



### MISSION MOMENT

*"I recently had my knees replaced. Were it not for the encouragement, persistence, competence, compassion and good humour of the staff, what might have been an onerous ordeal turned out to be an efficacious experience. Thumbs up also to the kitchen staff. The meals were well balanced, nutritious, tasty and quite satisfactory. A big thanks to all!"*

*Client, St. Joseph's Hospital*

### Strategic Priorities

*"The focus of our work"*

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

#### Post-Concussion Management Group

Neurology Day Program is trialing a Post-Concussion Management Group starting September 17<sup>th</sup> for 6 weeks. The group is provided strategies on how to manage and control symptoms through education, exercises, emotional support, cognitive strategies, relaxation, goal-setting, and listening to the testimony of successful post-concussion survivors.

#### Hospice Palliative Care

The number of clients on the Hospice Palliative Care Unit who are awaiting long-term care increased over the month of September, with 15 at the end of the month. The unit still admitted 26 clients, with 12 deaths and 2 discharges home during the month. Most of the flow through the unit is occurring in the 10 private and 1 semi-private room dedicated to end-of-life care.

#### Geriatric Telemedicine

Geriatric Telemedicine is an ever expanding outpatient program at the St Joseph's Hospital site. There has been an increase in number of referrals in the last six months throughout the North West. The Geriatric Telemedicine program has expanded St. Joseph's Hospital inpatient tele-visit program. The Registered Nurse sets up the appointment for the client in partnership with the northern community's telemedicine. It has great therapeutic value in alleviating the loneliness that regional clients experience while in hospital. Also it is a valuable tool for clients prior to discharge, in order to be ready to return to their communities.

#### Geriatric Assessment Program

Jennifer Moreau, Nurse Practitioner has begun monthly clinics as follow-up for Geriatric Assessment Program (GAP) clients. These clients might be identified by a Geriatrician who may need to be followed more often. Jennifer also continues with Best Practice follow-ups with clients for monitoring pharmacological therapies.

Jennifer is also taking client photos at assessment time to facilitate interdisciplinary client care. Also, Jennifer has implemented a "Brown Paper Bag" strategy. All clients are given a paper bag with their appointment card to ensure clients bring their medication to their Geriatrician appointments. This has been successful thus far.

#### Manor House Adult Day Program

In reminiscence of school days, the Manor House Adult Day Program (MHADP) did some science experiments with the clients. Some hypothesized the outcome of the experiment while others were just pleased to watch what the end result would be.

### Seniors Socialization

Seniors Psychiatry Day Program (SPDP) staff has connected several clients with similar interests together, who do not have family or strong social networks, to foster a mutual relationship. Just recently two clients have connected and formed a friendship outside of the program and have independently participated in leisure activities together.

### Client-Centred Care

Our Client and Family Partner Program provides clients and families opportunities to be involved in planning and implementation activities. Initially, six areas (i.e. working groups for the Strategic Plan and education for new employees) will involve Client and Family Partners. Staff supervising Partners attended training on September 28 to learn about recruiting and supporting Partners. Future roles for Partners are being developed along with a communication plan.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### Presentation to the Research Ethics Board

Kirsti Reinikka presented to the Research Ethics Board about a study, *Hand Function in Community-Dwelling Stroke Survivors*. St. Joseph's is a co-collaborator with Lakehead University and the Thunder Bay Regional Research Institute.

### Pharmacy Collaboration

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.

### Work with First Nations

The Regional Palliative Care Program's Community and Clinical Capacity Leads, Hilary Mettam and Robin Cano worked with 5 First Nations to apply for First Nation Inuit Health Branch funding to support local capacity building around palliative care. The focus in October was to shift to supporting the communities that were successful in receiving funding – Wapekeka and Naotkamegwaning – to move the community development process forward.

### Pendant Alert System

Apex has presented information on a new product and service they have which aligns well with falls prevention strategies. Apex has a pendant alert system that has two-way voice, Global Positioning System (GPS) capabilities and fall detection capabilities. The two-way voice will prevent "false falls" as Apex will only dispatch emergency response if the client states there is an emergency (and did not just drop the device). The falls-detection feature will detect if a client has fallen without requiring them to push a button which will benefit those who physically are unable to or have cognitive issues that make them unable to use a press-button device. The GPS feature can assist in locating a client if they are at risk for wandering. This new technology holds great promise to improve the safety of our clients.

### Northwest Supply Chain Collaboration

As our 4<sup>th</sup> year of operations comes to a close we are pleased to report great news coming from our thirteen Hospital members and six Healthcare related customers. The collaboration for the purposes of Strategic Sourcing that covers most all goods, services and capital sourced for the region totaling approximately \$150 Million dollars, we manage annually, to show savings surpassing the \$6 million dollar threshold and aggregate savings at over \$18,635,000. St. Joseph's Care Group portion is projected at over \$412,300 for fiscal 2015/16 and aggregate savings over 4 years of \$1,442,100.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### Health Library Week

Lorelei Anderson and Jane Varley celebrated Health Library Week with displays in the Lakehead Psychiatric and St. Joseph's Hospital cafeterias, as well as coordinating a Nursing Reference Centre education session for clinicians.

### **Case Mix Index**

A concerted effort and coordination between the inpatient clinical management and the planning and performance teams continues in an effort to improve the Case Mix Index for clients on the Complex Care units, a key element of the hospital funding formula.

### **Virtuo – Employee Self Serve**

The Employee Self Serve has been rolled out to 1,378 employees. This represents 78% of the employees currently on the payroll. Payroll has received positive feedback from all the users of the system. Financial Services greatly appreciates the support received from the Communications Department, Information Technology, Directors/Managers with the roll out of the module to the employees of St. Joseph's Care Group.

### **Green Hospital Scorecard**

The Ontario Hospital Association's Green Hospital Scorecard (GHS) is a program designed to enable a high-level assessment of a hospital's environmental performance, and to assist in identifying areas for improvement. Based on our submission, St. Joseph's Hospital has qualified for a **Bronze** seal. 67 hospital organizations and 104 hospital sites participated in GHS of which 14% of the hospital sites were post-acute hospitals. 2 hospital sites were awarded Gold, 31 hospital sites were awarded Silver, and 63 hospital sites were awarded Bronze.

### **Capital Updates**

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

Construction is nearing completion and the final push is on to meet the turnover and occupancy date. Schedule issues continue to be closely monitored by St. Joseph's Care Group along with the Project Manager and Architects. We have communicated our expectations for turnover to the general contractor to ensure they manage their forces to meet the dates. There are no significant budget issues.

Main areas to be completed over the next month include:

- Site works including paving and sidewalks is almost complete;
- Turnover of resident home areas including common areas – floors 2 to 7;
- Laundry facilities have been commissioned and we are scheduling vendor training and set up of chemical systems;
- Fit out of information and telecommunication systems has commenced.

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 and this portion of construction has been reconfigured to minimize the impact on operations. This work is significantly behind schedule and we have set a new target date for completion.

Construction of the LINK project has commenced and piling work is completed. 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. Construction is progressing as anticipated. The general contractor has issued progress certificates for work to date showing a 12% project completion.