



Balmoral Centre



St. Joseph's Heritage



Behavioural Sciences Centre



ST. JOSEPH'S CARE GROUP

ANNUAL REPORT

2009 - 2010



Hogarth Riverview Manor



Diabetes Health Thunder Bay



Lakehead Psychiatric Hospital



St. Joseph's Health Centre



St. Joseph's Hospital



Sister Margaret Smith Centre

Care
Compassion
Commitment

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**



ST. JOSEPH'S CARE GROUP

**Annual Report
2009 – 2010**

***St. Joseph's Care Group is a Catholic organization
committed to provide compassionate and holistic care and services
to the people of Northwestern Ontario***

***Care
Compassion
Commitment***

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Page

TABLE OF CONTENTS

Mission, Vision, Core Values	3
Officers and Directors of the Board.....	4
Annual Meeting Agenda	5
Minutes – Annual Meeting of June 24, 2009.....	6
Message from the Catholic Health Corporation of Ontario.....	10
Report from the Chair of the Board of Directors and the President & Chief Executive Officer of St. Joseph's Care Group	11
Report from the Leadership Team	13
<i>Client Centred Care</i>	13
<i>Our People</i>	15
<i>Collaboration</i>	16
<i>Communication and Advocacy</i>	18
<i>Teaching & Research Identities</i>	19
<i>Capital Projects</i>	19
Listing – Leadership Team and Management Staff.....	21
Report of the Chief of Staff	23
Medical Advisory Committee.....	24
Report of the Auxiliary to St. Joseph's Care Group	25

Board of Directors Committee Membership and Reports

Membership	27
------------------	----

Reports

Community Relations Committee.....	28
Continuous Quality Improvement Committee.....	29
Finance and Audit Committee	30
Governance Committee	31

Community Advisory Committee Membership and Reports

Membership	33
------------------	----

Reports

Advisory Committee for Alzheimer Services.....	35
Advisory Committee for Mental Health and Addiction Services.....	36
Advisory Committee for Nursing Home Services	37
Advisory Committee for Physical Rehabilitation Services	38

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**



Mission

*St. Joseph's Care Group is a Catholic organization committed to provide
compassionate and holistic care and services
to the people of Northwestern Ontario.*

Vision

*St. Joseph's Care Group will identify and respond to the unmet needs of our region
as a way of continuing the healing mission of Jesus
in the tradition of the Sisters of St. Joseph of Sault Ste. Marie.*

Core Values

Commitment

Compassionate and Holistic Care

Dignity and Respect

Excellence

Faith-Based Care

Inclusiveness

Truthfulness and Trust

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

**BOARD OF DIRECTORS
OFFICERS AND DIRECTORS**

Chair
Vice Chair
Past Chair
President and CEO

Myrna Letourneau
Ray Halverson
Robert Chambers
Tracy Buckler

Chief of Staff
President of Medical Staff
City Council Representative
Hospital Auxiliary Representative
Representatives of the Sisters of
 St. Joseph
Representative of the CHCO
Representative of the Bishop
Representative of St. Joseph's Foundation
 of Thunder Bay

Dr. Geoff Davis
Dr. Stephen French
Brian McKinnon
Susan Tennier
Sister Shirley Grexton
Sister Dolores Turgeon
Lil Bergamo
Patrick Charlebois

Sylvia Kayzer

Members:

Alice Bellavance
Brian Collins
John Filipovic
Suzan Labine
Grace Martineau
Jason Ozbolt
Doris Rossi
Barb Spadoni
Linda Trevisanutto
Tamara Wylie

Honourary Members:

Ruth Callon
Don Caron
Guy O'Brien

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

ANNUAL MEETING

A G E N D A

Wednesday, June 23, 2010
7:00 p.m.
Georgian Room - St. Joseph's Heritage

1. Call to Order
2. Approval of Minutes of June 24, 2009
3. Message from the Catholic Health Corporation of Ontario
4. Report of the Chair & President and Chief Executive Officer
5. Report of the Chief of Staff
6. Report of the Auxiliary to St. Joseph's Care Group
7. Report of the Auditor
8. Committee Reports
 - (a) Community Relations Committee
 - (b) Continuous Quality Improvement Committee
 - (c) Finance and Audit Committee
 - (d) Governance Committee
9. Appointment of Officers
10. Presentations
11. Adjournment

