

## Mission Moments

"I appreciate the quote, 'A true indication of one's character is how they treat people who can do nothing for them'. That said I am not sure how St. Joseph's Care Group managed to find so many nurses with true character. Thanks does not begin describe how I feel about the nurses who provided care, kindness and friendship to me and my family during my care. They all had an incredible impact on my life and hold a special place in my heart. I wish them as much kindness and love in their lives as they have shown one man who can do nothing for them".

Client, Inpatient Rehabilitative Care Services

### 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, second of a three-part series took place at the Board of Directors meeting on May 21, 2014. John Caccamo, client of the North West Ontario Concurrent Disorders Program, and Raija Begall, former client of the Eating Disorders Program, shared insights about care at St. Joseph's Care Group and discussed how St. Joseph's Care Group can enhance client-centred practices.

### Regional Patient Engagement Forum

On April 30 and May 1, 2014, six staff and a client representative participated in a Regional Patient Engagement Forum hosted by the North West Local Health Integration Network and The Change Foundation at Fort William Historical Park. The two-day learning session focused on improving the patient experience through meaningful patient/caregiver engagement to advance person-centred care.

### Client and Family Council

A Client and Family Council for St. Joseph's Care Group has been formed to provide advice on Client-Centred Care priorities as part of Strategic Plan 2012-2015.

### Access Issue

The outpatient rehabilitation programs at St. Joseph's Hospital have observed a recurrent access issue for aboriginal clients attempting to travel from northern communities and reserves to participate in our specialized rehabilitative programs. There is a funding barrier that prevents Non-Insured Health Benefits (NIHB) from approving travel related expenses for aboriginal clients to attend these programs unless they stay in hospital. The manager of Outpatient Rehabilitation Services is collaborating with NIHB to explore some short term solutions to improve access for these clients to participate in outpatient programs at St. Joseph's Hospital without having to be admitted as an inpatient.

### Transitional Capacity Funding Updates

The utilization team continues to work with St. Joseph's Hospital clinical managers and social workers, as well as Brain Injury Services of Northwestern Ontario (BISNO) and the Handicapped Action Group Inc. (HAGI) staff, to place clients as part of the transitional capacity funding announcement, which will support the addition of four BISNO and nine HAGI supportive housing units.

Enhanced Assess and Restore (A&R) services were also funded as part of Minister Deb Matthews' March 2014 Transitional Capacity Funding announcement. The purpose of this funding enhancement is to ensure more hours of care for senior (65+ years) clients at St. Joseph's Hospital to assist them in moving from hospital to home.

## **Improving Access and Accountability**

Community Mental Health Teams are engaging in planning meetings to implement a “step-up/step-down” model of care. The Comprehensive Community Support Team is our new “step-down” team. This team will support clients who have completed intensive rehabilitation, but whose condition is too fragile to discharge completely from care. The various teams will provide collaborative service for case management, outpatient and housing services, and education for chronic disease self management.

## **Corporate Principles**

*“Guide posts for how we work”*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Rheumatic Disease Program – Telemedicine Education**

The Rheumatic Disease Program has expanded the reach of its “Living with Fibromyalgia Program” by initiating this education-based program via Telemedicine, to Longlac and Ignace, Ontario. There are 17 clients attending in these satellite locations.

### **Hand Hygiene**

Hand hygiene audits for May indicate 100% compliance with staff cleaning their hands the right way at the right times on both the Adult and Older Adult Rehabilitation Programs at Lakehead Psychiatric Hospital. Continued excellent results confirm staff is committed to the importance of hand hygiene and providing clean, safe care.

### **Medication Huddle**

Regular Medication Huddles have been initiated on the Adult and Older Adult Rehabilitation Programs at Lakehead Psychiatric Hospital (LPH) in collaboration with the LPH Pharmacy Department. Medication huddles are attended by various staff to discuss medications specific to clients, any issues related to medications that may arise, and to provide education about different pharmaceuticals.

