



MISSION MOMENT

"My nurses are the best in the world. They know exactly what I want and are always there when I need them. Clients at the hospital are lucky that these people do the jobs they do."

Client, St. Joseph's Hospital

Strategic Priorities

"The focus of our work"

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

Effective Public Participation

Jessica Saunders, Client and Community Relations Coordinator, participated in training for Planning and Techniques for Effective Public Participation by the International Association for Public Participation (IAP2) in Calgary. This training will assist the continued development of resources to support engagement strategies and initiatives.

Spouses Reunited

An opportunity was created to have a married couple reside in a semi-private room together on 2N Medically Complex Services. Both clients were very appreciative, with the husband reporting that this is the first time in months he has been able to reside with his wife.

Improved Access to Psychiatry Services

St. Joseph's Hospital inpatient units now have improved access to psychiatry services for clients under 65 years of age. Teams are accessing this service as well as increasing referrals to the Sister Margaret Smith Centre for clients with addictions issues. As clients come to St. Joseph's Hospital with more complex combinations of physical and mental health concerns, the 'internal integration' of our services is critical.

Adult Addictions

Alcoholics Anonymous hosted a Halloween Dry Dance at Sister Margaret Smith Centre (SMSC). The dance was well attended by community members as well as clients of SMSC programs. It is a great opportunity for us to partner with the community to offer fun and healthy activities.

Franklin Manor High Support Home

Restoration work began in August to repair damage caused by a fire in March 2016 at Franklin Manor, located in a semi rural area. Clients from Franklin Manor continue to live temporarily at Lakehead Psychiatric Hospital; however, they look forward to returning to their own home. It is anticipated that Franklin Manor will be fully restored by December.

Healthy Foundations Mental Health Team

Dr. Dawn Stacey, RN, a researcher at The Ottawa Hospital, is an expert in researching the efficacy of decision coaching or guiding. Dr. Stacey came to Thunder Bay to work with the Healthy Foundations team to further develop their decision guide processes and materials. Dr. Stacey gave two lectures, one to staff within Mental Health Outpatient Programs and one to a broader group of SJCG staff. A Decision Guide is a trained staff member who assists clients in identifying issues, exploring strengths and challenges and developing treatment and life goals.

Enhanced Clinical Supports in Medium Support Housing

Medium support housing clients have been well supported by Community Support Assistants (CSAs) for many years, however with the increasing complexity of mental illness and medical needs, our clients require enhanced clinical care and support. Medium support housing clients now have the additional support of nursing staff seven days a week, 12 hours a day. We are carefully monitoring the health status of these clients in order to evaluate the effectiveness of this initiative.

Ontario Psychiatric Outreach Program (OPOP) Annual Retreat

The 2016 Ontario Psychiatric Outreach Program (OPOP) Annual Retreat was held in Thunder Bay on October 6-7, 2016. The event attracted psychiatrists, residents, managers, clinicians, funders and policy makers from Northern Ontario. The primary purpose was to explore new and innovative strategies to improve access to mental health care in the North. Dr. Jack Haggarty facilitated a number of sessions focusing on strategies to reach out to underserved areas in Ontario. Brenda Mason, Social Service Worker and Elder, co-presented with Dr. Reneé Vachon about Smudging and Traditional Medicines.

Presentation to House of Commons Standing Committee

The House of Commons Standing Committee on Indigenous and Northern Affairs invited Dr. Jack Haggarty to appear as a witness regarding the Committee's study on Suicide among Indigenous Peoples and Communities. Dr. Haggarty presented with Dr. Laurence J. Kirmayer in Ottawa on October 24, 2016.

Code Lockdown Training

Code Lockdown is being rolled out at both Bethammi Nursing Home and Hogarth Riverview Manor. Linda McDonald completed education sessions for staff on what to do in various types of emergencies requiring lockdown of a specific area, or lockdown of the entire facility due to an external or internal emergency.

Memory Clinic

SJCG is embarking on a collaboration with Norwest Community Health Centre, along with Dilico, Alzheimer Society and Academy Pharmacy to create a Memory Clinic for the city of Thunder Bay. Staff participated in two-day training with Dr. Linda Lee and members of her team as the first steps towards implementation. The next steps involve the clinical team members participating in an 'observership' day, where Dr. Lee and her team conduct a clinic with staff observing.

Corporate Principles

"Guide posts for how we work"

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

Outreach Speech Program

We welcome Krissy Stubbs to our Neurology Outpatient Team. As of September 1st, Krissy started in her position as Speech Language Pathologist for the new Outreach Speech Program. The intent is to develop this program that will provide SLP service to clients that do not have access in the region, or to clients locally who have barriers to attend outpatient therapy. This service will be offered using a tablet-based technology where Krissy provides therapy to the clients in their homes over the internet. More to come on this new and exciting service!

Daily MAR Rollout on 5 South

The 5 South roll out of the new Daily MAR format continued through September. Future rollout dates were determined for the rest of the care areas, taking into consideration the shifts in units under the new Care Stream model. The second floor will engage the Daily MAR by the later this year. The other floors will follow in the spring.

Tinzaparin Education

The pharmacy department hosted the product representative for tinzaparin (low molecular weight heparin) for 4 days in September. He conducted on-the-unit education for nurses, pharmacy staff, and physicians regarding the use of tinzaparin. Over 140 staff members received this education.

