



## Mission Moment

I recently attended a two week outpatient program and was so impressed with the high level of interprofessional care. The staff was committed to helping me achieve my goals, was never too busy to answer all my questions, and provided a fun learning experience. Everyone should be commended on their excellent efforts. Thunder Bay is fortunate to have this great program available.

Client, Outpatient Rheumatic Disease Program

## Strategic Priorities

*"The focus of our work"*

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

### Enhancing Palliative Care in Long-Term Care

Regular meetings of the Palliative Care Team reconvened at both of our Long-Term Care sites with joint meetings via videoconferencing. The main purpose of the committee is to enhance palliative care for residents by developing and evaluating initiatives and strategies that are resident-centred and support the mission, vision and values of St. Joseph's Care Group (SJCG). Membership is interprofessional and meetings are co-chaired by Personal Support Worker (PSW) palliative care leads.

### Personal Support Worker (PSW) Train the Trainer Sessions

PSW trainers have delivered their first sessions to their colleagues on topics such as oral care, infection control, transfers and mobility, responsive behaviours, pain management, nutrition, and continence care. Two additional PSWs are registered for the train the trainer course offered by Conestoga College and being hosted in Thunder Bay.

### Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) Annual Conference

The Directors and LTC-RAI coordinators attended this year's conference in Toronto April 13-15, 2015. Our Resident Assessment Instrument (RAI) Coordinators presented during the concurrent sessions. The presentation was well attended and participants learned that through the output scales, one could, at a glance, determine whether the functionality of a resident improved, declined or remained the same. This is particularly helpful to evaluate the plan of care during care conferences and to improve the resident outcomes.

### City of Thunder Bay LTC Homes Resident Engagements

There have been two tours of Hogarth Riverview Manor (HRM) for residents of Dawson Court and Grandview Lodge led by the Life Enrichment Coordinator. The feedback has been positive with residents/families and city staff commenting on the beautiful and spacious rooms.

### Regional Behavioural Health Services (RBHS): Presentations to the Region

A series of presentations to the region were conducted. Presentations included information on the psychogeriatric resource consultant (PRC) program through the Canadian Mental Health Association in Fort Frances, Community Care Access Centre referral process for the RBHS Unit and other general information regarding the Behavioural Support Unit (BSU).

### Self Screening for Clients

The occupational therapists on the Reactivation/Assess and Restore team have started the Canadian Occupational Performance Measure screening for all clients. This screening indicates the client's self-perceived change in occupational performance over time and helps clients to develop personalized goals. Once the screening is completed, a binder is given to the client and includes information such as their set goals, previous daily routine, daily journal, therapy times and goals, discharge destination with strategies for success, and a communication sheet for families.

### **Personal Support Worker (PSW) Float Positions**

New PSW float positions have been developed for St. Joseph's Hospital. The individuals hired into these positions will be responsible for client transfers to both internal and external appointments, in addition to providing coverage on the two transitional care units (4S and Temporary Transitional Care Unit), as required. It is anticipated that the float positions will be well-utilized for client transfers.

### **Lakehead Psychiatric Hospital Bed Reduction Plan**

Since October 2011, thirty-two inpatient mental health beds have closed at Lakehead Psychiatric Hospital. We are currently operating 39 beds, with one more bed to close to achieve the target of 38 beds. We are focusing our efforts on discharging inpatients assessed as Alternate Level of Care (ALC) to more appropriate settings. A Crisis Designation process was established in concert with the Northwest Local Health Integration Network, Community Care Access Centre and Thunder Bay Regional Health Sciences Centre on March 3, 2015. Since that time, two inpatients have been discharged to Long-Term Care Homes.

### **Centralized Intake for Housing**

Alpha Court has received funding from the Northwest LHIN to hire a coordinator of supported housing services. The Canadian Mental Health Association and St. Joseph's Care Group mental health and substance use treatment programs will collaborate in this initiative to offer the same process to people applying for housing services. This new centralized process will enhance the application experience for our clients and improve our ability to match resources to client needs.

### **Youth Addiction Services**

The clients of the Youth Residential Treatment Program volunteered for the Canadian Cancer Society to raise money for Daffodil Month, their national fundraising campaign. Our youth raised \$246, which was one of the highest daily totals for the local campaign!

