



Mission Moment

"During the recent cold weather, I have been lucky that I don't need to go anywhere. Everything I need is right here. I can enjoy the coffee shop, hairdressing, physiotherapy and entertainment without having to go out in the cold."

Tenant, PR Cook Apartments

Strategic Priorities

"The focus of our work"

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

Central Intake Process

A Value Stream Mapping Session was held with Dementia Care Network as well as several internal staff to listen to client journeys, related to the redesign of central intake for Seniors Community Health.

Evening Caregiver Support Group

The evening caregiver support group at the Manor House Adult Day Program showcased a video by Teepa Snow, *"Understanding Progression: Seeing Gems Not Just Losses"*. This video discussed the appropriate levels of care needed during different stages of dementia, which behaviours to expect and how to manage them.

PR Cook Spa Construction

Construction of the "spa" for Support Services clients has begun on the 8th floor at PR Cook Apartments. This will offer an accessible bathing alternative to clients in a modern comfortable space.

Welcome Wagon

The Recreation Program is developing an in-house "Welcome Wagon" program with clients at Sister Leila Greco apartments. The purpose of this program is to ease the transition when new clients move in by introductions to other tenants.

Rheumatic Disease Program – Pilot Triage Clinic

The Rheumatic Diseases Program (RDP), had a recent client story that exemplifies how they have combined various innovative approaches to their model of care to assist First Nations clients living in remote communities to access the correct services: The client was a First Nations woman who Noel Heath (OT) saw in Fort Hope as part of the pilot triage clinic and determined she would be appropriate for the RDP. Since transportation is not an approved service through Non-insured Health Benefits (NIHB), her flight was booked with temporary transportation funding from the NWLHIN. Her stay was successful in meeting her goals and follow-up will occur at the next outreach clinic in Fort Hope. Congratulations to everyone for making this happen.

Client Flow

Client flow has improved significantly on the Medically Complex (2N) unit. As the client(s) await placement in for alternative supportive environments, the team works hard to problem solve around these complicated discharges. As a comparison over time, 2N had 7 admissions and 8 discharges in January 2014, with an average length of stay of 97 days. In January 2015, the unit had 18 admissions and 11 discharges with an average length of stay of 59 days.

Regional Orthopaedic Service Committee

A Regional Orthopaedic Service Committee, lead by the NWLHIN is modeling how orthopaedic services will be delivered throughout the region. The committee is examining both acute and post acute care options, with the goal of providing services to clients as close to home as possible.

Assess and Restore

Geriatric Assessment and Rehabilitative Care (5N) and Reactivation (2S) admit Assess and Restore clients, 65 and older who require inpatient therapy from Thunder Bay Regional Health Sciences Centre (TBRHSC) and from the community. Paula Siau, Utilization RN for Assess and Restore is working with the Community Care Access Centre, TBRHSC Assess and Restore team, and retirement homes to develop a “pull” strategy for eligible clients. Many of the clients are followed for up to two weeks in the community post discharge.

Walk for Memories

On February 1st, 2015 four clients from the Older Adult Rehabilitation Program along with Leisure Life Skills staff and a family member participated in the *Walk for Memories* event held at Intercity Mall in support of the Alzheimer’s Society.

Wedding at Sister Margaret Smith Centre (SMSC)

In recognition of the important role that the SMSC played in their recovery, two former clients chose the Sacred Space at SMSC as the venue for their wedding ceremony. It was a joyous occasion attended by family and other supportive individuals in their lives including some staff.

SMSC Women’s Support Group

The Women’s Support Group for continuing care came together for a Refresher Weekend in the Sister Margaret Smith Centre Residential Unit. Twenty-three women participated in the session which focused on maintaining recovery, practicing coping skills and reinforcing self-care and self-compassion. This was the second annual event with positive feedback from all involved.