A reception will follow

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

ANNUAL MEETING

BOARD OF DIRECTORS - June 24, 2009

The Annual Meeting of the Board of Directors of St. Joseph's Care Group was held on Wednesday, June 24, 2009, at 1900 hours in the Georgian Room at St. Joseph's Heritage. The meeting was chaired by Robert Chambers.

ATTENDANCE

Board: Alice Bellavance, Lil Bergamo, Tracy Buckler, Robert Chambers, Dr. Geoff Davis, Greg Fayrik, John Filipovic, Sister Shirley Grexton, Ray Halverson, Suzan Labine, Myrna Letourneau, Grace Martineau, Jason Ozbolt, Doris Rossi, Susan Tennier, Linda Trevisanutto, Sister Dolores Turgeon, Tamara Wylie

Regrets: Brian Collins, Brian McKinnon, Dr. Gabriel Mapeso

Invited Guests: Doug Vanderwey and Cara Carlson (Grant Thornton LLP), Board Committee members, Advisory Committee members, St. Joseph's Foundation of Thunder Bay members, Leadership Team, Managers, staff, and members of the public.

CALL TO ORDER

The meeting was called to order by R. Chambers at 1900 hours. He welcomed Bishop Frederick Colli, members of the Board of Directors, tenants, residents and staff of St. Joseph's Care Group.

Bishop Colli opened the meeting with a prayer and commended the Care Group on its continued good work within the community. He extended his gratitude to L. Bergamo, his representative on the Board of Directors for the past ten years.

APPROVAL OF MINUTES

It was moved by S. Labine, seconded by T. Wylie, ***THAT THE BOARD APPROVE THE MINUTES OF THE ANNUAL MEETING OF JUNE 25, 2008. CARRIED.***

MESSAGE FROM CATHOLIC HEALTH CORPORATION OF ONTARIO

L. Bergamo brought greetings on behalf of Sister Sheila Langton, Chair of the Catholic Health Corporation of Ontario. Her written report is found on Page 7 of the Annual Report.

L. Bergamo reinforced comments in the report regarding the Care Group's commitment to a Mission which continues to be relevant in today's world.

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

REPORT OF THE CHAIRPERSON

The written report is found on Page 8 of the Annual Report. R. Chambers thanked the President and CEO, members of the Leadership Team, fellow Board Members, Vice Chairs, staff,

volunteers and members of the Auxiliary for their continued assistance and support of St. Joseph's Care Group.

It was moved by R. Chambers, seconded by J. Filipovic, ***THAT THE BOARD APPROVE THE REPORT OF THE CHAIRPERSON. CARRIED.***

REPORT OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

T. Buckler highlighted her report as found on Page 9 of the Annual Report.

She noted the report's new format which presents corporate highlights from all of the Care Group sites, teams and departments, as the Care Group continues to collectively work toward achievement of its five strategic priorities. She also thanked Bob Chambers, the Board, the Leadership Team, and all those associated with St. Joseph's Care Group: clients, families, staff, physicians, and the community for their ongoing support.

It was moved by T. Buckler, seconded by D. Rossi ***THAT THE BOARD APPROVE THE REPORT OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER. CARRIED.***

REPORT OF THE CHIEF OF STAFF

The report of the Chief of Staff is found on Pages 17 of the Annual Report. Dr. Davis expressed his thanks and appreciation to the clients, families, staff, Leadership Team and Board members for their continued dedication to the work of St. Joseph's Care Group.