Stroke Transitions Meeting

The bi-annual Stroke Transitions Meeting was held at the end of the month. Members of the stroke teams from Thunder Bay Regional Health Sciences Centre, St Joseph's Care Group, and the Ontario Stroke Network met to share information and identify transition challenges and successes.

Rehab Intensity Working Group Meeting

Ongoing work continues with regular meeting of the rehab intensity working group. This group is comprised of stroke team members in collaboration with Esme French from the Ontario Stroke Network with the goal of increasing rehab intensity time. The goal is to improve rehab intensity by 10% over a 3 month time period (6 min. more per client per day).

Client/Family Advisory Group for Concurrent Disorders Services

With the support and guidance of St. Joseph's Care Group's Client/Family Partner Program, we are pleased to recognize and thank members of the Client and Family Advisory Group for Concurrent Disorders Services. Ten individuals have generously volunteered their time to help guide our work by incorporating client and family perspectives into all aspects of our planning and service delivery.

Enhanced Funding For Treatment of Chronic Pain

The Chronic Pain Management Program at SJCG, together with the pain program at TBRHSC, was successful in obtaining \$1.3 million dollars in funding to enhance services. With this new funding, the Care Group's Chronic Pain Program staff has increased, the program has relocated to St. Joseph's Health Centre and the model of care has been expanded. Planning has been initiated to ensure that clients with chronic pain admitted to TBRHSC for surgery are followed after discharge from acute care to ongoing care in the community.

Strategic Enablers

"Functions that support our success"

Our People ♦ Infrastructure ♦ Communication

Therapist Training

Shana Magee and Erin Puhalski, Physiotherapists, attended the GLA:D (Good Life With OsteoArthritis in Denmark), Canada Training in Toronto. They and are now certified instructors with the GLA:D program.

Noel Heath, Occupational Therapist, attended a two day Paediatric Rheumatology update in Toronto sponsored by Sick Kids Hospital. The Paediatric Rheumatologists at sick kids have identified Thunder Bay as one of two "high needs" sites for Telehealth clinics. They have research money to pilot a telemedicine follow up clinic using ACPAC therapist and Paediatrician (Dr. Theresa Bruni).

Client Focus Group for Care Streams

Clients participated in focus groups to help gain client perspective on the transition to Care Streams and to prepare for the process of moving in December.

New Psychiatrist

We are pleased to welcome Dr. Sunday Adewuyi, psychiatrist, who began working for St. Joseph's Care Group, on October 13, 2016. Dr. Adewuyi is providing psychiatric consultation and follow-up with the Seniors' Community Psychiatry Program as well as Older Adult Rehabilitation at Lakehead Psychiatric Hospital. In addition, he is working with the Mental Health Outpatient Program at St. Joseph's Health Centre.

Library Week

Library Services celebrated Library Week this past month (October 24-27). Displays were put up at St. Joseph's Hospital, Lakehead Psychiatric Hospital, and Hogarth Riverview Manor about library services and resources. It was a great opportunity for staff to explore all that the Library has to offer.

CAHR Open Houses

The Centre for Applied Health Research held a series of open houses this fall. Centre staff were onsite at St. Joseph's Health Centre (September 28), St. Joseph's Hospital (October 13), and Hogarth Riverview Manor (October 26) to spread the word about the many supports the Centre for Applied Health Research has to offer.

Client Satisfaction Survey

This year's Client Satisfaction Survey ran from September 26 to October 16. Nearly 3300 surveys were provided to St. Joseph's Care Group's programs for distribution. Volunteers in long-term care assisted 154 residents at Hogarth Riverview Manor and 34 Residents at Bethammi Nursing Home to complete the survey.

Doors Open Thunder Bay

The Manor House participated in the Doors Open Thunder Bay on September 10th. This year's provincial theme focused on medical and innovation services. Over 600 people came to tour the 106-year old gothic revival style building (formerly known as the Wiley Mansion), with its chalet style ballroom on the 3rd floor. Guests included family members of Mr. Wiley and guests had the opportunity to learn about the current usage of the home.

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 completed. The Resident Home Areas (RHA's) are in the process of being drywalled and painting will begin later in the month. Roofing has been completed however final finishes to exterior flashing are still outstanding.

The Central Block area that houses the new chapel and some administrative offices is ready for millwork installation, scheduled to be completed over the next two weeks.

Areas vacated by the General Contractor have been cleaned and are being set up with equipment and any required maintenance of the rooms is being completed.

The furniture and equipment plan has been finalized and procurement has commenced.

The construction schedule submitted by the General Contractor has been revised showing additional delays and a revised substantial completion of November 30th. This is being discussed with our health partners to determine the impact on system planning. 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. Tenant space has been turned over to allow for the fit-up renovations to commence with a separate contractor. The most recent schedule has been revised to show completion by the end of the calendar year.

The project to add hot water capacity to the laundry and home has been completed. In addition, nurse call systems have been added to the balconies in accordance with the long term care requirements. There are still a number of deficiencies that continue to be addressed.

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 50% project completion to the end of September 2016. Structural steel erection, roofing, and concrete is completed and the finishing of the exterior of the building is almost complete. Mechanical and electrical rough-ins are in progress, as well interior framing of the building. Interior renovations for connection to the existing hospital are also 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 baseline. 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.