Stress Management and Addictions Presentations

Adult Addiction staff made presentations on Stress Management and Addictions for staff attending the Nishnawbe Aski Nation Regional Training. Participants found it very useful and resulted in requests to conduct train-the-trainer sessions in their communities. We are exploring strategies and tools to provide ongoing support, including use of OTN.

Decision Guides for Support to Mental Health Outpatients

“Decision Guides” work collaboratively with clients to ensure they are fully informed about available mental health services and to support them in making decisions about the best care to meet their needs. The Mental Health Outpatient Program at St. Joseph’s Health Centre has implemented this evidence-based service for newly referred mental health clients. To date, clients have been very satisfied with the opportunity to fully participate in their treatment planning.

Winter Wellness Sleigh Ride A Great Success!

The Winter Wellness Sleigh Ride held on Family Day at Centennial Park was a great success with over 175 employees and family members attending. The evening included sleigh rides and tobogganing, followed by hot chocolate and homemade cookies in the chalet.

Corporate Principles

“Guide posts for how we work”

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Collaboration

Two Nurse Practitioners from the Nurse Led Outreach Team provide tenants of P.R. Cook Apartments and Sister Leila Greco Apartments service twice a week to alleviate some of the demand on the emergency health care system. Functions include: ordering lab tests/x-rays, wound care, blood pressure checks, interim medication renewals, foot care referrals, Community Care Access Centre referrals, antibiotics for respiratory symptoms and other infections, diet change recommendations, hospice referrals, and other assessments.

Baycrest Site Visit

Meaghan Sharp, Laurie Ball, Dr. Davis, Dr. Koo and Dr. R. Johnson, attended a site visit in January to Baycrest Centre for Geriatric Care in Toronto, to learn about their Long-Term Care operation/professional staff model for 472 residents, and the Seniors’ Health continuum in general.

Creation of Flex Rooms

'Flex' rooms have been created in St. Joseph's Hospital inpatient areas to better serve clients and improve flow throughout the system. These rooms allow clients to move out of their existing room but remain registered inpatients, so that they can receive meals and care while they await a family member or transportation for discharge.

Collaboration with Toronto Healthcare Centers

Kathleen Lynch and Janine Black visited Baycrest Centre for Geriatric Care and Runnymede Healthcare Centre in Toronto in February. Both facilities offer rehabilitative and complex continuing care inpatient services and Runnymede also specializes in wound care.

Post Acute Review Lead

John Clack is beginning a two-month contract to support the second phase of the Post Acute Review. St. Joseph's Care Group will work closely with the Local Health Integration Network to examine how to best meet the needs of people requiring complex continuing care and rehabilitation throughout the region. The provincial work done by the Rehabilitative Care Alliance (RCA) will assist us tremendously.

Hand Hygiene Audits

Congratulations to the staff from the Adult and Older Adult Rehabilitation Programs at the LPH for continuing to score 100% in Hand Hygiene Audits.

GAPPS Team Helps to Raise Money for Grace Place

The GAPPS (Getting Appropriate Personal and Professional Services) team collaborates regularly with Grace Place to provide support and engage with clients who experience poverty and homelessness as well as addictions and mental health issues. The "Coldest Night of the Year" walk is a fundraising activity to support the work of Grace Place. The GAPPS team came in fourth with \$2900.00 raised to help purchase new kitchen equipment.

Strategic Enablers *"Functions that support our success"*
Our People ♦ Infrastructure ♦ Communication

New Geriatrician

On behalf of St. Joseph's Care Group, the Geriatric Assessment Program is pleased to welcome Dr. Peter Debakker, Geriatrician to the team.

Regional Behavioural Health Services (RBHS)

A Clinical Planning and Policy sub-working group has been developed and is responsible for the planning and design recommendations for a review/refresh of the Regional Behavioural Health Services (RBHS), to St. Joseph's Care Group Leadership Team and the current NWLHIN Behavioural Support Ontario Operations committee. It will support the current state and future needs of clients within the City of Thunder Bay and the surrounding region in alignment with the HRM Expansion, and the recent NWLHIN *Informing Care for Seniors report*.