It was moved by Dr. G. Davis, seconded by D. Turgeon ***THAT THE BOARD APPROVE THE REPORT OF THE CHIEF OF STAFF. CARRIED.***

REPORT OF THE AUXILIARY TO ST. JOSEPH'S CARE GROUP

S. Tennier presented her report found on Page 19 of the Annual Report, noting various events and activities held during the past year. The Auxiliary donated \$60,516 to St. Joseph's Foundation of Thunder Bay in 2008 and since its first recorded donation in 1992, the Auxiliary has donated \$688,185 to the end of 2008. She thanked all who participate in ongoing activities and special events of the Auxiliary.

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

It was moved by S. Tennier, seconded by L. Trevisanutto ***THAT THE BOARD APPROVE THE REPORT OF THE HOSPITAL AUXILIARY TO ST. JOSEPH'S CARE GROUP. CARRIED.***

REPORT OF THE AUDITOR

Doug Vanderwey, CA, Partner, Grant Thornton LLP, reviewed the Auditors' report for St. Joseph's Care Group.

It was moved by T. Wylie, seconded by M. Letourneau, ***THAT THE BOARD RECEIVE THE REPORT OF THE AUDITOR FOR ST. JOSEPH'S CARE GROUP FOR THE PERIOD ENDING MARCH 31, 2009. CARRIED.***

COMMITTEE REPORTS

Community Relations Committee

R. Chambers presented and highlighted the report as found on Page 22 of the Annual Report, on behalf of the Committee Chair, Brian Collins.

Continuous Quality Improvement Committee

D. Rossi presented and highlighted the report as found on Page 23 of the Annual Report. Appreciation was extended to all Committee members, staff and volunteers.

Ethics Committee

R. Halverson presented the report of the Ethics Committee as found on Page 24 of the Annual Report, noting that the Committee will continue to discuss its future role and mandate.

Finance and Audit Committee

T. Wylie presented the report of the Finance and Audit Committee, as found on Page 25 of the Annual Report. She thanked Committee Members for their hard work, commitment and assistance over the past year.

Governance Committee

L. Bergamo reviewed the report of the Governance Committee, as found on Page 26 of the Annual Report noting the Committee concentrated on the establishment of the Research Ethics Board and the establishment of an Ad Hoc Board Professional Development Planning Committee to develop a Work Plan.

It was moved by Dr. G. Davis, seconded by A. Bellavance ***THAT THE BOARD APPROVE THE REPORTS FROM THE STANDING COMMITTEES OF THE BOARD. CARRIED.***

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

APPOINTMENT OF OFFICERS

Be it noted that upon the recommendation of the Board of Directors of St. Joseph's Care Group, the ***Members*** of the Corporation of St. Joseph's Care Group have approved the Appointment of Officers of the Board for 2009 – 2010, as follows:

Myrna Letourneau, Chair
Ray Halverson, Vice Chair
Tracy Buckler, Secretary Treasurer
Robert Chambers - Past Chair

R. Chambers introduced and welcomed Myrna Letourneau as the incoming Chair of the Board.

M. Letourneau expressed her gratitude to R. Chambers for his dedication and excellent leadership as Chair and noted that it is an honour to be affiliated with a reputable organization.

ADJOURNMENT

On a motion by M. Letourneau, seconded by D. Rossi, the meeting adjourned at 1940 hours.

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

A MESSAGE FROM THE CATHOLIC HEALTH CORPORATION OF ONTARIO

“Where there is no vision, the people perish.”

Proverbs 29:18

Clearly this ancient Biblical wisdom still rings true. But, as we who work in Catholic healthcare know well, a vision also needs the “right people” to turn it into reality; people who can reliably continue the tradition of compassionate care established by our founding Sisters and transmit it to future generations.

The Board of Directors of the Catholic Health Corporation of Ontario sends greetings and gratitude to the Boards and Staff of our institutions for your dedication and commitment to the continuance of the Catholic healthcare ministry in your various locales.

It is evident to us as Sponsor, from the excellent reports we have received over the past years that our 15 healthcare facilities are fully engaged in visioning for the future, with on-going attention to living the Mission with a strong focus on the foundational values.

