



## MISSION MOMENT

“Despite some overwhelming chaos in the early days of this monumental move and criticisms surrounding care issues at Hogarth Riverview Manor, staff and management are working hard to address residents’ needs and provide quality care.

As this organization works through its growing pains a little patience and understanding will benefit everyone. Many thanks for all your hard work to date. This is truly a wonderful facility.”

Community Member

## Strategic Priorities

*“The focus of our work”*

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

### Client-Centred Care

The wife of a client who recently passed away on the Medically Complex (2N) unit donated funds designated for the hospital site and, according to St. Joseph’s Foundation Executive Director “raved about the teams and how they treated not only her husband, but also her and the family.”

### Pulmonary Rehab/ COPD Education Clinic/ Asthma Clinic

The “Every Breath Counts” Lung Support Group met January 8th, 2015 at The Mary J L Black Library. The presenters were Gay Becotte, RRT with the TBRHSC Tele-Homecare COPD Program and Rebecca Swick with CCAC Tele-Homecare COPD Program. The presentations were very well received from the support group participants, so much so they have requested the two speakers return in the spring.

### Rheumatic Diseases Program

Noel Heath conducted another outreach Rheumatology Triage clinic in Fort Hope this month. 22 clients were booked, 17 attended and 5 of these were referred on to the rheumatologist.

### Board Storytelling

On February 17, a client, family member, Cheryl Ertl – Enterostomal Therapist, and Dr. Anna Laakso shared insights about the care through the Wound Care Program at St. Joseph’s Hospital. The storytelling session, part of the model of client-centred care, was the second of three provided as ongoing education for the Board of Directors.

### Hogarth Riverview Manor (HRM) Transition

February 25, 2016 saw the major milestone of the completion of moving 366 residents from Dawson Court, Grandview Lodge, existing HRM residents and the Regional Behavioural Health Services (RBHS) to Hogarth Riverview Manor over the past 2 months. The RBHS successfully relocated to their new Resident Home Area (RHA) - Daffodil on February 19, 2016.

### Youth Addiction Programs/UTURN

CHOICES Program is being offered in Thunder Bay through UTURN, which is an integrated partnership with Thunder Bay Counselling Centre, Children’s Centre Thunder Bay and St. Joseph’s Care Group – Sister Margaret Smith Centre. CHOICES is a voluntary early intervention/prevention program that serves youth age 12-17. CHOICES encourages young people to think and act positively, build self-esteem and learn valuable life skills and substance use education in a safe environment. The CHOICES Program was first offered at Hammarskjold High School in the fall of 2014, with the addition of Pope John Paul II in 2015. Forty youth have graduated from the program and 41 youth are currently registered.

## **Community Engagement Council – Addictions and Mental Health**

The first meeting of the Community Engagement Council for Addictions and Mental Health was held on February 25, 2016. The Council will provide information, feedback and creative ideas to support the development, improvement and monitoring of the Strategic Plan and related initiatives and action plans. Membership includes clients, family members and representatives of organizations that provide addictions and mental health services in Thunder Bay, District of Thunder Bay and Districts of Kenora/Rainy River.

## **Corporate Principles**

*“Guide posts for how we work”*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Quality and Safety**

Work has begun to convert the 7-Day MAR (medication administration record) into a Daily MAR format. The first unit to convert will be 5 South at the hospital site with a target completion date in May 2016. To prepare for the conversion, Karen Holroyd (Pharmacist), Jean Doherty (Pharmacy Technician) and Lisa Sdraulig (Information Systems) are cleaning up the Meditech pharmacy module ‘Sig’ dictionary. The purpose of converting to a Daily MAR is to reduce the number of medication errors due to improper MAR documentation, and to prepare for our future unit-dose environment.

Work continues related to the new pharmacy space and unit dose planning. Process mapping sessions were held to ascertain changes in work functions and staff requirements necessary to maintain the new distribution system, regulations, and pharmacy standards. Request for Proposal development has been initiated for the larger item purchases required for the unit dose distribution model (high speed packager, automated dispensing cabinets, inventory management/analytics software).

