

## Mission Moment

"Our deepest thanks to everyone at Hogarth Riverview Manor for providing a loving home for our mother where she was safe, comfortable, engaged and cared for by countless smiling faces. It meant the world to us. With gratitude and love"

Family, Hogarth Riverview Manor

## Strategic Priorities

*"The focus of our work"*

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

### Resident Assessment Instrument (RAI) Conference

Kathy Cook, RAI Coordinator at Hogarth Riverview Manor (HRM) in conjunction with the Canadian Institute for Health Information (CIHI) presented at the 2014 RAI Conference in Winnipeg in October 2014 titled *"Leading the Conversation: Using RAI Minimum Data Set (MDS) 2.0 Outcome Scales in Resident Care Conferences"*. The presentation provided an overview of HRM's facility-wide change in practice to better understand and consistently use the Continuing Care Reporting System (CCRS) Outcome Scales in resident care conferences. This change leads to improved communication amongst the interdisciplinary team, more effective care planning practices and streamlined family conferences.

### Regional Behavioural Health Services (RBHS)

The RBHS Unit currently has 21 residents residing in the unit. The local Behavioural Supports Ontario Operations subcommittee met at Hogarth Riverview Manor to review the action plan and to make implementation plans for the RBHS Unit/Outreach "Virtual Ward" model.

### Geriatric Telemedicine

There has been a gradual increase of number of referrals to Geriatric Telemedicine from First Nation communities. Sandy Lake is particularly interested in the nursing assessments and the opportunity for their seniors to receive a consultation from our geriatrician.

### Space for Meditation and Mindfulness

With financial and volunteer support provided by Union Gas, a labyrinth has been constructed within the Green Werks garden at Lakehead Psychiatric Hospital. Over 50 shrubs and plants were planted as well as forming a concentric walking path with wood chips and gravel. The Aboriginal Health Working Group, through Brenda Mason, is involved in putting the final touches on the healing garden at the centre of the labyrinth. The site will be comprised of sacred and blessed herbs with a meditation area in the centre of the labyrinth. The complex will be maintained by clients of the Employment Options Program and will act as a therapeutic site for clients.

### Hogarth Riverview Manor Expansion: Building Excellence

Face-to-face engagement on the Hogarth Riverview Manor Expansion: Building Excellence project began last month. Tracy Buckler, Myrna Holman and other members of the Management Team met with more than 120 staff, residents and families, as well as volunteers from St. Joseph's Care Group to provide an update, share information and answer questions. We have also set up an email for ongoing questions at [hrmfeedback@tbh.net](mailto:hrmfeedback@tbh.net). Multiple Townhall Sessions continue with City staff, residents, families and volunteers throughout the month of November.

By this time next year, we will be preparing to open the doors to a brand-new, 416 long-term care bed expansion to HRM that is modern and home-like, and will allow us to continue to provide high quality care to seniors in our community. Everyone is reminded to check out our Webcam at [www.sjcg.net](http://www.sjcg.net) to watch the construction progress.

### Older Adult Rehabilitation Family Meeting

The Older Adult Rehabilitation Occupational Therapist and Physiotherapist provided a presentation on their professional scopes and roles with older adults with mental and physical health issues at the October Program Family Meeting. The

presentation had an emphasis on safety and the collaboration between Occupational Therapist, Physiotherapist the team, and clients/families related to falls prevention.

### **Client-Centred Care Speaker Presentation and Workshop**

As part of the Model of Client-Centred Care, 72 staff from the Talent Management Group attended a Client-Centred Care Speaker Presentation on October 7<sup>th</sup> featuring Amy Fish, Director of Operations and Quality at the Jewish Eldercare and Maimonides Donald Berman Geriatric Centre in Montreal. Amy spoke about strategies to effectively manage complaints from clients, families and visitors. From October 8-10<sup>th</sup>, 94 staff also attended a full day Client-Centred Care Workshop that provided opportunities to discuss best practices for client-centred strategies and engage with clients and families to learn more about quality care experiences and areas for improvement.

### **Weekend Therapy and Home Visits**

Physical Rehabilitation units (3 North and 3 South), Reactivation (2 South), and the Geriatric Assessment and Rehabilitative Care unit (5 North) are now providing 7 day per week therapy. In addition, 2 South and 5 North staff are following clients into the community for up to two weeks to ensure a safe and smooth transition home.