The strategic plans that have evolved clearly indicate directions that encompass quality, values, education and research combined with attention to efficiency and a strengthening of relationships.

You are the “right people” for this time – as guardians of the heritage of the Sisters and, at the same time, architects of the future of the healing ministry.

The Board of the Catholic Health Corporation of Ontario congratulates you on the successes and accomplishments of the past year and assures you our continued support as the journey continues.

***Sister Sheila Langton
Chair, Board of Directors
Catholic Health Corporation of Ontario***

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

**REPORT FROM THE CHAIR OF THE BOARD OF DIRECTORS
AND THE PRESIDENT & CHIEF EXECUTIVE OFFICER
ST. JOSEPH'S CARE GROUP**

Fall 2009 was a time of great joy as St. Joseph's Care Group celebrated its 125th Anniversary of providing care to people in Northwestern Ontario. The season also marked the 30th Anniversary of St. Joseph's Heritage. Many events were held to commemorate these milestones, including:

- A Special Anniversary Mass held at St. Patrick's Cathedral presided over by the Most Reverend Bishop Fredrick Colli.
- The launching of an historical book entitled, "*Responding to Unmet Needs: 125 years of Care in the Community...*" written to honour SJCG's rich and diverse history and to pay tribute to the Sisters of St. Joseph of Sault Ste Marie. Authored by local writer Peter Raffo, it chronicled the many changes the Care Group has experienced over the last 125 years.
- Celebrations for clients of the Frank Murphy Community Centre, Bethammi Nursing Home, the Manor House and P.R. Cook Apartments.

Closing ceremonies for staff, clients, former clients, and nursing alumni were held at the former Sister Margaret Smith Centre (SMSC) and the St. Joseph's School of Nursing. In addition, a special event was held to open the 1954 cornerstone revealing a time capsule containing religious relics from the motherhouse, and the names of the Sisters who put the capsule in place.

In October the official opening of the new Sister Margaret Smith Centre (SMSC) was held with Sister Margaret Smith herself in attendance to assist in the ribbon cutting ceremony and provide words of wisdom. This state-of-the-art building achieved gold certification for the Leadership in Engineering & Energy Design (LEED). The new SMSC continues to offer residential treatment for both adults and youth, as well many outpatient services for people with mental health and addiction issues.

Demolition of the former SMSC is scheduled for later in 2010 which will make way for construction of the new East Wing addition to St. Joseph's Hospital. The new wing will house the mental health rehabilitation program and many of our corporate services.

The Centre of Excellence for Integrated Senior Services (CEISS) project was announced in August 2007 and finally, the official kickoff was held in December 2009. The CEISS will consist of 336 long-term care beds (64 of those designated for specialized behavioural long-term care) and 132 supportive housing apartments. This project will enhance seniors' healthcare, incorporate best practices and enable the Care Group to operate our Long-Term Care Services more efficiently. Construction for the supportive housing piece of the project is currently underway.

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

The Ministry of Health and Long-Term Care (MOHLTC) granted approval to include the beds at Bethammi Nursing Home as part of the CEISS project. This means two additional floors will be added to the CEISS long-term care building ensuring the most modern and home-like environment for all of our residents requiring Long-Term Care within the Care Group.

The year 2009 – 2010 has been one of celebration and reflection, and not without its challenges. One of the most difficult decisions made was to close the Frank Murphy Community Centre as of July 1, 2010. Over the past years it has become fiscally impossible to continue to operate. We are working closely with the City of Thunder Bay's Recreation and Culture division to ensure that alternative programming will be available at community pools.

Another organization that is such an integral part of the Care Group is St. Joseph's Hospital Auxiliary who is celebrating its 115th Anniversary. The dedication of their members is exemplary. Congratulations!

In February 2010 SJCG undertook the onsite portion of Accreditation through Accreditation Canada. Of the 1,034 standards applicable to our organization, 994 standards were met - achieving 96% compliance! This speaks volumes about the calibre of the people working within the Care Group: their commitment, compassion, and the outstanding care they provide.

