



## MISSION MOMENT

"It is with deepest sadness that we announce the passing of our mother at 90 years of age. She lived a long fulfilling life and since 2013, was able to spend her final years living at Sister Leila Greco Apartments. She especially loved her time spent there where she participated in the numerous activities available to her. Our mother raved about the exceptional care she received from the devoted staff at St. Joseph's Care Group".

Family, Sister Leila Greco Apartments

### Strategic Priorities

*"The focus of our work"*

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

#### Seniors Substance Abuse

Nancy Black, Director of Concurrent Disorders, provided a presentation to the Seniors' Health Management team on substance abuse and how Sister Margaret Smith Centre can assist with seniors who have substance abuse issues. Posters and pamphlets have been placed in team stations so that staff are aware of the services available.

#### Best Practice Guidelines Education Session

Staff from the Medically-Complex (2N) unit attended a Chronic Disease Management best practice guidelines education session. Most clients on 2N have multiple chronic health concerns. This education provided evidence-based recommendations for nurses and other providers to identify strategies and interventions that enhance an individual's ability to manage his or her chronic health condition.

#### Mental Health Rehabilitation Education

A Mental Health Education Series was implemented with a focus on specialized mental health topics such as legal status and forms under the Mental Health Act, role of the Patient Advocate and Rights Advisor, principles of informed consent, and the presumption of capacity and incapacity. Clinicians from the Adult and Older Adult Rehabilitation Program and High Support Housing participated in the education series presented by Jane MacKenzie, Patient Advocate.

#### Powwow for National Addictions Awareness Week

The Sister Margaret Smith Centre co-hosted a powwow in celebration of National Addictions Awareness Week. It was held in the SMSC gym and featured Aboriginal drummers, dancers and ceremonies honoring recovery and healing. Ron Kanutski, who runs the Healing Circle at the SMSC, organized the event with assistance from SMSC and New Experiences program staff. Residential and outpatient clients participated and were joined by members of the community.

#### Problem Gambling Prevention Week

The Problem Gambling Program participated in Problem Gambling Prevention Week October 5-11, 2015, which is a provincial initiative driven and funded by the Responsible Gambling Council of Ontario. Together with community partners, the Problem Gambling program set up display booths along with interactive displays at the local casino and the Bingo Hall. The educational displays were designed to raise awareness of problem gambling and to highlight the programs and services available through the Problem Gambling Program located within Sister Margaret Smith Centre.

In addition, the program has undertaken a new prevention and awareness initiative, offering presentations in Grades 4-6 classrooms about Internet and Gaming use. The presentations provide students with information about excessive screen time and education about how to keep gaming safe and in balance with other "offline" activities.

### **Inner City Health – Site Visits**

Darcy McWhirter and Mark Beazley travelled to Ottawa for a site tour of the Shepherds of Good Hope and The Oaks residences. These unique services are part of Ottawa Inner City Health that offers a range of health care services, supported housing, and community-based mental health and substance use programs for vulnerable people living with mental health, substance use issues and complex medical conditions. The site tour was very informative, inspiring new thinking regarding the provision of care for individuals and families who are homeless and disenfranchised.

### **Health Quality Ontario - Patient Relations Advisory Group**

Jessica Saunders, Client and Community Relations Coordinator, has been invited to participate on a provincial Patient Relations Advisory Group hosted by Health Quality Ontario. The goal of the group is to support health sector organizations in areas of patient relations monitoring, reporting and quality improvements to comply with obligations of the Excellent Care for All Act (ECFAA). The group's first meeting will be held on December 1 in Toronto.

### **Improving the Care Experience for Aboriginal People**

Over eight months, focus groups and interviews with 25 clients and family members of the Rheumatic Disease Program, Diabetes Health Thunder Bay and inpatient areas of St. Joseph's Hospital were completed to support the work of enhancing care and service for Aboriginal people. Jessica Saunders and Brenda Mason facilitated the focus groups and interviews which provided opportunities for clients and family member in Thunder Bay and the region to share ideas on how SJCG can ensure care environments are culturally safe and welcoming for Aboriginal people.

