

Mission Moment

As a husband helping support my wife's recovery, I learned skills to take care of her for when she would be back at home. The information I received was clear and I always felt included and engaged in her care.

Family, 2South Reactivation (Complex Care)

Strategic Priorities

"The focus of our work"

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

Sister Leila Greco Care Conferences and E-charting

Care conferences and e-charting on Medecare were implemented this month. The care conferences allow clients and families to provide feedback on the care they have been receiving over the past year, as well as offer input into their Plan of Care. The introduction of e-charting has lead to an increase in staff documenting care.

Day Hospital Falls Prevention Program

The Day Hospital Falls Prevention Program ended in November. Clients involved in the program rated it as excellent. Some of the comments included on the evaluations were *"the program was excellent, attention was almost one to one"*, *"the girls were awesome!"*

Day Hospital Assessments

The Day Hospital program is trialing a new process for assessment of clients. All clients will be screened to gather information from the client, and the information will then be reviewed by the various health care team members. This change is intended to alleviate the backlog of clients waiting for assessments, to expedite the wait lists and to correctly identify clients on the wait list who need the services of Day Hospital.

Health Assessment

The Geriatric Assessment Program is reforming the Health Assessment used at initial assessments. The form will be more streamlined and easier to use with the intent to have it on Meditech, therefore nursing staff can directly input the client information online, reducing or eliminating the time involved in dictating assessment notes.

Excellence in Resident Centred Care

Personal Support Workers (PSWs) from both Long-Term Care Homes have registered for the Excellence in Resident Centred Care Train the Trainer Course sponsored by Conestoga College and RIA (Research Institute for Aging). Resident centred skills in the training include: infection control, restraints, continence care, oral care, nutrition, skin and wound care, geriatric safety, pain management and responsive behaviors.

Regional Behavioural Health Services Unit (RBHS)

The RBHS Unit now has 23 of the 24 residents admitted under the Specialized Unit designation. Work continues with Operational Working Group members and stakeholders to refresh the RBHS/Behavioural Support Ontario action plans and further implementation plans for the Virtual Care Concept and enhanced care services to the District of Thunder Bay.

Innovations in Mental Health

Community Mental Health staff gave two presentations at an Ontario Hospital Association sponsored workshop focusing on innovations in mental health. The work of the GAPPS (Getting Appropriate Personal and Professional Supports) team was presented by Dr. Mary Ann Mountain and highlighted the success of this small team in addressing the needs of clients with mental health and addictions issues who are unengaged with our standard programs. Dr. Jack Haggarty and research assistant, Kathleen Bailey, presented on our work with primary care (Shared Mental Health Care), highlighting the effectiveness of this approach to care. Dr. Haggarty will present this information to the Board in March.

Christmas Celebrations

The High Support Homes Christmas party took place on December 11, 2014. It was held at the North End Recreation Center. All clients were in attendance, participated in activities and were visited by Santa. The party was enjoyed by all clients of high support housing. The Mental Health Rehabilitation Inpatient Programs Christmas parties were also well attended by clients, families, friends, volunteers and staff.

Program Family Meetings

The Social Worker and Clinical Manager on Older Adult Rehabilitation, Lakehead Psychiatric Hospital, host bi-monthly Program Family Meetings. At the December 8, 2014 meeting the Social Worker presented an ice-breaker exercise that related to the myths and facts about aging. Family members engaged in a fun learning process by attempting to answer 10 true or false questions about aging. This presentation stimulated a lively discussion of personal family experiences. Information on how individuals in the community may access formal supports for caring for an individual with a dementia was provided, including a handout on Central Intake to Community Seniors' Health.

Diabetes Health Outreach

During the month on November, Diabetes Health participated in 7 paediatric clinics and also provided 12 adult outreach clinics at various locations throughout the city.

Pulmonary Rehabilitation / Chronic Obstructive Pulmonary Disease (COPD) Education Clinic

The "Every Breath Counts" Lung Support Group was successfully launched on World COPD Day, November 19, 2014, at the Waverly Library. There were 46 people in attendance comprised of past clients, current clients and members of the public.

