



"Thank you for listening to my concerns in such a caring and flexible way. It really alleviated my fears of losing control of my independence in my aging "crisis" of transition from a house on an acre of land to a small apartment. I look forward to living in my new home".

Client, PR Cook Apartments

Strategic Priorities

"The focus of our work"

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

Insomnia Group

Staff in Mental Health Outpatients and Personal Development underwent training to develop individual and group intervention for clients who suffer from insomnia. Informal assessment of client needs in these programs indicated a high percentage of clients with insomnia as a component of mental illness. Research indicates that treatment of insomnia can reduce the symptoms associated with depression and anxiety. The group intervention pilot has been implemented and will be evaluated and modified as necessary.

Decision Guides

Mental Health Outpatient Program and the Personal Development Program staff underwent training to support implementation of the "decision guide" process as part of intake to their programs. The role of a decision guide is to support clients to make good decisions about the options for treatment available to them, based on their clinical needs, personal circumstances and availability of resources. The information gathered during these sessions as well as the information given to clients supports the goals of ensuring clients are getting the right level of care at the right time by the right person.

Balmoral Centre

The medically supported withdrawal management program at Balmoral Centre continues to have a positive impact on the quality of client care and health outcomes for the people and families we serve. The centre is now operating at 98.6% capacity with an 86% increase in the number of clients served since the service enhancements were initiated in 2013. The EMS direct transfer protocol allows clients, who do not require emergency care, to be directly referred to Balmoral Centre, thereby avoiding an unnecessary emergency department visit. Care plans are truly client-centred and specifically designed to meet the unique needs of individuals. Despite these successes, the number of clients we are not able to serve ranges from 25 to 40 per month due to capacity issues. We continue to work in collaboration with clients, family members and community partners to address these unmet needs within our community.

Sister Leila Greco Physiotherapy Program

The physiotherapy program at Sister Leila Greco Apartments continues to grow with well-attended exercise classes – a record of 36 clients participated in one class! The Recreation Staff have been supporting this program and are responsible for its growing success. P.R. Cook Recreation staff is also supplementing physiotherapy with a variety of physical activities including a daily walk outdoors program where clients can participate within the safety of a group setting.

Geriatric Champions

Education of "Geriatric Champions", linked to a delirium screening project being piloted on Extensive Services (5S), Geriatric Assessment and Rehabilitation (5N) and Reactivation (2S), was completed in July, with nurses expressing an interest in becoming clinical leaders for senior clients. A condensed version of the education has started with unit nursing staff, with completion date at the end of September. Dr. Mun Tran has had a primary role in the development of the delirium screening order set, education on the screening tool and education regarding non-pharmacological components of the care.

Outpatient Aphasia Group

A new Outpatient Aphasia Group started in July every Tuesday. It targets people in the community (and those discharged from our outpatient neuro program) who need additional work on functional communication skills.

Home Visiting Program

Northwest Community Care Access Centre (NW CCAC), Dr. Peter de Bakker, Geriatrician, and the Geriatric Assessment Program (GAP) are collaborating to provide home visits to eligible clients in the community. NW CCAC coordinators have been tasked to identify clients who meet the criteria for a home visit from a Geriatrician. Once identified, the GAP's nurse practitioner will do an initial home visit with a comprehensive geriatric assessment completed by Dr. de Bakker.

Opioid Dependence Treatment Course

Garry Prokopowich, Pharmacy Services Manager, successfully completed the Opioid Dependence Treatment course offered by Centre of Addiction and Mental Health (CAMH). Pharmacy managers of facilities dispensing methadone are now required to take this course. A pharmacist will be assigned to take this course in the fall, in order to meet Ontario College of Pharmacists guidelines for the dispensing of methadone.

Ontario College of Pharmacists Audit

The Ontario College of Pharmacists completed their assessments of St Joseph's Hospital and Lakehead Psychiatric hospital. The information gathered from this process will be used to help St. Joseph's Care Group Pharmacy Department move forward in achieving and maintaining the expected standards for hospital pharmacy practice in Ontario.

