cook Apartments for over 27 years. I love the activities offered and the volunteering that I do. It keeps me busy and there is always something to look forward to. The residents and staff are my good friends."*

*Tenant, PR Cook Apartments*

### Strategic Priorities

*"The focus of our work"*

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

#### Board Engagement - Storytelling

As part of the Model of Client-Centred Care, the first of a three-part storytelling series took place at the Board of Directors meeting on April 16, 2014. Matthew Mihalus, former client of Inpatient Rehabilitative Care Services, and Darren Lillington, Regional Services Coordinator with Spinal Cord Injury Ontario, shared insights about care at St. Joseph's Care Group (SJCG) and discussed how the two organizations can collaborate even further to better support clients transitioning from hospital to home.

#### Northern Ontario Academic Medicine Association Pilot Project Funding Awarded for CATCH-UP

We are pleased to announce that the Northern Ontario Academic Medicine Association has awarded \$49,921 over two years toward the creation of an innovative model of care for clients actively involved in substance use programs. Based on principles of client-centred care and founded on best practices for chronic disease self-management, the CATCH-UP clinic will provide comprehensive, on-site screening for clients who are experiencing multiple risk factors such as smoking and often untreated chronic health conditions such as diabetes and high blood pressure.

#### Alternate Level of Care Project

A clinical review involving the interprofessional assessment of 10 clients from the Older Adult Rehabilitation Program designated Alternate Level of Care (ALC) and not eligible for Long-Term Care was initiated in February 2014. Clinical staff and members of our Research Department participated in the review. The purpose of the project is to help inform decision making and planning about the most appropriate level of care and discharge needs of each client.

#### Chronic Disease – Capacity Building in the Treatment of Chronic Pain

The Minister of Health announced funding in April for implementation of an Extensions of Community Healthcare Outcomes (ECHO) project in chronic pain. Pain specialists will be connected to primary care providers in three Local Health Integration Networks (Central, Central West and Northwest) through the Ontario Telehealth Network offering weekly case conferences. The Chronic Pain Management team at St. Joseph's Care Group will be one of the participants in this capacity building education initiative. ECHO is a model of capacity building developed in New Mexico that provides primary care practitioners with training and advice on best care methods for chronic pain patients. One in five Ontarians suffers from moderate to severe chronic pain daily or most days of the week. This initiative will support physicians and nurse practitioners in selected sites across Northwestern Ontario for the duration of the two-year project.

#### Spiritual Care in the Community

Spiritual Care on the third floor extended into the community this month. One former client with an acquired brain injury (ABI) was in need of support at a residential school hearing in the community. He had built a trust relationship with the Spiritual Care provider while he was in the ABI program and requested her to be a supportive presence, as he struggled with word-finding. Although extremely difficult, he was able to tell his story with integrity and clarity. This is one small way that St. Joseph's Care Group shows its dedication to client-centered care through the healing mission of Jesus and the values of care, commitment and compassion.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Request for Proposal Evaluator**

Garry Prokopowich, Manager of Pharmacy Services, served as an evaluator for a Request for Proposals (RFP) issued by the NorthWest Supply Chain on behalf of several rural hospitals. The RFP was for the purchase of automatic dispensing cabinets and associated packing and distribution equipment

### **Pharmacy Examining Board of Canada**

Pharmacy assistants, Susan Butler, Heather Speak and Tammy Winters, participated in the Pharmacy Examining Board of Canada Qualifying Exam, a necessary step in their progress towards becoming Registered Pharmacy Technicians. Priyanka Patel, casual pharmacy assistant, completed her pharmacy technician internship and is now able to become a Registered Pharmacy Technician.

### **Unit Dose Models**

Garry Prokopowich, Manager of Pharmacy Services, delivered a short presentation to Nursing and management staff at the LPH regarding the different unit dose distribution models. The purpose was to elicit feedback to help determine which model of distribution the hospital should be planning for in the near future.

### **P. R. Cook Initiative for Rheumatic Disease Program Clients**

Two clients are currently staying in the bedsitter units at P. R. Cook Apartments that have been converted to host clients of the Rheumatic Disease Program at St. Joseph's Hospital. Feedback has been extremely positive thus far. Clients of the Rheumatic Disease Program were previously admitted to inpatient beds, so this initiative will eventually free up four beds on the 3<sup>rd</sup> floor.

### **Withdrawal Management Pilot Project**

Enhancements for Withdrawal Management Programs at Balmoral Centre has completed the first year of operation. This project was designed to enhance access to services and the level of care provided to clients of the Centre through the addition of Registered Practical Nurses to the current staffing complement. To date, we have met or exceeded service targets and demonstrated an increase of 46% within the first year.

### **Employment Options Collaboration**

Employment Options and the Green Werks Garden have been granted \$2,500 to participate in the feasibility study, Project Soil at Wilfred Laurier University. The money will be used to purchase raised flower beds that will be incorporated into the therapeutic walking trail adjacent to the main garden that is targeted to grow over 2,000 pounds of produce this year. The Green Werks Garden, located at Lakehead Psychiatric Hospital, is participating in the study as a lead example of how institutional land can be used for onsite food production as well as contributing to the recovery of clients with mental health and addictions challenges.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Late Career Nurse Initiative**

Clara Letourneau, Registered Nurse (4N) and Sue Haley, Registered Nurse (2N) participated in the Late Career Nursing Initiative and targeted use of client repositioning aids as their project. Hands-on education on the use of the repositioning aids was part of the focus of the work as well as identification of gaps on units as to the number of repositioning aids available.