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Training in Individual and Group Psychotherapy**

About 100 staff and other local mental health clinicians attended a 2-day workshop presented by the Northern Ontario Psychology Internship Consortium. "Achieving Psychotherapy Effectiveness" was provided by Dr. Molyn Leszcz, Psychiatrist-in-Chief at Mount Sinai Hospital in Toronto. Clinicians attending the training reported high levels of satisfaction in the training and indicated it was very applicable to their work.

### **Geriatric Mental Health Series**

In collaboration with the LU Centre for Research on Aging and Health, Lisa Petersen facilitated a four-part speaker series entitled Geriatric Mental Health Series. The topics included Depression, Delirium, Cognitive Screening and Dementia with Dr. Sacevich, Dr. de Bakker, Dr. St-Pierre and Dr. Bon (respectively) presenting. The series was well attended with over 30 sites in the region attending through OTN. In total over 150 were in attendance for each session.

### **Presentation to the Research Ethics Boards**

Kirsti Reinikka presented to the Research Ethics Boards (St. Joseph's Care Group & Thunder Bay Regional Health Sciences Centre) a Research study; "Hand function in community-dwelling stroke survivors" (St. Joseph's Care Group/Thunder Bay Regional Research Institute/Lakehead University). Kirsti is also writing up a research study with D. Taylor for publication; "How Are We Doing Compared to Best Practices: Hip Fractures, Hip and Knee Replacements".

### **Nursing Leadership Expert Panel**

Earla Navratil, Clinical Manager Mental Health Rehabilitation Programs, participated in the Nursing Leadership Expert Panel hosted by Lakehead University for fourth-year nursing students. The expert panel included representatives from the North West LHIN, Thunder Bay Regional Health Sciences Program, and St. Joseph's Care Group to provide nursing students with the opportunity to engage with nurse leaders and discuss various professional issues.

### **Psychiatry Outreach to Physicians in the Region**

Dr. Jack Haggarty presented to primary care physicians in Sioux Lookout on Cognitive Behavioural Therapy, (a type of psychotherapy). Dr. Haggarty also gave a talk to primary care physicians in Fort Frances on the effects of various street drugs and the role of Suboxone in treating addiction to narcotics. The purpose of this work is to build the knowledge and treatment skills of primary care physicians.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **New HRM Volunteers**

Volunteer Services has recruited over 100 volunteers to assist residents moving to the new Hogarth Riverview Manor. Ten orientation sessions were hosted and included presentations from Linda McDonald and presenters from the Alzheimer's Society. Volunteers will be matched with residents and families who require assistance with moving. Afterwards, volunteers will continue to visit and provide companionship.

### **Nursing Reference Centre Training**

Library Services hosted a well-attended Nursing Reference Centre training session at the Lakehead Psychiatric Hospital. Nurses and Allied Health Professionals learned how to quickly access evidence-based information and resources at the point-of-care.

### **Research Ethics Board Secure Login Site**

The Research Ethics Office has implemented a secure login site for Research Ethics Board members to review meeting packages and minutes. This will facilitate a "greener option for review materials" and will make information readily available for continuing ethics review of active projects by the membership.

### **Take Our Kids to Work Day**

Corporate Learning hosted Take Our Kids to Work Day on November 4, 2015. Fifteen Ggrade 9 students spent the morning hearing from a variety of speakers and then joined their parent or guardian at work for the afternoon. Several of the students commented that they really enjoyed hearing about the history of St. Joseph's Care Group.

### **Making Ontario's Workplaces Accessible**

The Conference Board of Canada, YES Employment Services, Anishinabek Employment and Training, March of Dimes, and the Accessibility Directorate of Ontario hosted a public workshop on implementing the accessibility standards for employment. Robbi Weldon, Therapeutic Recreationist with the Manor House Adult Day Program, delivered opening remarks and Lisa Beckwick, Director of Organizational and People Development, was a panel presenter representing St. Joseph's Care Group.

### **Professional Practice Lead – Social Work**

Congratulations to Melissa Berry who was appointed as the Professional Practice Lead for Social Work.