St. Joseph's Care Group is a dynamic organization, ever evolving as we continue to strive to meet the unmet needs of those we serve within Thunder Bay and throughout the region. This past year has been one of truly honouring our past as we embrace our future.

As this year draws to an end we would like to take this opportunity to thank:

- All employees of SJCG, for living the mission, vision, and values, and for your dedicated service to our clients. Special congratulations to those employees who have reached a significant milestone in their career.
- The Leadership Team, Managers, and the Board of Directors for their ongoing support and commitment to the Care Group.
- Alice Bellavance, John Filipovic and Jason Ozbolt as they leave the Board this year.

Working as a team in the true spirit of love and compassion, we continue our commitment to making a difference in the lives of the people we serve in Thunder Bay and throughout the region.

Tracy Buckler
President & CEO
St. Joseph's Care Group

Myrna Letourneau
Chair, Board of Directors
St. Joseph's Care Group

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

REPORT FROM THE LEADERSHIP TEAM

This report is truly an organization-wide effort from the entire Leadership Team, Managers and staff. We are pleased to present highlights of the efforts put forward by many as we collectively work toward achievement of our five strategic priorities.

Client Centred Care

St. Joseph's Care Group will continue our commitment to providing compassionate, holistic, safe and client-centred care to our clients.

Interprofessional Practice

Interprofessional care is the provision of comprehensive health services to people by multiple health care providers who work collaboratively to deliver quality care within and across disciplines. During 2009-10, many efforts continued to advance interprofessional care in our organization. These include:

- A half-day workshop for managers and clinical leaders titled “*Planting the Seeds for Client-Centred Care*” provided an opportunity for participants to learn from each other on the best approaches to client-centred care, provided an overview of interprofessional practice and education, and allowed participants to consider the importance of collaboration and teamwork.
- Two staff champions enrolled in a program developed by the University of Toronto, the University Health Network and HealthForceOntario called Collaborative Change Leadership. This program aims to embed interprofessional care into organizations. Over this past year, our champions facilitated interprofessional projects with 3 teams to begin the formal spread of this way of providing care.
- We partnered with the Centre for Education and Research on Aging and Health (CERAH) to provide follow-up education around the Geriatrics Interprofessional Interorganizational Collaboration (GiiC) project.
- We continue to participate in the Northern Ontario School of Medicine's Facilitating Leadership in Interprofessional Care (FLIC) Program. FLIC is an eight-session facilitated program designed for front-line health professionals who are interested in exploring new roles and professional growth within their care setting.
- Many programs have implemented Interprofessional Team meetings. This is a structural change in how the teams meet and aims to improve team building opportunities, interprofessional collaboration, and engagement of nursing staff in improvement activities, all of which will increase the extent to which we provide client-centered care.
- Staff members across the Care Group attended formal PIECES (physical, emotional, intellectual, cognitive, environmental and social) training facilitated by a member of the PIECES Consult Group. PIECES is a best practice learning and development initiative that provides an approach to understanding and enhancing care to individuals with complex cognitive and mental health needs.

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

Improving Quality

Across the health care system in Ontario, there is a growing focus on quality improvement, with the goal of improving clinical outcomes, enhancing efficiencies and increasing service and system capacity. Examples of this work follow.

Accreditation

All staff participated in the preparation work required for the Accreditation Canada Qmentum process, with our on-site survey completed in February 2010. Our fourteen quality teams evaluated themselves against national health care standards from both a risk and quality perspective and then developed quality improvement plans to address areas for improvement on an ongoing basis. This work positions us well for the requirements in the proposed "Excellent Care for All Act".

Leading Practice in ALC

The provincial ALC (Alternate Level of Care) definition was fully implemented across all hospital corporations by July 1, 2009. St. Joseph's Care Group was selected as one of six provincial beta sites in which we will represent "post acute care".