### **Pharmacy Hours Extension**

Preparations were made to initiate a 4-week trial of extended hours of the pharmacy department at the hospital site beginning February 1, 2016. Data has been tracked from December through January to determine the relationships between bed offer time, admission time, physician signature and receipt of admissions by the pharmacy. The goal of the trial is twofold: an evaluation of workflow, workload and staffing resources as we progress towards the unit-dose distribution model, and to determine if extended hours have an effect on MAR transcription/processing errors.

### **Library Presenting to Quality Practice Councils**

Library Technicians, Jane Varley and Lorelei Anderson, have been delivering presentations to the Quality Practice Councils about services provided by the Library. These presentations also provide the opportunity for staff to suggest library resources to enhance clinical practice. Please contact Jane or Lorelei if you would like to have them present to your group.

### **Geriatric Program Education Session**

Dr. Peter de Bakker, Geriatrician and Lisa Petersen, Manager, Community Seniors’ Health, presented at the Northwest Community Care Access Centre (CCAC) about the role of the Geriatrician and the program criteria for the Geriatric Assessment Program (GAP). The intent is to increase capacity of the Community Care Coordinators to facilitate referrals to the Home Visit pilot project.

### **Community Alcohol Forum: Let’s Talk**

Mark Beazley and Nancy Black participated in a full day planning forum designed to develop a community plan for reducing alcohol related harms. The forum was sponsored by the Thunder Bay District Health Unit who shared the results of a recent study that explored local alcohol consumption patterns, impacts, solutions and community perspectives. More than 50 participants were engaged in a dialogue to build common ground for collective action to nurture a culture of moderation and caring to reduce harms associated with alcohol use.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **Rheumatic Disease Program**

Shana Magee, PT, Erin Puhalski, PT, Noel Heath, OT and Chelsea Heath, OT helped to facilitate labs on Assessment and Treatment of Inflammatory Arthritis at Lakehead University for McMaster Physiotherapy students. These sessions were conducted in collaboration with The Arthritis Society therapists and some of our clients as volunteers.

### **Showcase of Health Research**

On Friday, February 5<sup>th</sup>, 2016, health care professionals, scientists, academic researchers and students from a variety of organizations took part in the 11<sup>th</sup> Annual Showcase of Health Research. Organized by St. Joseph Care Group's Centre for Applied Health Research, this yearly event highlights not only the diversity of high-caliber research taking place within our community, but our organization's commitment to evidence-informed care. Over 150 participants took part in this year's event, which included nearly 40 oral and poster presentations, in addition to valuable networking opportunities.

### **'Walk a Mile' Education Session**

Ann Magiskan, Aboriginal Liaison for the City of Thunder Bay facilitated a workshop and film project entitled "Walk a Mile" for the Day Hospital team. This presentation introduced the team to historical and community issues facing First Nations people in the region.

### **Capital Updates**

#### Hogarth Riverview Manor (HRM) Expansion and Addition

Resident moves from Dawson Court and Grandview Lodge have been completed. There are 370 residents living at HRM at the date of this report. The Behavioural Support Resident Home Area was moved on February 19<sup>th</sup>. Overall, the transition has been fairly smooth to date, thanks to the exceptional teamwork by all.

The final phase of kitchen renovations will commence in March with an expected completion by the end of the month however this still needs to be confirmed by the General Contractor.

The new loading dock area is being completed and construction of the new stores area have commenced in the former laundry area.

The ground floor of the expansion is mainly completed. The new staff lounge and locker areas have been completed and put into operations. The only remaining area to be completed in the new expansion is the Town Hall. The ceiling millwork is underway and will be completed in the month of March.

The general contractor has applied for substantial performance of this phase of the contract; however the assessment by our architects has determined that the percentage completion criterion has not been met. This continues to be a discussion point with Bondfield Construction.

Construction of Phase II and the LINK portion of the project continue and Bondfield has released updated schedules for the remainder of the project. These are under review by the project manager and further discussion will take place with Bondfield Construction to ensure the schedules are complete and achievable.

#### East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced on May 12, 2015. Construction is progressing as anticipated. The general contractor has issued progress certificates for work to date showing a 22% project completion to the end of January 2016. Structural steel erection is underway. Interior renovations for the connection to the existing hospital building are also underway. Phase one of hazardous material removal has been completed. There are no significant scheduling or project cost issues at this time.