### **Registered Nurses Association of Ontario (RNAO) Healthy Work Environments**

Congratulations to Valerie Jensen, RN at Bethammi Nursing Home who was chosen as 1 of 2 individuals within our Local Health Integration Network (LHIN) to attend the RNAO Healthy Work Environments (HWE) Institute. The HWE Institute is a week-long course designed to enhance participants' skills in the areas of leadership, collaborative practice, conflict management, workplace safety, self-care, staffing and professional practice to create a healthier workplace.

### **Stroke Education Sessions**

Two stroke education sessions were held to specifically target the learning needs of new nursing staff on the Special Rehabilitation (3N) unit. These were well attended by various disciplines, including nursing, physiotherapy, occupational therapy, social work and rehabilitation assistants. The sessions were provided by the Regional Stroke Network.

### **Diabetes Health**

Jen Ross, Registered Dietician, and Janine Hopkins, Registered Social Worker participated in the annual Canadian Diabetes Association Expo at the Da Vinci Centre. Diabetes Health staff are participating in a research project with OTN, WellDoc and Samsung to determine if using a diabetes self-management app helps improve diabetes control by lowering glycated hemoglobin levels.

### **Spirometry Interpretation Workshop**

Shelley Prevost presented "Spirometry: Ins & Outs" and Dr. Allan Coates presented "Spirometry Interpretation" at the Spirometry Interpretation Workshop. This workshop is part of the Provider Education Program through the Lung Association that trains physicians, nurse practitioners, and pharmacists in the performance and interpretation of spirometry.

## **Remembrance Day**

To commemorate Remembrance Day and our Veterans this year, a group of staff put up a display in the entrance to the Sister Margaret Smith Centre. Clients, staff and visitors were invited to post names, pictures or stories of those who served in the armed forces during any of the wars. This was well received and provided an opportunity for people to acknowledge the contribution that their loved ones may have provided on behalf of their country.

## **Personal Development Program**

Sister Margaret Smith Centre celebrated the changing of the seasons with a Fall Harvest Pot Luck which also provided an opportunity to say farewell to the Personal Development Program which recently relocated to St. Joseph's Health Centre. This annual celebration provides a forum for staff to gather and extend well wishes for the coming year as we recognize the value and importance of our 'work family'.

## **Treatment of Postpartum Depression Research**

Dr. Amanda Maranzan (Lakehead University and St. Joseph's Care Group), Heather Boynton (Manager at St. Joseph's Care Group), and Rosemary Scofich (Thunder Bay District Health Unit) were successful in receiving a \$15,000 Grant through the Women's Xchange Challenge at the Women's College Research Institute. The funding covers the cost of training for facilitators in Interpersonal Therapy as well as research into the effectiveness of the treatment for Postpartum Depression.

## **TeamWerks wins "Co-operative Engagement/Organization" Award**

TeamWerks is a social enterprise co-operative operated out of Employment Supports in Community Mental Health. The Ontario Co-operative Association presented Doug Dowhos, Supervisor of Employment Supports, with the "Co-operative Engagement/Organization" award at the annual meeting held in Milton, ON in October. John McFarlane, TeamWerks member, accepted the award on behalf of TeamWerks.

## **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. There has been a slight delay in the HRM move date due to an occupancy inspection for elevators that was unexpectedly delayed. The Ministry will be on site on December 15<sup>th</sup> and 16<sup>th</sup> to complete their pre-occupancy review, thus the current HRM residents will now be moving the week of December 20<sup>th</sup>. The move for residents of Dawson Court will commence on January 5<sup>th</sup>, 2016, followed by Grandview Lodge residents.

We anticipate the majority of the building will be ready however the Behavioural Support Unit and Town Hall still require additional work. We have communicated our expectations for turnover to the general contractor to ensure they meet the occupancy dates.

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 is required to be completed during December.

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.

### ***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 15% project completion. Structural steel has now commenced and will continue until July 2016. Work also continues on the integration to the existing building for site services and the receiving and corridor areas.