### **Rheumatic Diseases Program**

As a result of funding barriers with Non-Insured Health Benefits (NIHB), the LHIN has provided temporary funding to support travel expenses for Aboriginal clients who would otherwise be unable to access the Rheumatic Diseases Program.

### **National Seniors Day Celebrated at Hogarth Riverview Manor**

Master Gardeners of Thunder Bay marked National Seniors Day on October 1<sup>st</sup> with residents, staff and volunteers of Hogarth Riverview Manor, by planting many spring bulbs that will bloom in the Horticultural Therapy Garden. An article with photo was printed in the Chronicle Journal

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Bethammi Compliance Review**

Bethammi's annual Quality Inspection (Compliance review) was completed on October 17<sup>th</sup> with an exit meeting attended by staff and 3 compliance inspectors. The inspection team conducted the review over a 2 week period and applied 18 protocols to measure compliance with the requirements of the Long Term Care Act. The final report will be available in two months.

### **Caregiver Connections**

Robin Cano, Palliative Care Telemedicine RN, and Heather Pilcher, Geriatric Telemedicine RN continue to offer Caregiver Connections – an informal caregiver support group offered via Ontario Telemedicine Network (OTN) throughout the region. The feedback has been very positive from the caregivers who are attending. Manor House Adult Day Program (MHADP) is expanding their outreach to caregivers by offering caregivers the opportunity to participate in Caregiver Connections.

### **Working with Primary Care to Build Capacity in Mental Health**

Dr. Jack Haggarty, Program Medical Director for Community Mental Health, along with Sherry Caruso, Registered Nurse (RN) on the Shared Mental Health Care team, provided education sessions for physicians at Fort William Family Health Team regarding Clozapine prescriptions and required medical monitoring.

### **Knowledge Transfer – Psychiatry Outreach Program**

Dr. Jack Haggarty, Program Medical Director for Community Mental Health gave a talk in Timmins to the Ontario Psychiatry Outreach Program on his experience in leading the development of Shared Mental Health Care in the Northwest over the past 14 years and its relevance in mental health care delivery to the North.

### **Innovation in Food Support**

Employment Options and Team Werks Co-op were asked to present an overview of the Green Werks Garden through a webinar to over 50 participants across Ontario. The webinar was hosted by Dr. Phil Mount of Wilfred Laurier University in Waterloo, who is leading the research in this area. Five organizations are participating in the research, ranging from School Boards to Hospitals involved in institutional food growing.

### **Quality Improvement Aim**

The Quality Improvement Plan for 2014-2015 includes the aim to reduce unnecessary time in hospital. To address this, two actions were identified: follow-up phone calls to clients post-discharge, and the development of a standardized discharge package to be used by all St. Joseph's Hospital units from which clients are returning to their home in the community.

### **Client Safety Reporting System**

Sister Leila Greco and P.R. Cook Apartments are now utilizing client safety reporting systems on a regular basis to track incidents with clients.

### **Value Stream Mapping Collaboration**

A Value Stream Mapping Session was held in partnership with the management teams from St. Joseph's Hospital, Thunder Bay Regional Health Sciences Centre and the North West Community Care Access Centre. The session concluded that a working group will be created for the purpose of assisting with and identifying the challenges and potential solutions to improve the quality and efficiency of client transitions.

### **Diabetes Health Outreach**

Diabetes Health started a full day outreach clinic with Superior Family Health Organization which includes 10 family physicians. The clinic is scheduled to be available twice a month.

### **Fort Hope Outreach**

Noel Heath, Occupational Therapist and advanced practitioner at St. Joseph's Care Group (SJCG), was invited to speak in Fort Hope about unique approaches to helping Aboriginal communities access appropriate health care. The community of Fort Hope expressed their gratitude to SJCG for their support and look forward to possible future partnerships.

### **Rheumatic Disease Program (RDP)**

The RDP team along with Dr. Fidler and the Arthritis Society presented a full day assessment of polyarthritis course to Nurse Practitioners, Registered Nurses, Physiotherapists, Occupational Therapists and medical resident. Approximately 60% of the participants attended from the outlying region

### **Neurology Program**

Over the summer months, the neurology day program met with the neurology inpatient program to review and improve the process of clients transitioning as an inpatient to community services. This discussion has resulted in improved efficiencies, including expedited follow-up appointments for clients that are discharged to remote communities.