### **Client Relations Education**

On April 30-May 1, Jessica Saunders, Client and Community Relations Coordinator attended the 2nd Annual National Patient Relations Conference in Ottawa. The event, themed *"Hearing the Client Voice"*, focused on strategies to engage with clients to resolve complaints and celebrate compliments. Key learnings will support the work of enhancing the client relations process across the organization.

### **Point of Care Documentation**

Laptops and carts have been purchased and deployed at Bethammi Nursing Home and Hogarth Riverview Manor to support the electronic documentation project. Personal Support Workers will be trained to document assessments electronically thereby making more clinical information available in the electronic health record.

### **Target Rehabilitation for Stroke Clients**

The Stroke Quality Based Procedure has set a target of three hours of therapy per day for clients on inpatient rehabilitation units. The Canadian Institute for Health Information is introducing new measures that require mandatory reporting of six new data elements to be coded for all stroke clients discharged from inpatient rehabilitation in the province of Ontario.

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Collaboration**

The Supportive Housing team is working with St. Joseph's Hospital to provide information and education to enhance awareness of the services and supports offered at Sister Leila Greco and PR Cook Apartments. This is in effort to improve client safety, especially around falls, focusing on clients who are returning home to their apartment after a period of hospitalization.

### **Geriatric Telemedicine Services**

Staff from the Geriatric Assessment Program and Geriatric Telemedicine Program had an engagement session with the Nipigon Health Team and Superior Counselling Service. A brief overview of the programs was given and how to access Geriatric Telemedicine services. Team members reviewed assessment procedures and cognitive assessments utilized within the program.

### **Outpatient Neurology**

Chelsea Heath, Occupational Therapist and Stephanie Schurr, Occupational Therapist were members of a committee that organized the “Superior Seating and Mobility Conference”, which was a collaborative effort with the therapists and vendors across the city of Thunder Bay. There were 65 participants who attended the conference from across Ontario.

### **Collaboration**

Susan Siczkar, Pharmacist, continues to work on updating the inpatient medication reconciliation program at St. Joseph’s Hospital and the Lakehead Psychiatric Hospital. As Susan will be retiring in May 2015, another Pharmacist, Karen Holroyd, was assigned to shadow Susan to acquire additional education prior to Susan’s retirement.

### **Collaboration with Thunder Bay Police**

Community Mental Health is collaborating with the Thunder Bay Police Service (TBPS) to train police officers to more easily recognize the signs of operational stress. Return to Mental Readiness (R2MR) is a training program developed by the military to increase awareness of operational stress and to make available a stepped model of accessing support. Dr. Sara Hagstrom, a psychologist with Community Mental Health, accompanied two officers from TBPS to the police college in Aylmer for a week of training. She will continue to work with the training team during the next 6-9 months to provide training to all staff of TBPS.

### **Eating Disorders Program**

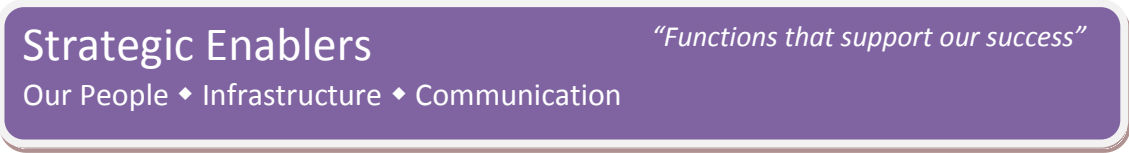
Youth Advisory Group for Eating Disorders has reviewed the Guidelines for Hospitalized Youth with Eating Disorders to ensure that the language is age appropriate. These Guidelines have been formatted to include comments and inspirational sayings from those who have been hospitalized themselves in the past. In addition, members of the Youth Advisory Group are taking part in the Human Library at Waverly Resource Library in early May. Their book title is “Recovering our Voices”.

### **Thunder Bay Drug Strategy - Youth Engagement**

The Youth Issues Working Group of the Thunder Bay Drug Strategy has been established to engage young people in substance use awareness, advocacy and education through youth-led activities to ensure that youth have optimal success and health. On April 30<sup>th</sup>, 15 youth leaders were trained in the art of group facilitation by “Right to Play”, an internationally known youth engagement agency. These youth leaders will be facilitating a discussion among youth to provide guidance and advice on effective strategies to reduce harms associated with substance use and how to ensure safety in the moment among young people.

