

Mission Moment

An elderly client arrived at St. Joseph's Hospital in need of care for a traumatic wound to the ankle. Initially, the client and family were very distraught. Sensing the fear and uncertainty from the family, the staff reassured them that the client would be well cared for. After attending a series of visits, the client's wound healed and the client and family were relieved and extremely grateful for the care.

Staff, Ambulatory Care

Strategic Priorities

"The focus of our work"

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

Collaboration

Both P.R. Cook Apartments and Sister Leila Greco continue with Resident Assessment Instrument/Community Health Assessment (RAI/CHA) assessments and annual care conferences to ensure care plans are current and relevant to the client's care needs. Each site also works closely with the Community Care Access Centre regarding clients who are on the "Wait At Home" program waiting to be placed in long-term care.

Blue Christmas Services

Client Counselors at each site of Seniors' Community Health hosted a "Blue Christmas", inviting clients, families and staff to work through their losses experienced throughout 2014. This program is intended to offer an opportunity for grief to be acknowledged during the holidays. The services at each building were well attended and appreciated.

Regional Behavioural Health Services (RBHS)

The RBHS Working Group met to discuss current and future state of the unit and RBHS Mobile team. The Working Group has regional stakeholder representation included. A Quantitative and Qualitative Evaluation of the RBHS Unit has been completed and will be submitted to the NW LHIN for the MOHLTC.

Peer Support Warm Line

Peer Council has approved the establishment of a "Warm Line" project, which refers callers to a 1-800 number to speak with trained Peer Supporters who engage the caller in conversation and provide access to resources in their area for help. Warm lines can act as a diversion from Mental Health Crisis lines and Emergency Services.

Withdrawal Management Enhancements Balmoral Centre

Balmoral Centre has received permanent funding in follow-up to the demonstrated success of the two-year pilot project. The enhancement involves a collaborative, medically supported, model of care that integrates the skills of Registered Practical Nurses with the experience of addiction crisis workers. The success of the pilot project has been demonstrated through an 86% increase in the number of clients we serve and reduced pressures on the EMS and ER.

Open Forum

On December 4, 2014, the first family forum for clients at St. Joseph's Hospital who are waiting for long-term care home placement was held. Eight clients attended with their family members. The meeting was facilitated by Clinical Coordinator Jerry Devries and Clinical Manager Marianne Larson, and was an opportunity for managers and social workers to listen to client and family experiences and concerns.

Inpatient Geriatric Rehabilitative Care Video

A video explaining inpatient geriatric rehabilitative care at St. Joseph's Hospital was completed. This video will be shared with Thunder Bay Regional Health Sciences Centre; Community Care Access Centre; Regional Hospitals and St. Joseph's Care Group Seniors' Health Outpatient programs, for viewing by providers and clients.

Chiropody/ Foot Care

Foot care services are now available at Diabetes Health to offer a more coordinated and streamlined approach for higher risk diabetic clients. Foot care services will be provided at this site 1 day per week by Linda Killins, and the regular foot care services will continue to run out of the St. Joseph's Hospital site.

Board Storytelling

As part of the Model of Client-Centred Care, the second of a three-part storytelling series took place at the Board of Directors meeting on January 21, 2015. Dr. Trevor Bon (Geriatrician), Heidi West (Manager, Seniors' Housing and Support Services), Willard Allan (Client) and Sandra Allan (Family Member) shared insights about St. Joseph's Hospital's Geriatric Assessment Program including positive aspects about the care experience and recommendations for improvement.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Caregiver Connection

Through a collaborative effort in Seniors Community Health, outreach to caregivers is expanding to the region via Ontario Telemedicine Network. Howard Nistico from Manor House and Melissa Berry from Day Hospital will be participating in "Caregiver Connection" which offers an informal support group with an educative component.

Increasing Capacity for Seniors' Rehabilitative Care

Two projects, funded by the North West Local Health Integration Network are underway from January to March 2015. The first project focuses on developing the capacity of small, rural hospitals to provide evidence-informed geriatric facility-based interventions while seniors are inpatients, as well adopt formalized transition of care protocols to ensure a smooth transition of clients back into the community setting.

The second project will focus on building relationships with health care providers in one First Nation community; working with identified health care providers to identify the best way to engage seniors within the community in exercise and motor skill maintenance programs. The exercise project will provide education sessions to community providers to assist them with 1) delivery of ongoing daily activities and formalized exercise programs to help seniors remain active in the community; and 2) identify the need for further assessment and intervention for individual seniors in their community. This project will include a plan for expansion/sustainability to other First Nation communities.

Point of Care Documentation – Long Term Care (LTC)

Information Technology staff have been working with the clinical staff at LTC to trial a variety of devices for point of care documentation. A device has been selected and IT will now work with LTC to deploy the devices for Personal Support Workers to document electronically on the resident record.

Expansion of Hospital Information System (HIS)

Informatics staff have completed the implementation of the HIS and Electronic Medical Record (EMR) to Lake of the Woods District Hospital (LWDH). LWDH was the last hospital in the LHIN to participate in the shared HIS. This makes the North West Local Health Integration Network (NWLHIN) the first LHIN in the province to have all hospital in a LHIN on a common EMR. This allows clinicians easy access to clinical information for the patients and clients they are caring for that may have occurred at another hospital in the region.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Train the Trainer

Personal Support Workers at both P.R. Cook Apartments (PRC) and Sister Leila Greco (SLG) have been selected to attend the Excellence in Client Centered Care, train-the-trainer sessions offered in the New Year. Kim Cully (PRC) and Samantha Kelly (SLG) will participate in the training provided through Conestoga Continuing Education and will serve as our champions to promote client-centred care.