### **Provincial Presentation Dialectical Behaviour Therapy Research**

In collaboration with Children’s Centre Thunder Bay and Thunder Bay Counselling Centre, Mark Beazley and Christine Vita were invited to present at the Summit on Children and Mental Health Conference for the Ontario Public School Board in Toronto.

### **Addiction and Mental Health Ontario Provincial Conference**

Representatives from Concurrent Disorders Services attended the Addiction and Mental Health Ontario Conference and community of practice planning sessions. We continue to work with other agencies across the province in developing an evaluation process for the Youth Addiction Brief Intensive Residential Treatment program.

### **Mural for Sister Leila Greco Apartments**

Staff at the Sister Leila Greco Apartments has been working in collaboration with Westgate High School to develop a mural for the wall of the activity area. The ‘tree of life’ was chosen to symbolize growth, new beginnings and celebration of life. This mural will be used for our annual Blue Christmas Ceremony to “hang” memories of loved ones passed on. The mural is now complete and was presented to the tenants on June 5<sup>th</sup>.

### **Geriatric Assessment Program (GAP) Collaboration**

Staff members of the GAP connected with members of the Nipigon Family Health Team (FHT). This family health team is looking at developing an outreach program to meet the needs of their aging population and, in particular, seniors who are housebound. Staff from the FHT met with our staff to discuss the program and the nurses had the opportunity to shadow staff on home visits.

### **Electronic Medication Administration (eMAR)**

St. Joseph’s Heritage and Hogarth Riverview Manor went LIVE with electronic medication administration (eMAR). This is a medication administration software solution proven to improve patient safety and drastically reduce the amount of time spent on documentation.

## **Public Access Defibrillators**

Over March and April, Public Access Defibrillators were installed at 7 St. Joseph's Care Group sites: Sister Margaret Smith Centre, Hogarth Riverview Manor, Balmoral Centre, St. Joseph's Health Centre, Lakehead Psychiatric Hospital, St. Joseph's Heritage, and Sister Lila Greco Apartments.

## **Quality Based Procedures**

A meeting was held with Thunder Bay Regional Health Science Centre (TBRHSC), St. Joseph's Care Group and the Stroke Network to discuss the status of Quality Based Procedures (QBP). Many aspects of the QBP are proceeding well and there is excellent collaboration among partners. The primary issue discussed at the meeting was the length of time clients are staying at TBRHSC before referral to Inpatient Rehabilitation at St. Joseph's Hospital, as well as time waiting to access a St. Joseph's Hospital bed once referred.

## **Strategic Enablers**

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

## **French Language Services (FLS) Update**

St. Joseph's Care Group submitted the Health Service Provider (HSP) French Language Services Annual Report to the North West Local Health Integration Network (LHIN). The report provided updates on FLS initiatives specified in the HSP French Language Services Implementation Plan. The video "Active Offer of French Language Health Services" was launched on May 6, 2014 at the North West LHIN office.

## **Community Report**

St. Joseph's Care Group's 2013/14 Community Report was distributed to 82,767 residents in Northwestern Ontario through the Chronicle Journal on Saturday, May 31, 2014. A link to view an electronic version of the Community Report is published on the Wawatay News website to reach remote communities in the Northern Ontario. The report is published annually to inform and educate residents of Northwestern Ontario about the programs and services provided by SJCG.

## **Sharing Volunteer Management Expertise**

Loretta Turpin, Coordinator of Volunteer Services for St. Joseph's Hospital and Lakehead Psychiatric Hospital, was a presenter at the 2014 national "Leaders in Volunteer Engagement" conference which took place at the end of May in Niagara Falls. Loretta presented on the Canadian Code for Volunteer Involvement, drawing on her leadership expertise from utilization of the Code within St. Joseph's Care Group.

## **Chair-Elect ORCS**

Shelley Prevost, Respiratory Therapist, has accepted the position of chair-elect of the Ontario Respiratory Care Society of Ontario (ORCS). The ORCS is one of two professional societies that provide leadership and advice to the Lung Association.

