

"The staff at Franklin Manor (a supportive home where six clients live) are commended for their excellent and expedient response to an emergency earlier this year. They ensured all clients were safely evacuated from the home prior to the Fire Department arriving on the scene. The quick actions of our staff supported the best possible outcome by ensuring all clients were well care for during a time of crisis."

Staff Member

Strategic Priorities

"The focus of our work"

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

Successful Collaboration

Collaboration between St. Joseph's Hospital inpatient programs and Sister Margaret Smith Centre continues to build, ensuring smoother processes and timely access to supports for clients with substance misuse issues.

Support Group Meeting

The "Every Breath Counts" Lung Support Group met April 14th, 2016 at the Mary J. L. Black Library. The topic was "My Experience with Lung Transplant". This topic was presented by an individual who had received a lung transplant and his wife. They presented their journey before, waiting and after the transplant. The evening was attended by over 30 people and there were many questions and excellent dialogue.

Storytelling Session – Manor House Adult Day Program

On May 18, Judi and Carol Vinni (family members) and Howard Nistico (Client/Family Support Facilitator) shared insights about the Manor House Adult Day Program. The storytelling session, part of our model of client-centred care, was the last of three provided this year to the Board of Directors.

Indigenous Liaison

Welcome to Pam Burton, who has joined St. Joseph's Care Group as our Indigenous Liaison. Pam will support us in our work as we continue to build a network of indigenous partners and leaders, to develop our own capacity to better understand the culture, traditions, history and contributions of indigenous peoples and to transform our environments so they are warm and welcoming for all.

One of Pam Burton's first tasks was to ensure the Care Group is using the most inclusive terminology when referencing aboriginal/indigenous peoples. After comprehensive research, consultation and internal discussion, St. Joseph's Care Group will move from "aboriginal" to "indigenous" and, in doing so, align with the Truth and Reconciliation Commission recommendations towards reconciliation in Canada.

Chronic Pain Clients Feedback

The Chronic Pain Program moved from St. Joseph's Hospital to the Health Centre in March 2016 to accommodate an expanded clinical team and services. The first cohort of the 6-week Chronic Pain Program has completed evaluations of the program. The responses about the program staff and the gains made in treatment remain very positive and clients were much more positive about the location and the space available for treatment at the Health Centre.

Staged Screening and Assessment Tools – Substance Use

A new standardized assessment for substance use issues has been developed and will be implemented across Ontario. Two Sister Margaret Smith Centre staff, Melissa Pudas and Carrie Mosa, are receiving education to be certified as regional trainers for the North West.

Psychogeriatric Resource Consultant (PRC) Regional Outreach

Welcome to Sandra Dewsberry, Occupational Therapist, as our Psychogeriatric Resource Consultant (PRC). Sandra is passionate about bringing non-pharmacological approaches to client care. The PRC role works directly with the Regional Behavioural Health Services Behavioural Support Ontario Mobile Outreach Team Personal Support Workers.

Sister Leila Greco Tenant Parking

Parking for tenants at Sister Leila Greco was reassigned to the lot directly across the street from the apartment complex allowing for easier access and pavement for safer walking. The tenants are thrilled with this move!

Final HRM Expansion Opening

With the opening of 5 South (Orchid) Resident Home Area at Hogarth Riverview Manor within three weeks, the Hogarth Riverview Manor Expansion will be home to 416 residents.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

New Waste Management Collection System

During the month of April, 3N and 3S (St. Joseph's Hospital) trialed a new waste management collection system. The collection, transport and disposal of waste were simplified and staff no longer carried contaminated equipment down the hall to the bedpan washer. This system is infection control friendly; a formal evaluation will be available.

Performance Management Working Group

In 2012, Provincial Neurosurgery Ontario (PNO) was formed as a self-governing stakeholder board to enhance system coordination and planning for neurosurgery. The Performance Management Working Group, of which Clinical Manager Mary Adams is a member, was tasked with identifying a standardized set of neurosurgical performance metrics to inform Provincial Neurosurgery Ontario. At its April meeting, the working group identified five inpatient rehabilitation indicators for this purpose:

- Inpatient Neurosurgery Rehabilitation Cases
- Inpatient Neurosurgery Rehabilitation Average Active Length of Stay
- 90th Percentile Wait Time for Inpatient Neurosurgery Rehabilitation Care
- Percentage Days Waiting for Inpatient Neurosurgery Rehabilitation Discharge
- Inpatient Neurosurgery Rehabilitation Discharge Rate – Service Goals Met

Round Table

Diabetes Health hosted the Diabetes Round Table Discussion Group for Diabetes Educators on April 28. Twelve local Diabetes Educators participated. Meetings are held quarterly and are an opportunity to discuss interesting and challenging case studies

Primary Care Collaboration

Chronic Pain Program staff gave presentations to clinical staff, including physicians, at NorWest Community Health Centres and Fort William Family Health Team about the new initiative to bring chronic pain treatment into primary care settings using a shared care model. This initiative has been warmly received at both sites.

Peer Support Conference

Members of Peer Council, as well as managers who support the Council attended the National Conference on peer support. Over 400 delegates from across Canada and around the world gathered under the theme of Leading Recovery. The conference material included strategies about how peer supporters can become certified trainers. We are currently exploring that option.

Centre for Applied Health Research First Annual Report

The Centre for Applied Health Research has released its first public annual report. Be sure to visit <http://www.cahr.sjcg.net/news> to see how the Centre for Applied Health Research and its members made an impact in 2015.

