

“Thank you St. Joseph’s Care Group for honoring me with a retirement gift. I put the gift card towards the purchase of a bicycle, something I have never had. In retirement, I’ve been enjoying the outdoors everyday and I truly love cycling. I was lucky to have worked 38 years for a great organization, which enabled me to retire when I am young and healthy to do what I love. “

Former Staff Member

## Strategic Priorities

“The focus of our work”

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

### Geriatric Champions

Nurses on three units at St. Joseph’s Hospital have been trained as “Geriatric Champions”, and will be mentors to their colleagues across all units, when working with senior clients, particularly clients with complex medical conditions and ‘geriatric syndrome’. Plans are in place to roll out the delirium screen/order set to three units at St. Joseph’s Hospital with eventual hospital-wide rollout, followed by long-term care and mental health. The Delirium Screening Project has been a time intensive commitment for the educators, Dr. Mun Tran (expert on the screening tool), Nurse Practitioner Aparna Nagar and Clinical Manager, Gail O’Quinn.

### Aboriginal Focus Groups

Aboriginal clients and family members were invited to a series of focus groups over the summer to give input into how St. Joseph’s Hospital can create and maintain a more welcoming environment for Aboriginal clients. Twelve clients from inpatient and outpatient programs participated and provided feedback in areas that will have the greatest impact in serving our clients better.

### Centre for Addictions and Mental Health (CAMH) Supports Planning and Evaluation of Clinical Initiatives

The Provincial System Support Program staff for CAMH – Northwest Region is supporting planning and evaluation for three Community Mental Health programs: Shared Mental Health Care program; the Decision Guide model, and the centralized access for outpatients, case management and housing. Their work will evaluate changes Community Mental Health is making to improve accessibility and support self-management of mental illness in the context of client-centred care.

### Improving Safety in Mental Health Care

The need for individualized client plans was identified to reduce workplace violence and improve safety on the Adult Rehabilitation Program. As a result, *Positive Behavioural Support Plans* have been developed by the clinical team, under the leadership of Dr. Holding, for specific clients with the potential for aggression and/or violence. The Positive Behavioural Support Plans summarize individual, client-specific behaviours and provide thoughtful analysis of the behaviours in relationship to the environment and other important factors. Behavioural triggers are identified in the plan as well as prevention strategies, skill building opportunities, positive reinforcements and rewards, privileges, and pharmacological strategies that support clients with behaviours in a positive, optimistic and meaningful manner.

### Participation in Nishnawbe Aski Student Orientation Day

Problem Gambling Program and Youth Services from Sister Margaret Smith Centre presented an information booth at the Nishnawbe Aski student orientation day which was attended by about 150 youth from Northern Reserves who will be attending high school in Thunder Bay. The youth participated in games and accessed information about local services and resources in Thunder Bay. The Gambling Program also hosted a booth at the Health and Wellness Fair at Lakehead University in September to welcome students back to the university and provide them with information about what assistance is available for them in the city.

## Recovery Day 2015

Thunder Bay's Second Annual Recovery Day was held on September 2, 2015. The theme this year was *Rockin' Recovery* with the goal to celebrate recovery and share information about community resources. Sister Margaret Smith Centre and a number of other local organizations assisted the Drug Awareness Committee and the Thunder Bay Drug Strategy in the organization of this well-attended event.

## Regional Behavioural Health Services Unit

Commencing in August, the Public Educator Coordinator (PEC) from the Alzheimer Society has been spending two half days /week on the Behavioural Support Unit (BSU) observing flow on unit, supporting staff with education and making recommendations for improvements.

## National Patient Experience Forum

On September 30 and October 1, Jessica Saunders, Client and Community Relations Coordinator participated in the National Forum on Patient Experience in Toronto. The forum brings together experts from around the world to share patient stories, case studies, and best practices. Learning's from the forum will help inform strategies that enhance client-centred care practices across the organization.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

## Clinics – Chartwell Retirement Home

Dr. Anton Kolobov, Geriatrician, has collaborated with the Nurse Practitioners of the Nurse-Led Outreach Team and Chartwell Retirement home to provide follow up clinics. Dr. Kolobov is currently seeing 15 clients directly in their home.

## Palliative Care Programming

Through the Regional Palliative Care Program, local facilitators and lead organizations have been identified in Nipigon, Geraldton, Dryden, and Sioux Lookout to develop palliative care programming at the local health hub (LHH) level. The Red Lake palliative care committee is also proceeding with the community development process as they work together to identify a lead organization for their LHH.

## Pharmacy Quality and Safety

In response to Ontario College of Pharmacists standards, the Pharmacy has incorporated several changes in practice. Methotrexate injection will no longer be repackaged in pharmacy; pre-filled syringes are now supplied for inpatient use.

Physical separation within the pharmacy of medications listed by the National Institute for Occupational Safety and Health as hazardous has been completed. Medication Administration Safety Huddles were held to explain changes in hazardous drug labeling and what that means, practically, to nursing and the patient.

## Regional Pharmacy Project Steering Committee

Garry Prokopowich, Pharmacy Manager, was named Vice Chair of the Regional Pharmacy Project Steering Committee, and is a member of the Regional Pharmacy Project Working Group.