Case Mix Index – Complex Care

The Case Mix Index, a measure that combines client complexity and rehabilitation levels and affects funding levels, has declined over the past several months. As a result, there has been a focused effort at St. Joseph's Hospital, to ensure documentation reflects client needs and activity, and that the scoring is done at the right time in the client's stay. Improvement was noted in the last quarter, and work will continue in an effort to improve the accuracy of CMI scores.

Appointment to Connecting Northern and Eastern Ontario (cNEO)

Lisa Seburn, social worker in Community Mental Health, has been appointed to the cNEO clinical working group. cNEO is a program funded by eHealth Ontario that will give clinicians, i.e. physicians, nurses and community based health providers, secure and timely access to electronic patient health information in northern and eastern Ontario. This will be done by connecting health service providers through the integration of electronic health care systems. The working group, led by The Ottawa Hospital, will be involved in the implementation of the project.

Virtuo – Employee Self Serve

Finance and Payroll, in collaboration with Information Technology, have deployed the Employee Self Serve module, which will allow electronic access to pay stubs, T4's, view of benefits and accrual banks, out to 'early adopter' teams. These teams will provide Payroll with feedback to ensure a smooth roll out of the module to all employees of St. Joseph's Care Group.

Career Fairs

St. Joseph's Care Group had booths at career fairs hosted by Confederation College, Lakehead University and Nishnawbe Aski Nation during February, represented by Linda Piscioneri and Tamara O'Neill from Human Resources. The College and University events were focused on summer student and new graduate recruitment, while the Nishnawbe Aski Nation Fair was to raise awareness for Aboriginal youth about careers within the healthcare field. Both events were well attended.

10th Annual Showcase of Health Research

More than 40 oral and poster presentations were made by experts at the 10th Annual Showcase of Health Research on February 6, 2015. This year we set a record with over 190 individuals registered for the event! In attendance were healthcare professionals, students and researchers from a variety of organizations including, St. Joseph's Care Group, Northern Ontario School of Medicine, Lakehead University, Thunder Bay Regional Health Sciences Centre, Thunder Bay Regional Research Institute and the Thunder Bay District Health Unit. Students from local high schools were also invited to expose the next generation to health research.

Mental Health Staff Present at Showcase of Health Research 2015

Community Mental Health staff reported on the outcomes of two important initiatives designed to improve access to services. **Group Medical Visits** provide an opportunity for clients to discuss mental illness and medication management in a group setting. The group is run by a psychiatrist and a psychiatric nurse. Clients in the group benefit from the experience of other members, as well as the professionals. **Same Day Counselling** provides an opportunity for clients to call in the morning and obtain an appointment for the same day to see a counselor. Clients report high level of satisfaction with these services and the no-show rate has been greatly reduced.

Centre for Applied Health Research

The Centre for Applied Health Research (CAHR) at St. Joseph's Care Group was announced at the Research Showcase. The mandate of the Centre is to build research capacity and knowledge to support researchers working in areas relevant to St. Joseph's Care Group. The Centre will provide structure to research activities, and will increase the visibility of applied research being done in the organization. The Centre will work to identify research areas that need to be developed, as well as partnerships, external funding sources, and opportunities to conduct research within clinical settings.

Capital Updates

Hogarth Riverview Manor Expansion and Addition

Construction is progressing well and at the end of February the project is approximately 74% 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.

A furniture working group has been established to select the furnishings for new site. Residents and families will be consulted during the selection process.

Specialized Mental Health Rehabilitation Project (SMHRP)

Tenders were received on January 28, 2015 from 4 prequalified general contractors. The Ministry of Health and Long Term Care has received the submission package for approval to award the tender. Based on a 90-day response period, we should receive Ministry approval to award by mid-April 2015 and commence construction in late spring.