Regional Palliative Care Program

The Regional Palliative Care Program team hosted a workshop in Fort Frances for First Nations communities and providers in the area. Representatives from four First Nations communities and two provider agencies attended. The objectives were to promote the Improving End-of-Life Care in First Nations research project, its resources, the lessons learned, and discuss opportunities for collaboration with the Regional Palliative Care Program moving forward.

Fourteen providers from across the region completed Learning Essential Approaches to Palliative and End-of-Life Care (LEAP) facilitator training, enabling them to conduct courses to educate other providers. The new facilitators include Robin Cano and Dr. Andrew Migay from St. Joseph's Care Group.

Palliative Care Telemedicine

Regional Palliative Care Clinical Lead Robin Cano has completed training with three Community Care Access Centre Palliative Care Nurse Practitioners (NPs) to offer consultation and care to clients in the community via Ontario Telemedicine Network (OTN). Robin is working with two additional NPs in the region (Dryden and Atikokan) to deliver services via telemedicine. In addition, Nipigon District Memorial Hospital has now implemented a tele-visitation service for inpatients.

Diabetes Health Collaboration

Lillian Panontin, RN, attended the Fort William First Nation Health Fair on July 6 and screened 78 participants for diabetes.

Shelly Jackson, Manager, Diabetes Health, met with Community Care Access Centre Coordinators to discuss developing a diabetes care pathway for homecare clients receiving services for multiple daily injections. Shelly also met with Dilico to discuss coordinating services with their community diabetes program.

Youth Engagement Video Production

In follow up to the May 5th Thunder Bay Drug Strategy Youth Engagement Event, a group of young people who were in attendance developed a video production describing the outcome of the event. The video highlights the various strategies developed by the youth to reduce harms associated with substance use and improve safety for young people with respect to substance use. Special thanks to all of the youth who gave their time and creative talents to this project and to Dan Ventrudo, Addiction Counselor with the Youth Addiction Program for the editing and production of the video. The young people will be making a presentation to the Thunder Bay Drug Strategy Implementation Panel at the September 18th committee meeting.

Thunder Bay Counseling Centre Recognition of SJCG Sister Margaret Smith Centre

At their Annual General Meeting, Thunder Bay Counseling Centre recognized SJCG, Sister Margaret Smith Centre with an Excellence in Partnership Award, presented by their Board of Directors. This recognition highlights collaborative achievements that have contributed to improved access to services, enhanced quality of care and outcomes for the individuals and families we collectively serve.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Canadian Diabetes Educators Certification

Congratulations to Lillian Panontin, RN for successfully passing the Canadian Diabetes Educator's Certification Board Exam and becoming a Certified Diabetes Educator. The certification process for diabetes educators is designed for eligible health professionals who are currently practicing in diabetes education in Canada.

New Medical Residents

On July 2, 2015, Rob Berardi and Tammy McKinnon joined others at Thunder Bay Regional Health Sciences Centre to officially welcome all new Medical Residents. As part of the orientation day, Tammy and Rob facilitated a presentation.

Hogarth Riverview Manor Sign-On Sessions

In August, the Human Resources and Corporate Learning teams facilitated 19 sign-on sessions for our new HRM staff. A total of 147 new staff were signed on and scheduled in for orientation. As part of this process, Tammy McKinnon, Manager of Corporate Learning, provided a Wellness Welcome presentation at each of the 19 sessions.

NOHFC Intern

The Centre for Applied Health Research (CAHR) is excited to welcome Rebecca Scott as the new Research Intern. She will be with us for one year as a result of our successful application to the Northern Ontario Heritage Fund Corporation (NOHFC) internship program. Rebecca is the fourth intern to work at the CAHR.