## **Provincial Volunteer Awards**

Many St. Joseph's Care Group volunteers were presented with the Ontario Volunteer Services Awards by Michael Coteau, the Minister of Citizenship and Immigration, along with local politicians, at the award ceremonies held at the Valhalla Inn. These awards are based on years of volunteer services and were presented to 24 volunteers from various sites ranging from 5 to 65 years of volunteer service.

## **Award in Applied Health Research**

The Research Department is excited to announce that Erica Sawula is the 2014 recipient of the *St. Joseph's Care Group Award in Applied Health Research*. This award is available to full-time students in the Master of Public Health (MPH) program, Master of Health Sciences program, or Psychology graduate programs at Lakehead University. Erica is a student in the Masters of Public Health program and former research intern with the Research Department. The Award Review Committee was impressed with her strong application and future potential for scholarship and research.

## **Encounters in Bioethics Series**

Kelly Morris participated as a panelist in the Encounters in Bioethics Series hosted by the Centre for Health Care Ethics. The event, held on April 10, 2014 at St. Joseph's Hospital, was a public format discussing the issue of Substitute Decision Makers in Research.

### **NOSM (Northern Ontario School of Medicine) Recognition**

Recently, Sacha Dubois, Research Statistician, and a Research Tutor with the Family Medicine (FM) Residency Program at the Northern Ontario School of Medicine was recognized for "going above and beyond the call of duty" for his teaching activities by the FM graduating year two residents. This is the second year in a row that Sacha has been recognized in this way. Congratulations Sacha!

### **Mandatory Supervisor Health & Safety Awareness Training**

A new regulation under the Occupational Health and Safety Act of Ontario requires health and safety awareness training for everyone defined as a supervisor under Ontario's Occupational Health and Safety Act (OHSA). The Act defines a supervisor as anyone who "has charge of a workplace or authority over a worker." To meet this mandatory training requirement, Occupational Safety offered four in-class sessions in May with additional sessions coming in June.

### **Physical Incident Dialogue**

In a response to physical incidents involving clients to staff, and in an attempt to offer additional support to managers and supervisors, several forums for clinical leaders to come together from across the organization to talk about this issue, share experiences and discuss the next steps moving forward, were facilitated by staff from Collaborative Practice, Occupational Safety and Employee Relations. The forums were well received and feedback was positive.

### **Housing Support Staff Training**

Seven employees from Lakehead Psychiatric Hospital successfully participated in the Community Support Assistant (CSA) course held in May. The comprehensive course, recently revised and redeveloped by Leanne Fonso and Julie Zdep, consisted of two weeks of detailed classroom instruction and two weeks of field placement. The purpose of the CSA course is to provide participants with the right knowledge and skills required to work as a CSA in mental health high and medium support housing.

### **Business Intelligence System**

In collaboration with Thunder Bay Regional Health Sciences Centre and the Performance and Planning Departments, Informatics has begun building the foundation for a business intelligence system and developing the skill set with members of the Information Systems technical staff.

### **Budget Update**

The 2014/15 Operating and Capital Budgets were finalized and approved by the Board. The operating budget is balanced for the LHIN submission and the capital budgets have been approved. The approved budgets will be communicated to all departments to ensure systems are in place for ongoing monitoring of financial performance. Regular review of budget results will occur at Board Finance Committee, Leadership Team and Management Team meetings.

### **Capital Updates**

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

Construction is progressing well and at the end of April the project is approximately 35% 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 June. Once the design brief is prepared a preliminary costing of the project will be completed by our Project Managers, Turner Townsend.

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

St. Joseph's Care Group has submitted all required pre-tender documents to the Ministry Capital Branch. We have also issued a prequalification for general contractors. Evaluation of submissions will be completed by June 13, 2014 and we anticipate going to tender in July 2014.

#### ***Temporary Transitional Care Unit - LPH***

The temporary 26-bed Transitional Care Unit began accepting clients on June 2, 2014. All staff involved is commended for their efforts in making this unit operational in such a timely manner.