Medication Reconciliation

Nursing staff from the Adult and Older Adult Rehabilitation Programs participated in education to refresh staff knowledge of Medication Reconciliation. Medication reconciliation assists in reducing the risk of preventable adverse events related to medications and is an important client safety initiative intended to prevent medication errors when a client's care is transferred.

Passport for Clients with Dual Diagnosis

The Dual Diagnosis research group led by Dr. Yona Lunsky from the Centre of Addiction & Mental Health (CAMH) developed a "passport" for clients with a dual diagnosis. The purpose of the passport is to highlight key health information to facilitate care for persons with a dual diagnosis when visiting the Emergency Department or attending medical appointments. Linda Kramer, St. Joseph's Care Group Dual Diagnosis Facilitator, is actively working in collaboration with CAMH to introduce and implement the use of the passport for clients with a dual diagnosis receiving care with the Adult and Older Adult Rehabilitation programs and mental health High Support Homes in the community.

Building Capacity in Mental Health and Addictions

In follow up to results of the recent staff survey and funding awarded for the Late Career Nursing Initiative, nurses have stepped forward to support a corporate-wide initiative to build staff capacity to work with individuals and family members who are living with complex medical conditions that include mental health and addiction issues. The nurses will engage front line staff in the development of education plans to develop knowledge and skills required to enhance the quality of care, health outcomes and the client/family experience.

New Personal Support Worker (PSW) Staff

Personal Support Worker (PSW) interviews for the Transitional Care Unit (4S) were completed in December. The hospital-based PSWs will start on the unit in February 2015, as the new model of care is implemented. An introduction, orientation and team building day is planned for January 30, 2015.

Regional Palliative Care Program Lead

St. Joseph's Care Group has been identified as the Regional Palliative Care Program Lead by the NWLHIN. As part of the Rehabilitative Care and Chronic Disease Management division, the Regional Palliative Care Team will help to implement the recently-released Palliative Care plan, with initial goals of developing regional capacity and 24/7 access to palliative specialists. An advisory committee will be co-chaired by Kathleen Lynch, VP of Rehabilitative Care and Chronic Disease Management and Dr. Mary Lou Kelley from the Centre for Education and Research on Aging and Health at Lakehead University.

Neurology Day Program – Outpatient Services

Susan Redmann Brodeur, Speech-Language Pathologist, participated in developing core competencies for Speech Language Pathologists working in stroke care for the Ontario Stroke Network.

Pharmacy

Pharmacy Assistant Susan Butler passed the national Pharmacy Examining Board of Canada Pharmacy Technician Qualifying Exams, thus enabling her to register with the Ontario College of Pharmacists as a Registered Pharmacy Technician. All pharmacy staff that chose to pursue the pharmacy technician registration have passed these exams and will be registered by March 2015.

Planning Grant from Canadian Institutes of Health Research

Dr. Chiachen Cheng (principle investigator) and Dr. Shevaun Nadin (co-investigator) from the Research Department at St. Joseph's Care Group along with colleagues from the University of Calgary, St. Joseph's Healthcare Hamilton, Centre for Addiction and Mental Health, and the University of Toronto have received a \$10,000 planning grant from the Canadian Institute of Health Research. The purpose of their project, entitled "*Evaluating Essential Components of Early Psychosis Intervention Programs (EPI) in Ontario*", is to bring together a group of decision-makers, knowledge users and researchers to design a regional, case-based evaluation of EPI programs in Ontario.

Media Coverage

St. Joseph's Care Group received media coverage for the following stories locally and regionally:

- PSWs in high demand, partnership with Confederation College – Chronicle Journal, Catholic Health Care in Ontario's (CHAO) *The Quarterly* newsletter;
- SJCG recognized for sending used hospital equipment to Mexico – CBC Radio, Chronicle Journal, Ontario Hospital Association (OHA) clippings;
- Balmoral Withdrawal Management Program receives permanent funding – CBC Radio, OHA clippings;
- Student Education Day at LPH – Chronicle Journal, OHA clippings

ORMED Self Serve

In collaboration with Finance, a self serve module for access to electronic pay stubs and access to pay information has been implemented. The solution will be deployed to staff over the next few months.

Health Infrastructure Renewal Fund (HIRF) Update:

We received a funding announcement last fall from the HIRF branch of the Ministry of Health and Long Term Care. The projects assigned to the funds were the ones in 'ready' mode: roof replacements at the St. Joseph's Hospital site and upgrading of the air conditioning system for the computer server room at the same site. Both of these projects will improve energy use for the facility. The roofing work has progressed well and will be completed by the end of January, despite the cold spells. The equipment replacement for the server room has been designed and will be out for pricing shortly. The replacements will be installed and operational prior to the end of March this year. Both projects will meet the timelines given for the funding.

Capital Updates

Hogarth Riverview Manor Expansion and Addition

Construction is progressing well and at the end of December the project is approximately 67% 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.

Information Technology has finalized the technology infrastructure for HRM Expansion and has begun the process of procuring the network equipment. Configuring the equipment will begin in April.

Specialized Mental Health Rehabilitation Project (SMHRP)

Tenders were received from 4 of the 6 pre-qualified General Contractors. Bid opening occurred at the end of January, and the next steps are underway to obtain MOHLTC approval to award the contract

Informatics met with the architects and project manager to review drawings to ensure all technology requirements were identified.