

### MISSION MOMENT

*"Throughout his whole life, our dad never really smiled. In family photographs, he rarely had a smile on his face. However, when our father began attending the Manor House Adult Day Program, he started smiling. We have a beautiful photo of him wearing an Irish Derby Hat for St. Patrick's Day with a big smile on his face at the Day Program. Our family cherishes this photo and commends the staff for their dedication of making a difference in the lives of many clients.*

Family, Manor House Adult Day Program

### Strategic Priorities

*"The focus of our work"*

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

#### Accreditation Survey Mock Tracers

As part of our Accreditation Survey 2017 preparation activities, St. Joseph's Care Group carried out mock tracer activities at all sites from September 19 to 21, 2016. The tracer activities were led by an experienced surveyor from Accreditation Canada with a focus on client and family centred care, quality, safety, and risk. Excellent feedback was provided to staff and management. Areas identified for improvement are now being incorporated into the self-assessment action plans.

#### Annual Forum for Improving the Patient Experience

On September 20<sup>th</sup> and 21<sup>st</sup>, Jessica Saunders (Client and Community Relations Coordinator) and Jessica Venasky (Resident Engagement Coordinator) attended the 4th Annual Forum for Improving the Patient Experience in Toronto. The Forum involved patients and healthcare professionals who learned about current information on topics including: Physician Assisted-Dying Legislation, patient engagement strategies, new standards for accreditation and the further improvement of Home & Palliative Care delivery.

### Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

#### Mental Health First Aid

In September, 82 managers and supervisors attended Mental Health First Aid training. Launched by the Mental Health Commission of Canada, this innovative two-day program built capacity with our management team to provide appropriate support to employees who may be experiencing a mental health problem or are having a mental health crisis. Participating leaders from different programs and services brought a wealth of experience and expertise enriching the training experience and fostering internal connections. By cultivating a culture that responds to mental health issues in the same way as physical health issues, we create acceptance and understanding in our workplace and community.

#### Age Friendly Thunder Bay

Melissa Berry, Social Worker for Day Hospital represents SJCG on the work Age Friendly Thunder Bay Committee (AFTB). AFTB Executives have confirmed the Seniors' Summit for November 15, 2016 at the Victoria Inn. The keynote speaker is Hazel McCallion.

## Accreditation Certificates from the Ontario College of Pharmacists

SJCG has received accreditation certificates from the Ontario College of Pharmacists for our hospital pharmacies (SJ Hospital and LPH). The certificates are renewable annually in May.

## Strategic Enablers

*“Functions that support our success”*

Our People ♦ Infrastructure ♦ Communication

### Orientation

Corporate Learning hosted two “Orientation Refresh” sessions in July and September 2016. These full day sessions were facilitated by Maggie Chicoine, an external consultant, and were created to assist our orientation day presenters to use less PowerPoint and find more interactive ways to engage new employees in their learning.

### Centre for Applied Health Research Open House

The Centre for Applied Health Research held an open house at St. Joseph’s Health Centre on September 28 to inform staff about the services they provide. A number of staff stopped by to discuss research opportunities within their clinical practices. Two more sessions are planned for St. Joseph’s Hospital (October 13) and Hogarth Riverview Manor (October 26).

### High School Co-Op Students

St. Joseph’s Care Group is hosting eight high school students in placements across our organization. We appreciate our staff who supervise these students.

### Research Intern

Jonathan Lawrence has accepted the position of Research Intern with the Centre for Applied Health Research for a one- year period, where he will gain valuable experience working within all phases of the research cycle.

### Advanced Clinician Practitioner in Arthritis Care Program

Shana Magee, physiotherapist in the Rheumatic Disease Program at St. Joseph’s Hospital, successfully completed the Advanced Clinician Practitioner in Arthritis Care (ACPAC) program. Shana is now certified at the post-licensure level in association with Continuing Professional Development, Faculty of Medicine, University of Toronto. The ACPAC program is a rigorous 10-month post licensure academic and clinical educational program that prepares experienced physiotherapists, occupational therapists, and nurses for extended practice roles using advanced knowledge and skills training in the diagnosis and management of patients with arthritis.

### SJCG Staff Featured in Ontario Physiotherapy Association Publication

Shana Magee and Noel Heath were featured in the summer issue of the Ontario Physiotherapy Association publication. In their article they described a New Model of Arthritis Care Using Advanced Clinician Practitioner in Arthritis Care (AAPAC) Trained therapists in Thunder Bay and the North West LHIN.

### Case Costing

St. Joseph’s Care Group has started the journey to implement Case Costing as part of the Ontario Ministry of Health and Long-Term Care’s Case Costing Initiative. Case costing is an accounting method that captures full costs of episodes of care at the client level. Case costing data will be used by the province to inform provincial hospital funding and can be used by St. Joseph’s Care Group to inform program planning and evaluation. St. Joseph’s Care Group is part of a provincial Wave 4 implementation and will include all of our inpatient services. In September, the Core Implementation team and subject matter experts met with our consultant, Med Assets, to begin the process of developing data requirements and templates. The data extract construction and testing will take place over the next five weeks. Milestone 4, where a full year of data (2015/16) is submitted to the Ministry of Health and Long-Term Care, is targeted for March 2017.

### Capital Updates

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

Construction continues on the Hogarth Riverview Manor (HRM) Addition that will add 32 beds to the existing area. The new South and West Wings are closed in and mechanical and electrical rough in work is in progress. Roofing has been completed and ceilings have been dry-walled and insulated.

The Central Block area that houses the new chapel and some administrative offices will be completed over the next 4 weeks. The General Contractor is moving all their materials and equipment out of the existing resident home areas to allow for the inspection of the areas and any required painting and patching as well as testing of existing equipment to ensure all is in working order.

Furniture and equipment inventory is completed and procurement has commenced.

The construction schedule submitted by the General Contractor has been revised to show a November 30<sup>th</sup> substantial completion date and this is being discussed with the related Health partners to determine the impact to system plans. As reported previously, we had concerns that the October date was achievable and we will continue to monitor progress based on the new schedule.

The LINK building is closed in and mechanical and electrical systems are being installed. The most recent schedule has identified a December 5<sup>th</sup> substantial completion date which appears to be achievable. We continue to monitor progress against this timeline. Drywall boarding has been completed on the second floor and is continuing on the lower level. It is anticipated Janzen's space will be turned over by October 15<sup>th</sup>.

The HRM Expansion phase one is complete with the exception of minor deficiency completion and some external building works to be completed.

We have hired a Building Occupancy Coordinator to assist with transition activities for all capital projects.

#### East Wing Project

The East Wing Project at the St. Joseph's Hospital site commenced on May 12, 2015. The general contractor has issued progress certificates for work to date showing a 46% project completion to the end of August 2016. Structural steel erection, roofing, and concrete is completed and the finishing of the exterior of the building is well underway and is projected to be completed by the end of October. Mechanical and electrical rough-ins are in progress. Interior renovations for connection to the existing hospital are also still in progress with the focus on the new loading dock and receiving area and freight elevator.

The contractor has identified schedule slippage and St. Joseph's Care Group has received an updated schedule that shows an October 2017 substantial completion date which reflects a 5 month delay from base line. Costs are currently within budget however contingency spending has escalated raising concerns on the projected level of spend for the project. Both issues continue to be monitored closely.