



## MISSION MOMENT

"The care at the Manor House Day Program epitomizes the core values of St. Joseph's Care Group. The function of staff and operations are phenomenal in every way. The way that the staff builds on my mother's strengths to encourage her participation in activities is masterful".

Family, Manor House Day Program

### Strategic Priorities

*"The focus of our work"*

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

#### World COPD Day

The "Every Breath Counts" Lung Support Group met at Mary J.L. Black Library to celebrate and raise awareness on World COPD Day, November 18, 2015. The event had more than 50 people attending from the public. Dr. Biman and Shelley Prevost presented to the audience.

#### Fracture Clinic via Telemedicine

Fracture clinic telemedicine appointments occurred on four units at St. Joseph's Hospital in November. This alternative to sending inpatients to TBRHSC for a brief appointment is easier on our clients and a more efficient use of staff.

#### Delirium Screening

The Reactivation (2S) unit began delirium screening on all newly-admitted clients over the age of 65 in November. This screening now occurs on three units at St. Joseph's Hospital, with other unit rollouts planned for January-March 2016.

#### Client Newsletter in High Support Housing

Congratulations to the clients in High Support Housing for developing their own newsletter. The *NORTH Star* newsletter is organized and edited by a client living in high support housing. Material for the publication is client driven and focuses on their lived experiences, including achievements, participation in various community events, and interests in the arts, music, food, and culture and new developments in high support housing.

#### Humanities 101 Referrals

Clients of the Adult Addiction Programs at Sister Margaret Smith Centre have been referred and supported to participate in the Humanities 101 course offered through Lakehead University. The graduation dinner and awards ceremony was held on December 3, 2015 at Lakehead University and several of our clients who successfully completed the course were in attendance along with their counselors and families. This is a great accomplishment for many who thought the goal of higher education was lost as they struggled with addictions and other issues in their lives.

#### 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.

#### Board Storytelling

A client, family member and Mark Beazley, Manager – Balmoral Centre shared insights about the care and service of the withdrawal management program at the Balmoral Centre on December 16, as part of the model of client-centred care. The storytelling session was the first of three provided as ongoing education for the Board of Directors.

### **Northwest Regional Support**

The Psychogeriatric Resource Consultant, Northwest Regional Support, expands into the district to provide consultation and capacity building. In November, Teresa Legowski provided consultation to Geraldton Hospital through the Ontario Telemedicine Network.

### **Compassion Fatigue**

Jane Gastmeier, Social Work Case Manager for Seniors Community Psychiatry Program (SCPP) conducted a presentation on 'Compassion Fatigue' to caregivers of the Manor House Adult Day Program.

### **Tenant Education Sessions**

Tenants of P.R. Cook Apartments and Sister Leila Greco Apartments participated in education sessions on inclusion. The sessions included acceptance of people with different backgrounds, medical conditions, mental illnesses and lifestyles.

## **Corporate Principles**

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Supporting Discharges from Acute Care to Home**

Shelley Prevost met with the Utilization Coordinators at Thunder Bay Regional Health Sciences Centre to provide training on the discharge needs of clients being discharged from acute care to home with newly initiated BiPAP therapy. The purpose of the meeting was to improve the safe discharge of clients from acute care to the community.

### **Neurology Outpatient Transitions**

The neurology outpatient team met with the 3 North team and the TBRHSC stroke team in November to review and improve transition of clients from inpatients to the Outpatient Neurology Program. The goal is to guarantee clients immediate access to this outpatient service within a week of their discharge from inpatient services.

### **Case Mix Index**

All complex care inpatient units at St. Joseph's Hospital continue to focus on the Case Mix Index in an attempt to ensure that we are maximizing funding opportunities.

### **New Years Eve Dance – Sister Margaret Smith Centre**

In collaboration with "With Care Consulting", Sister Margaret Smith Centre hosted a New Year's Eve dance for people who are committed to make healthier life choices and personal changes with respect to substance use and mental health. "With Care Consulting" provides wellness and health workshops and events with an Aboriginal foundation. We will continue to work with our partners to offer special community events.

### **Specialized Geriatric Assessment and Rapid System Navigation**

A new pilot project to provide comprehensive, specialized assessment and rapid system navigation and access for medically complex frail older adults at risk of/or experiencing decline at Thunder Bay Regional Health Sciences Centre (TBRHSC) has been created. Joy Kolic, RN, has been seconded to Central Intake to complete initial assessments and facilitate appropriate service for clients referred to Geriatric Medicine or Geriatric Psychiatry within TBRHSC. Currently the project is in its infancy and evaluation is being conducted.

## **Strategic Enablers**

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Living with Fibromyalgia Program**

Erin Puhalski, PT, and Chelsea Heath, OT, are currently running a "Living With Fibromyalgia" program once/week at the Canada Games Complex. Guest presentations are part of the program and included a Tai Chi demonstration by Jane Lam, SW, and a client volunteer presentation.

### **Pharmacy Technician Preceptor Training**

Andrea Grzelewski, pharmacy technician, attended a preceptor training program at the Ontario College of Pharmacists. This training allows Andrea to be a preceptor to pharmacy technician program graduates who are seeking professional registration with the College.

### **Christmas Donations**

The staff of Sister Margaret Smith Centre collected gifts and household items for a Children's Aid Society family as part of their Christmas giving celebrations. They also contributed to the Undercover Project sponsored through Unifor to provide mitts, socks and undergarments for children in need.

### **Doctorate in Education**

Kristine Lake, Psychological Associate, successfully defended her thesis "A Case Study of Elementary Schoolchildren's Perspectives on Character: An Exploration Using a Children's Rights Participatory Framework". Her research has been accepted for presentation in Vienna, Austria in August 2016.

### **Psychiatry Staff Increases**

Dr. Supraneet Bismil will be providing psychiatric consultations both on site and by telepsychiatry beginning in February. Technology improvements within Ontario Telemedicine Network now allow for such services to be provided securely using personal computers or laptops. These innovations have significantly increased our capacity to offer psychiatric services remotely.

### **Implementation Analysis - Northwest Supply Chain (NSC)**

The NSC Collaboration, a joint sponsored initiative between St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre has been chosen by the Northeast Hospitals and the Northeast LHIN to complete a full Implementation Analysis (IA) for the purposes of building a Business Case leading to the onboarding of 24 Hospitals in the Northeast.

The IA with the Ministry of Government and Consumer Services involves funding for a 2 phased submission over a 6 month period with a final completion target for July. The Government has identified this as a priority for Transfer Payment Agreement funding approval in the 2016-17 budget.

### **Capital Updates**

#### Hogarth Riverview Manor Expansion and Addition

Resident moves commenced on January 4, 2016 with 72 of the existing HRM residents moving to the new expansion. The move of residents from Dawson Court started as planned on January 5<sup>th</sup>.

There was a substantial effort to get the building ready for occupancy prior to Christmas. There are outstanding areas still requiring completion, particularly on the ground floor. It is anticipated by January 18<sup>th</sup> the expansion construction will be completed, with the exception of the Behavioural Support Unit (BSU) which will be completed (from a construction standpoint) by the end of January. Resident moves to the BSU will occur in February.

The general contractor has applied for substantial performance of this phase of the contract and the process to assess their request is being completed.

Other areas to be completed include:

- Loading Dock renovations and development of the new stores area
- Completion of the existing kitchen renovations - the current phase is expected to be completed the week of January 11<sup>th</sup>.
- Town Hall area
- The addition phase of the project is underway and expected to be completed by the summer of 2016
- 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.

There are no significant scheduling or project cost issues at this time.