### **Overcapacity Plan - P.R. Cook Apartments Program**

In September, we admitted our first client with an amputation to the PR Cook Apartments in order to continue to smooth client flow in our inpatient beds and reduce Alternate Level of Care (ALC) days. The client expressed that he slept better outside of an inpatient setting and was pleased with the accommodations.

### **Pharmacy Accreditation**

St. Joseph's Care Group hosted representatives from the Ontario College of Pharmacists in Thunder Bay to discuss the proposed accreditation process. All North Western Ontario hospitals attended the session.

## **Strategic Enablers**

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Showcase**

Manor House Adult Day Program (MHADP) participated in the 'Agency Day' at Lakehead University for the Social Work department. This day is to showcase different agencies in the community in which Social Work students may have a placement at. The Alzheimer Society Caregiver Retreat day focused on education for care partners caring for someone living with Dementia.

### **Research and Training**

Heather Boynton, Manager of Mental Health Outpatients was guest editor and published the article "The HEALTHY Group: A Mind-Body-Spirit Approach for Treating Anxiety and Depression in Youth" in the Journal of Religion &

### **Dorothy Wylie Nursing and Health Leaders Institute**

David Engberg, Manager, Community Outreach Programs, completed the second session of the Dorothy Wylie Nursing & Health Leaders Institute held October 15-17, 2014 in Toronto. The learning focused on leading others in the provision of client-centred care in the complex environment which now exists in health care.

### **Leisure Life Skills Retreat**

Stephen Johnston and Cory diFranco, Adult Rehabilitation Leisure Life Skill Instructors, attended a full day retreat along with other Leisure Life Skill staff from across St. Joseph's Care Group. Discussions included client centred care, registration to Therapeutic Recreation Ontario and Education and Professional Development.

### **Recruitment Events**

Staff in Human Resources participated in a variety of recruitment events this fall including a Health Careers Expo for Nishnawbe Aski Nation youth, the Lakehead University Fall Career Fair, Northern Ontario School of Medicine Learners, and a Career Fair for Immigrants and Newcomers to Thunder Bay. We were pleased to meet with many individuals who are considering future career opportunities with St. Joseph's Care Group!

### **Volunteer Services Survey Results Released**

Volunteer Services conducted a Volunteer Opinion Survey in the fall of 2013, with 59 other provincial healthcare organizations also participating. Results of the survey were excellent, and have been reviewed by the Volunteer Services Advisory Committee and presented at the Human Resources Quality Committee. Additional presentations on the results, goals and action plans will be made to other committees and the volunteers.

### **Gentle Persuasive Approach Training**

Corporate Learning supported four additional Gentle Persuasive Approach (GPA) training sessions for St. Joseph's Hospital staff. Thirty-two staff were trained in September and October 2014.

### **Corporate Learning Update**

During Quarters 1 and 2, orientation was provided to a total of 145 new hires. Corporate Learning has now added Integrated Accessibility Standards Regulations training to Day Two of Corporate Orientation and is supporting all divisions to ensure compliance with the new Worker Health and Safety Awareness learning module.

### **National Library Week**

Thank you to Jane Varley and Lorelei Anderson, our dedicated Library staff, for promoting National Library Week. Their efforts in hosting the open houses followed by the OTN session on Health Literacy were appreciated by many. Jane and Lorelei are always welcoming when supporting staff with information requests to provide evidence-informed care for the clients we serve.

### **Capital Updates**

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

Construction is progressing well and at the end of September the project is approximately 58% complete. There are no significant budget or schedule issues. St. Joseph's Care Group has provided the general contractor with notice to proceed with Phase 2 (additional 32 beds) and a construction schedule is being developed for the implementation.

The CEISS Operational Steering Committee and working groups continue the implementation of their project plans. At the October 21, 2014 meeting there was a presentation on the draft operating budget for the new Home operations. Financial Services is working with a number of departments to finalize and refine the budget prior to approval.

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

St. Joseph's Care Group submitted pre-tender documents to the Ministry of Health and Long Term Care (MOHLTC) Capital Branch on April 14, 2014 and we completed a prequalification for general contractors in June 2014. We anticipated going to tender for the project in July 2014 but unfortunately this has been delayed. We have agreed on a proposed cost share with the MOHLTC Capital Branch and the tender approval package is currently being reviewed by the various MOHLTC levels prior to sign off by the Assistant Deputy Minister.