### **Balanced Workloads**

Medically Complex Services (2N) will be implementing a system of rotating nursing loads to ensure all staff is familiar with the needs of all clients and to prevent patient/nursing burnout. Teams will use this model, in addition to the acuity tool, to ensure balanced workloads.

### **National Canadian Physiotherapy Association Clinical Education Award**

Congratulations to Jordan Bonham for receiving the National Canadian Physiotherapy Association Clinical Education Award for 2014. This award is presented to a Canadian Physiotherapy Association member who has made outstanding contributions as a clinical instructor to the education and development of undergraduate students through innovative learning experiences. Jordan has been a preceptor to students from Queen's University, University of Toronto, Western University, McMaster and the University of Toronto. Jordan's commitment to his profession and dedication to excellence in clinical teaching has been recognized not only by his students, but also by his peers. Jordan has been employed with St. Joseph's Care Group since November 2007; he started work in the Neurology Day Program and is currently the full time physiotherapist with the Acquired Brain Injury Program. Jordan will be receiving his award at the Canadian Physiotherapy Congress in Edmonton In June.

### **Palliative Education Workshop**

The Hospice Palliative Care Unit (4N), in collaboration with the Centre of Excellence for Aging and Health, brought a Palliative Education Workshop to Thunder Bay in April 2014. The topic is "Exploring Difficult and Uncomfortable Conversations" with Dr. Catherine Hajnal. Deb Spear, Social Worker for the Hospice Palliative Care team was at a previous presentation by Dr. Hajnal and was instrumental in making this event happen.

### **Northern Ontario School of Medicine - Innovation Grant**

Dr. Bryan McLeod, medical support for the chronic pain management team, has been awarded a \$56,296 grant from the Northern Ontario Academic Medicine Association to evaluate the evolution of the Extensions of Community Healthcare Outcomes (ECHO) project in Northwestern Ontario.

### **New Fellowship for Research Department Member**

Lana Ozen, PhD received an Interdisciplinary Fellowship through the Technology Evaluation in the Elderly Network, which is supported by the Government of Canada through the Networks of Centres of Excellence Program. This two-year project will see Lana delivering a mindfulness intervention in long-term care for frail elderly, families and formal caregivers. Congratulations Lana!

### **National Volunteer Week**

National Volunteer Week was celebrated from April 6 to 12, 2014 and included special displays throughout the Care Group as well as a workshop for volunteers on Client Centred Care facilitated by Jessica Saunders, Coordinator of Client and Community Relations.

### **New Nurses**

Seventeen Registered Nurses participated in new employee orientation at the end of April. Many are 2014 graduates from Lakehead University who will be starting their professional careers with St. Joseph's Care Group. We are pleased to welcome such a large group of new nurses to join our clinical teams.

### **Volunteers Recognition - City of Thunder Bay**

Several volunteers from St. Joseph's Care Group were presented with the Citizen of Exceptional Achievement awards, by Mayor Keith Hobbs and Council members at the Italian Cultural Centre on April 29, 2014. Mary Heaslip, Helen Hirvasoja, Sally McBain, Deborah Murphy, Jeanette Pyrick, Louise Stoot and Egidia Tesolin were recognized for contributing their time and talents in dedicated service to our clients.

### **Manager, Corporate Learning**

We are pleased to announce the appointment of Tammy McKinnon to the position of Manager, Corporate Learning. Tammy has an extensive background in adult education and training, specifically related to the health care field. Tammy is well known within the St. Joseph's Care Group and will be a valued addition to our team.

## **Capital Updates**

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

Construction on the "tower" addition to the Hogarth Riverview Manor Long-Term Care Home is progressing well; at the end of April the project is approximately 30% complete. There are no significant budget or schedule issues. Financing agreements have been drafted however are slightly behind schedule for execution.

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 LINK project to provide health-related retail services is progressing and final design is anticipated to be completed during the month of May. The project will provide a physical link between Sister Leila Greco Apartments and the CEISS Long Term Care home. Some of the services to be included are pharmacy, medical offices, a hair salon, the SJCG's Auxiliary Gift Shop and a coffee shop. The project will be completed in conjunction with the opening of Phase 1 of the CEISS.

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

St. Joseph's Care Group (SJCG) submitted pre-tender documents to the Ministry of Health and Long-Term Care Capital Branch on April 14<sup>th</sup>, with pro forma financials submitted on May 1<sup>st</sup>, 2014. This is required to support our local share plan submission. SJCG has issued a prequalification for General Contractors for the project; this process will be completed prior to approval to go to tender, which is still on target for late June.

### ***Temporary Transitional Care Unit – Lakehead Psychiatric Hospital***

The preparations for establishment of the temporary 26-bed Transitional Care Unit is underway. The refresh of the unit has been completed and all equipment has been ordered as well as support systems have been established to operate the unit. All infrastructure supports are on schedule to meet the targeted opening date of June 2, 2014.