### **Provincial Clinical Data Repository**

A service agreement has been signed with the Northwest Health Alliance to conduct an analysis and assessment on the Hospital Information System (HIS) for all 13 hospitals in the North West Local Health Integration Network in preparation to submit clinical data to the provincial Clinical Data Repository (CDR).

A purple rounded rectangular box with a white border. The text inside is white. On the left, it says "Strategic Enablers" in a large font, followed by "Our People ♦ Infrastructure ♦ Communication" in a smaller font. On the right, it says "*“Functions that support our success”*" in a smaller font.

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

### **CCC/Rehab Provincial Leadership Council**

Tracy Buckler has been appointed as Chair of the Complex Continuing Care/Rehabilitation Provincial Leadership Council at the Ontario Hospital Association.

### **Ontario Association of Non-profit Homes and Services for Seniors (OANHSS)**

Meaghan Sharp has been appointed to the Board of OANHSS, and is the Northwest/Region 9 representative. Meaghan will use this opportunity to continue to advocate for the needs of seniors, particularly in our region.

### **Senior Friendly**

Melissa Berry provided a presentation to the Elder Abuse Prevention Committee and spoke on behalf of St. Joseph’s Care Group’s Senior Friendly initiatives as part of the overall Seniors Care strategic priority.

### **E-mail Publishing and Archiving**

An e-mail publishing and archiving solution has been implemented to manage e-mail content. All e-mail will be purged after being in the system for two years.

### **Late Career Nursing Initiative**

In follow up to the corporate-wide survey conducted in December, one of the Late Career Nursing Initiatives (LCNI) provided an opportunity for nursing to play a leadership role in the development of capacity building strategies to enhance the care experience and improve health outcomes for individuals and families living with complex needs that include mental health and substance use issues.

This initiative was designed to actively engage staff in conversation regarding the staff survey results and to further explore staff training needs that would promote understanding and build confidence, enhance core competencies and ensure the implementation of evidence based practice across the organization. Thank you to all of the staff who participated in both the on-line survey and the focus groups. We extend a special thank you to Sharon Pitre, RN and Mary-Lou Stephens, RN for their care, compassion and commitment to this LCNI initiative and to the people that we serve.

### **Community Mental Health Staff Achievements**

Community Mental Health congratulates Ron Soldan, Augustine Puthava and Terry Bodnar in successfully completing the requirements for registration in the new College of Psychotherapists.

Community Mental Health congratulates Dr. Amanda Maranzan, Lakehead University/Mental Health Outpatients, Rosemary Skofich, Thunder Bay District Health Unit, and Heather Boynton, Manager of Mental Health Outpatients on receiving a grant from the Women's Xchange at the Women's College Research Institute. The grant will provide funding to train facilitators to implement and run a group for women experiencing postpartum depression.

Faculty and learners with the Northern Ontario School of Medicine (NOSM) were presented with Awards of Education and Scholarship at the Northern Constellations Conference hosted by the School. Congratulations to Dr. Jack Haggarty who was the recipient of the Clinical Scholar award.

### **Self Service Payroll**

In collaboration with Finance, Information Technology implemented an Employee Self Service solution that will enable employees to view their payroll information electronically through a web-based solution. This solution will eventually enable the elimination of paper pay stubs.

### **Capital Updates**

#### ***Hogarth Riverview Manor Expansion and Addition***

Construction is progressing well, and at the end of April the project is approximately 80% complete. There are no significant budget issues and the schedule is being monitored closely to ensure completion times for the project are achievable. A preliminary construction schedule has been developed for the Hogarth Riverview Manor (HRM) 32-bed addition phase and is currently being reviewed. Preliminary costing for the LINK project has been received and effort is underway to look for efficiencies to reduce the overall cost. There are ongoing meetings with the North West Local Health Integration Network and the Ministry of Health and Long Term Care to discuss licensing, the transition/move process and funding issues. A preliminary move schedule has been established by the Move In Working Group and this will be discussed and refined over the next month.

#### ***Specialized Mental Health Rehabilitation Project (SMHRP) – East Wing***

St. Joseph's Care Group received Ministry of Health and Long Term Care approval to award the tender on April 24, 2015. The General Contractor, Bondfield Construction, has been notified and contract documents are being prepared for execution. It is anticipated that activity will commence on the St. Joseph's Hospital site in June 2015.