## TeamWerks

TeamWerks is a social enterprise cooperative supported within Community Mental Health. TeamWerks members, who are all clients living with a mental illness, are shareholders in the enterprise. GreenWerks, a business component of TeamWerks, is harvesting the last fruits and vegetables from the garden. GreenWerks collaborates with the Regional Food Distribution Association to grow, sell and distribute the harvest.

## Building Capacity in Mental Health and Substance Use

Approximately (150) staff from across the Care Group participated in the first three education sessions designed to enhance knowledge and skills of all staff when working with individuals and family members who are living with mental health and substance use issues. Feedback from the participants and the presenters has been positive! The 8-session series includes clinical information and general interest topics, of value to all clinical and corporate staff.

## Welcoming City Staff

The Human Resources, Corporate Learning, and Occupational Health teams jointly welcomed 149 staff from the City of Thunder Bay during the 19 sign-on sessions in August. The City Homes staff, who are joining St. Joseph's Care Group, had a great "first impression" of our organization.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### New Manager Bethammi Nursing Home

Kristen Wojtalik, has accepted the position of Clinical Manager at Bethammi Nursing Home. Welcome Kristen!

### MED E-care

Both P.R. Cook Apartments and Sister Leila Greco Apartments using electronic software (MED E-care) for all documentation of client care.

### Excellence in Client Centred Care

Excellence in Client Centred Care (ECCC) education continues for our supportive housing. Staff are attending peer-led sessions on a regular basis from our in-house trainers. The objective is to have all staff trained in ECCC at both P.R. Cook Apartments and Sister Leila Greco Apartments.

### Transitional Care Unit

It has been six months since the model of care was changed on the Transitional Care (4S) unit at St. Joseph's Hospital. A session was held in September for the team to meet and discuss how the new model is working. All team members were invited for their input with discussion around team work, client care rounds, and roles of the team members. Another Family Forum for the clients and families on 4S will be held later in October.

### OHA Suicide Prevention Task Force

The Ontario Hospital Association has struck a task force to develop and recommend standards for suicide prevention in hospitals to the Ministry of Health and Long-Term Care. Dr. Mary Ann Mountain has been appointed to this task force as a Northern Ontario representative.

### Ontario Society of Occupational Therapists

Occupational Therapists Sue Delamere, Laurie Macdonald, and Katherine Stewart attended the annual conference of the Ontario Society of Occupational Therapists (OT) to learn new and emerging OT best practices and provide poster presentations. The posters, "**Creating a Calming Space on an Inpatient Mental Health Unit**" by Katherine Stewart and Sue Delamere and "**Bed Safety Toolkit for Enhancing Client Safety in Health Care Facilities**" by Occupational Therapists Laurie Macdonald, Kate Melchiorre, and Kathleen Andrews, were well received.

### Social Work Leadership Institute

Pirjo Smith, RSW, Clinical Supervisor, Program for Community Recovery (PCR), attended the inaugural Social Work Leadership Institute two-day training entitled, "Preparing Leaders for Tomorrow's Challenges", in Toronto on September 25<sup>th</sup> & 26<sup>th</sup>. The Institute was co-sponsored by the Ontario Association of Social Workers and the Factor-Inwentash Faculty of Social Work, University of Toronto.

### UpToDate Anywhere

UpToDate Anywhere, our point of care clinical decision software license, has been renewed for one more year. Using the UpToDate app allows all St. Joseph's Care Group staff to gain access to this valuable resource from mobile devices.

### Nursing Reference Centre

Nursing Reference Centre is now accessible from within Meditech. All Meditech users will find a new globe icon embedded in the lower right cover of Meditech, which will link to this resource.

### Research Ethics Board Members

The Research Ethics Board welcomed six new members to the review team this fall. These volunteers will join the existing six continuing members, lead by Laurie Macdonald as Chair of the Research Ethics Board.

## **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 95% complete (based on progress billings). Schedule issues continue to be closely monitored by St. Joseph's Care Group along with the Project Manager and Architect. There are no significant budget issues.

Main areas to be completed over the next month include:

- Site works including paving and sidewalks;
- Turnover of resident home areas including common areas – floors 2 to 7;
- Start up and commissioning of new laundry facilities;
- Fit out of information and telecommunication systems.

Some work has commenced on the Hogarth Riverview Manor (HRM) addition phase in a limited manner until access to the entire 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.

Construction of the LINK project has commenced and piling work is occurring. We continue to explore opportunities to achieve efficiencies to reduce the overall cost of the project.

A substantial amount of furniture and equipment is being received over the month and some temporary storage has been put in place due to the delay in accessing certain areas.

We are planning to move existing HRM residents to the new expansion in December 2015, followed by moves of Dawson Court and Grandview residents beginning in January 2016.

### ***East Wing Project***

The East Wing Project commenced on May 12, 2015. The majority of the work is 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 which has been completed allowing for the piling portion of the project to continue.

The contractor did experience some delays in these activities and is identifying there may now be a schedule impact. Our project team is reviewing this issue to determine the potential impact. The first three progress certificates have been issued by the general contractor for work to date showing a 10% project completion.