Rheumatic Disease Program

Chelsea Heath, Occupational Therapist, and Erin Puhalski, Physiotherapist, completed a "Living with Fibromyalgia" 6-week program, hosted at the Canada Games Complex from October 2 to November 6, 2014. Pre-post outcomes of the program indicated that clients noticed fibromyalgia had less of an impact on their lives after the program, there was improvement in their pain, and reduced fatigue.

Pressure Ulcer Toolkit

In November, the Pressure Ulcer Working Group rolled out the Pressure Ulcer Toolkit at St. Joseph's Hospital. This toolkit is aimed at encouraging all members of our care teams to focus on accurately assessing clients for risk of developing pressure ulcers and to use an interprofessional approach to care for client's skin.

Palliative Care Approach Toolkit

In collaboration with Learning and Professional Practice, the Palliative Care Approach Toolkit has been completed. The goal for implementation across all clinical units, including the TTCU, was early December. Post implementation of the toolkit, Robin Cano, Registered Nurse (RN) has continued to attend flow huddles on 2 North to assist the staff in earlier identification and support for the end of life care clients and their families.

Client Appreciation

A beautiful picture was colored by a 72 year old client who was admitted to the General Rehabilitation Unit (3 South), following knee replacement surgery. When the client was not in therapy she spent her time knitting and colouring. As a thank-you to the staff, the client donated her picture prior to returning to her home in Long Term Care. The picture is posted at the team station and is a reminder to staff of the great work they do and the gratefulness of this client.

Board Storytelling Session

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 December 10, 2014. Dr. Birubi Biman (Respirologist), Jennifer Woodbeck (Registered Respiratory Therapist) and Dennis Austin (Client) shared insights about St. Joseph's Hospital's Chronic Obstructive Pulmonary Disease (COPD) Education Clinic. Storytelling Sessions provide the Board of Directors opportunities to hear positive experiences about care, and encourage discussion about ways that care can be improved.

ALC Research Study Presentation

Sacha Dubois, Research Statistician, participated in a panel presentation at the Ontario Hospital Association's Rehabilitation and Complex Continuing Care (CCC) Symposium on December 16, 2014 in Toronto. Sacha presented

the results of a study conducted by the Research Department with staff from Older Adult Rehabilitation, which examined responsive behaviours, symptoms of mental illness, and the care needs of clients who are alternate level of care and are presently ineligible for long term care. The presentation was well-received and generated good discussion.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

New Staff Orientation Working Group – Sister Leila Greco

The Support Services Program Supervisor started a "New Staff Orientation Working Group" to develop a package for new employees. The staff conducting the orientation and the new staff person will sign off once they are completed. All skills must be signed off on by the end of their 3-day orientation.

Hip Assessment Training

As part of the Client Fall Strategies, hip assessment training was offered by Linda Belcamino to staff at P.R. Cook Apartments. This education was well-received and will be conducted at Sister Leila Greco in the near future as well.

Pulmonary Rehabilitation / Chronic Obstructive Pulmonary Disease (COPD) Education Clinic

Jennifer Woodbeck and Shelley Prevost collaborated with Brain Injury Services of Northwestern Ontario (BISNO) to provide training for two clients on 2 North moving to BISNO and requiring ongoing respiratory assistance. Training was provided to approximately 20 Personal Support Workers (PSW's).

Jennifer and Shelley hosted Lisa Campbell, Registered Nurse (RN) from the Atikokan Family Health Team to learn more about best practices in COPD management and observe the Pulmonary Rehabilitation Program and the COPD Education Clinic.

Collaboration with Thunder Bay Regional Health Sciences Centre (TBRHSC) regarding the COPD pathway was completed November 13, 2014. Jennifer Woodbeck provided clinical training on the pathway to 325 nursing and respiratory therapy staff.

Pharmacy

St. Joseph's Care Group hosted a Regional Pharmacy Project steering committee meeting in December 2014. Garry Prokopowich, Manager of Pharmacy Services, is a member of this committee. Garry was also able to secure a \$5,000 grant from Novartis to aid our Medication Reconciliation update project.