Thunder Bay Municipal Drug Strategy Youth Engagement Event

Thunder Bay Municipal Drug Strategy hosted a Youth Engagement Event at the Sister Margaret Smith Centre on May 4th. This youth-led gathering of young people ages 14 to 24 was designed to engage youth in a discussion regarding the development of effective strategies and resources to reduce harms associated with substance use. A total of 46 young people attended the event and made a presentation to community agency leaders regarding their recommendations. A full report will be presented to the Municipal Drug Strategy Implementation Steering Committee in the fall along with a plan to move forward with proposed recommendations.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Canadian Diabetes Association Award

Congratulations to Michelle Wright, RN for receiving the Canadian Diabetes Association Health Professional of the Year Award.

Chronic Pain Treatment for Seniors

Jennifer Cano, Occupational Therapist with the Chronic Pain Program, presented to the Gerontological Nurses Association on the treatment of chronic pain in seniors.

Mental Health Week – "Mood Walk for SJCG Staff"

In celebration of Mental Health Week, all SJCG employees and family members were invited to join the Wellness Committee for a stress-relieving Mood Walk at Centennial Park on May 5th. Mood Walks provide participants with immediate feedback regarding the health benefits that a simple walk in nature can have on one's mental health and wellbeing. A total of 23 staff and family members attended the fun filled walk on a beautiful, sunny evening. Special thanks to Dan Ventrudo and his son Andersen for taking photos of the event.

Seniors Community Health Programs Promotion

Several staff from each program in Seniors Community Health participated in the Health and Wellness Expo at 55 Plus Centre to promote the various programs available to people in the community.

Northwest Supply Chain (NSC)

NSC has officially interfaced with Fort Frances, Kenora, Atikokan, Red Lake and Sioux Lookout giving us 'read only' access to their procurement files allowing us greater visibility into contracting opportunities as well as verifying participation in new contract awards. This compliments already achieved interfacing with Thunder Bay Regional Health Sciences Centre, St. Joseph's Care Group and Nipigon for data management and spend analytics.

The NSC program moved one step closer in May to onboarding twenty four (24) Hospitals from Local Health Integration Network 13 with NSC Steering Committee's approval of our Business Case that was earlier approved by the Matrix Management group at the Ministry of Government and Consumer Services. The Transfer Payment Agreement is scheduled to be finalized in June.

Ontario Volunteer Service Awards

Congratulations to the following 22 St. Joseph's Care Group volunteers who were recognized at a reception on May 24 at the Valhalla Inn, hosted by the Honorable Michael Chan, Minister of Citizenship, Immigration and International Trade. Volunteers were presented with certificates and provincial pins that acknowledged their years of service as a volunteer in the province of Ontario. **Hogarth Riverview Manor** - 5 years - Sylvia Kayzer, Beverly Budiselic and Evelina DiCarlo; 10 years - Sister Dolores Turgeon, Joanne Farkas and William Ranney. **St. Joseph's Heritage** - 5 years - Fernande Beaulieu and Maria Lassonde; 20 years - Rachelle Doyon and Louise Stoot; 25 years - Nobu Smart; 30 years - JoJo Sandberg. **St Joseph's Hospital** - 5 years - Joe Bechta; 10 years - Pat Skula and Judy Mostow; 15 years - Dorothy Bechta. **Lakehead Psychiatric Hospital** - 15 years - Rob Sokol and Tami Sokol; 25 years - Maria Berti, Argentina D'Angelo, Maria Frattaroli and Mary Pugliese.

Hogarth Riverview Manor Volunteer Celebration

A celebration was held on Thursday, May 19 in the Hogarth Riverview Manor Town Hall to recognize those who volunteered during the transition. The event was well attended, with 56 of the 123 volunteers coming out to enjoy refreshments and to reconnect and reminisce about this year's activities.

Staff Accomplishments

Rebecca Scott, an intern with the Centre for Applied Health Research, will complete her placement with St. Joseph's Care Group on May 31. We would like to take this opportunity to thank Rebecca for all her dedicated work over the last year, and wish her all the best in her future endeavors.

Library on Location

Lorelei Anderson and Jane Varley presented "Library on Location" on May 18 to staff working at Bethammi, Diabetes Health, and Manor House. It was a great opportunity for people working in those locations to see resources that the Library has and for discussion about resources that would be most helpful for staff. Thanks to those who attended!

Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

All internal areas of the HRM Expansion are complete with the exception of minor deficiency completion. External works to be completed include canopy finishes, exterior envelope remediation, site landscaping and parking area topping and grading.

The new loading dock area requires some minor work to complete and is currently in use by HRM staff.

St. Joseph's Care Group has awarded a tender to expand the hot water capacity of the building and the work is scheduled to be completed by July 31, 2016. A tender has also been issued for additional paving in the parking areas.

The former HRM home has been turned over to the general contractor for construction of the additional 32 beds. To ensure safety for all, separation has been established to minimize interactions between operating and construction staff. Bondfield Construction has commenced interior demolition of areas to be renovated while construction of the new wings is underway.

New project schedules have been submitted for the addition (Phase II) and the LINK portions of the project and these are being closely monitored to ensure the contractor is achieving timelines.

East Wing Project

The East Wing Project at St. Joseph's Hospital site commenced a year ago and is progressing as anticipated. The general contractor has issued progress certificates for work to date showing a 26% project completion to the end of March 2016.

Structural steel erection is completed and pouring of concrete floors is underway. In-floor heating systems are in place. Framing of the exterior walls has commenced as well as backfilling against the south side of the existing hospital. Interior renovations for connection to the existing hospital are also underway with the focus on the new loading dock and receiving area.

The contractor has identified schedule slippage and St. Joseph's Care Group has received an updated schedule that is under review. Costs are currently within budget however contingency spending has escalated raising concerns on the projected level of spend for the project.