Volunteer Leader of the Year Award

Loretta Turpin is this year's recipient of the *Linda Buchanan Volunteer Leader of the Year* for 2015. The Linda Buchanan Award is given to an individual who has made an outstanding contribution to the field of volunteer administration. Loretta was presented with this award at the Professional Administration of Volunteer Leaders of Ontario (PAVRO) conference in Mississauga.

Leadership Thunder Bay Graduates

Congratulations to Kim Upton (Human Resources) and Jessica Saunders (Communications & Engagement) on graduating from the Leadership Thunder Bay program. Kim and Jessica have incorporated these leadership skills into their respective roles as Coordinators for HRM Recruitment and Client & Community Relations.

Celebrating Our Valued Volunteers

St. Joseph's Care Group's Volunteer Services along with the Volunteer Services Advisory Committee hosted the Annual Volunteer Appreciation Dinner at the Valhalla Inn on Tuesday, June 16th. Volunteer Services presented a Partnership Award to the Auxiliary of St. Joseph's Care Group in appreciation for their exceptional support to the clients, families and staff of SJCG as they celebrate their 120th Anniversary.

Orientation Planning For New Hogarth Riverview Manor Staff

Corporate Learning and Collaborative Practice finalized all orientation schedules in August for the 90 orientation sessions that start September 14, 2015. Corporate Learning will facilitate 66 of these sessions and Collaborative Practice will facilitate 24 sessions. All of these classroom sessions will occur at the LPH.

Awards and Recognition

Team Werks Cooperative and St. Joseph's Care Group have been nominated for a Provincial "Spirit" award by the Ontario Cooperative Association. *The Co-operative Spirit Awards was established in 1999 by On Co-op to recognize the incredible contributions made by Ontario co-operatives and individuals to the economic and social well-being of our province.*

Former past President and current active member of Peer Council – Dean Story received the Citizens of Exceptional Achievement Award from the City of Thunder Bay.

Dr. Mary Ann Mountain received an award from the Therapeutic Recreation Association of Ontario. The award is presented annually to an organization or individual who shows outstanding support to the therapeutic recreation profession.

Building Capacity in Mental Health and Substance Use

In follow up to a corporate-wide survey and a Late Career Nursing Initiative project, an eight-part education series has been designed in response to the identified needs of SJCG staff to build their knowledge and skills to effectively engage with people who live with a mental health and/or substance use issues. The education series will be provided by our own internal expertise within the Addictions and Mental Health Division and will commence on September 10, 2015.

Nursing Professional Practice & Best Practice Spotlight Organizational Lead

Staff and clients with the inpatient Mental Health Rehabilitation Programs and High Support Homes were introduced to the new *Nursing Professional Practice & Best Practice Spotlight Organizational Lead*. A tour of the inpatient programs and high support homes was provided including awareness about the unique nursing practices in each setting.

CAPITAL UPDATES

Hogarth Riverview Manor Expansion and Addition

Construction is progressing well however the contractor has not recaptured the slippage in the schedule as originally planned; as a result the project is approximately 93% complete (based on progress billings). Schedule issues continue to be closely monitored by SJCG along with the project manager and architect. There are no significant budget issues.

Some work has commenced on the HRM addition phase however it is limited until access to the existing building can be provided.

The renovations of the food services area are underway in the existing HRM building as well as the loading dock renovations. This work is significantly behind schedule and we are working with the contractor to establish a revised completion date.

Revised costing for the LINK project has been received and is being reviewed with our private partners and project team members. We continue to explore opportunities to achieve efficiencies to reduce the overall cost of the project.

East Wing Project

The East Wing project commenced on May 12, 2015. The majority of the work has focused on services and site works to date. There were a number of issues to be coordinated by the contractor including the temporary relocation of bulk oxygen tanks and the relocation of a hydro duct to allow for the piling portion of the project to be completed.

The contractor did experience some delays in these activities and is identifying there may be a schedule impact. Our project team continues to review this issue to determine the potential impact. The first two progress certificates have been issued by the general contractor for work to date showing a 9% project completion.