Community Mental Health Collaboration with Grace Place

Grace Place is a street ministry located on Simpson Street that our Getting Appropriate Personal and Professional Supports (GAPPS) team has worked closely with for a number of years. When the flu season struck the staff at Grace Place, the GAPPS team filled in making and serving lunches. Grace Place serves about 300 lunches daily. The GAPPS team is available in that setting to help with housing, finances and primary care and to engage with people to encourage them to access services to address their mental health and addictions needs.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Reducing the Stigma of Mental Illness

Grade 10 students from St. Ignatius High School visited Lakehead Psychiatric Hospital, Sister Margaret Smith Centre and St. Joseph's Health Centre in order to learn more about mental illness and clinical treatment, our programs and services, our health care professionals, and stigma. They engaged in a mindfulness exercise, walked the labyrinth and had the opportunity to hear clinicians, including a psychiatric nurse, psychiatrist, psychologist, social worker and occupational therapist, talk about training requirements for their discipline and their work in mental health.

Newly Licensed Psychology Staff

We congratulate Dr. Aislin Mushquash (Mental Health Outpatients) and Kerri-Lynne Capulak-Andrychuk (Chronic Pain Management Program) on completing the requirements for licensure with the College of Psychologists of Ontario.

French Language Services

St. Joseph's Care Groups French Language Services Working Group has been re-configured, with nine new members. Chantal Bohémier, Community Engagement and Planning Officer with Réseau du mieux-être francophone du Nord de l'Ontario, gave a presentation at the first meeting in November on the importance of access to quality French Language Services. The *Active Offer of French Language Services* video is now on the iNtranet for all staff to view. The video was communicated to staff in December. In addition, six employees have expressed interest in participating in the French Language Training Program, coordinated by L'Accueil francophone de Thunder Bay, and funded by the Ontario Ministry of Health and Long-Term Care, French Language Services Office. The program offers reimbursement of tuition fees for French language courses to eligible employees of designated organizations, organizations in the process of being designated, or institutions that have been identified to provide French language services under the *French Language Services Act*.

Health Care Student Reception

A well-attended interprofessional health care student reception was held at the Georgian Room on December 2, 2014. We were pleased to host 58 students from a variety of academic programs. Clinical Managers, Directors, and the Leadership Team welcomed and engaged the students in discussion about clinical opportunities at St. Joseph's Care Group.

Home for the Holidays

St. Joseph's Care Group was pleased to be part of the "Home for the Holidays" reception on December 22, 2014, with representatives from the Leadership Team and Human Resources in attendance. This annual event provides students in health care fields and healthcare employers the opportunity to meet and network over refreshments. We met many students who are excited about starting their careers, and anticipate that some will be our future employees.

Volunteer Workshop

In celebration of International Volunteer Day, December 5, 2014, Volunteer Services hosted a workshop for volunteers and staff supervisors from St. Joseph's Care Group. The workshop, with the theme of "collaboration and team work", was presented by Maggie Chicoine and received very positive evaluations from all in attendance.

Capital Updates

Hogarth Riverview Manor Expansion and Addition

Construction is progressing well and at the end of November the project is approximately 65% complete. There are no significant budget or schedule issues. A construction schedule is being developed for the Hogarth Riverview Manor (HRM) 32-bed addition phase.

The Leadership Team met on December 19, 2014 to review and approve a number of key elements related to the HRM Expansion Project including:

- Transitional resource requirements budget
- Resident move plan
- Operating budget for the new site

Specialized Mental Health Rehabilitation Project (SMHRP)

On November 19, 2014, approval was received from the Ministry of Health and Long-Term Care to go out for tender. The Request for Proposals (RFP) for a General Contractor was issued on November 22, 2014. The tender is closing on January 16, 2015 and once the results are reviewed a recommended award will be forwarded to the Ministry of Health and Long-Term Care for approval. Based on a 90 day response period we should receive Ministry approval to award by mid-April 2015.