We collaborated with the North West CCAC, TBRHSC and representatives from local Long Term Care Homes to collectively report system-wide indicators toward solving ALC issues and more recently jointly implemented a Resource Matching and eReferral information system to improve the flow of people both into and out of inpatient beds.

Long-Term Care Admission Enhancement

A Long-Term Care Admission Enhancement Team was established with representation from Bethammi Nursing Home and Hogarth Riverview Manor. This team is determining ways to improve the Homes' admission process, welcome the new resident/family, and establish positive relations at the outset.

Residents First - Ontario Health Quality Council Project

The Ontario Health Quality Council, Resident First - Advancing Quality in Ontario Long-Term Care Homes Project is working in partnership with the North West LHIN Falls Prevention Collaborative with the goal to train staff in all health sectors (acute care, long-term care and community) in Northwestern Ontario to promote quality within their organizations and support their Falls Prevention Team. Staff will acquire expertise in quality improvement and contribute directly to building capacity for quality improvement.

Client Satisfaction Survey

The first annual corporate client satisfaction survey took place in 2009. Surveys were distributed to clients in all SJCG programs between October 19th and November 9th. More than 1,000 surveys were returned and analyzed by the Research Department. Results of the survey were extremely positive. Overall, 96% of clients would recommend SJCG's programs to others.

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Optimizing Access through “FLO”

Staff participated in the provincial Flo Collaborative Spread Project which has the goal of improving the continuity of client care from admission through to discharge and ensuring safe, planned discharges.

Chronic Disease Management

Populations served by SJCG have at least one chronic disease. The MOHLTC's Ontario Framework for Chronic Disease Prevention and Management informs our care delivery and service design. Initiatives to incorporate the principles of chronic disease management include:

- Three staff were supported to complete Master Trainer certification in the Stanford Self Management Program (sponsored by the NW LHIN).
- A “self management support” education program was established for our staff to optimize their skills in working with people in a way that engages them in both directing their care and in actively managing their chronic disease to improve their quality of life and their health outcomes over the longer term.
- In collaboration with many community partners, a Community Based Exercise Program continued to provide specialized exercise programs for people who live with chronic diseases.
- The Healthy Lifestyles Working Group surveyed consumers' perspectives regarding healthy lifestyles. Survey results revealed that our clients believe physical activity, good nutrition, sleep hygiene and understanding medication need to be incorporated into treatment plans. The clinical teams are now focusing on this in treatment planning.

Our People

St. Joseph's Care Group will be recognized as an employer of choice through our efforts to demonstrate care for the health, well-being and development of our people.

Professional Advisory Council/Quality Practice Councils

The professional practice structure continues to evolve as various internal and external forces impact health care and the work of our health professionals. In response to these changes the Social Work and Therapeutic Recreation professions underwent service reviews this past year. The outcome of these reviews will provide direction on how best to support our staff and ensure our changing client populations receive the greatest value from our various professional groups.

New JOHSC

A new Joint Health and Safety Committee (JOHSC) was welcomed for the new Sister Margaret Smith Centre. This brings the number of committees to 7: Corporate, St. Joseph's Hospital (including Diabetes and Balmoral), St. Joseph's Health Centre (including Supportive Housing), Lakehead Psychiatric Hospital, St. Joseph's Heritage and Hogarth Riverview Manor (including BSC). The new JOHSC is Co-Chaired by Nancy Black and Mary Jane Hogan.

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Information Services User Satisfaction Survey

The Information Services User Satisfaction survey results are in and very positive! Overall satisfaction in 2009 shows an improvement in all areas over 2006 with the combined excellent and good ratings reflecting 95% for PACS, 92% for Meditech support, 96% for the help desk and 96% for the on-site technicians. The similar ratings from 2006 ranged from 86% to 92%. Well done!

Wellness Incentive Program

There was an overwhelming response to the Wellness Incentive Program this year with 25% more applications than the previous year. With limited funds for the program there was a potential of declining 54 applications. The Leadership Team considered that that all interested staff wanted to make the commitment to healthy living, and approved additional funding to allow approval of every staff application.

Collaboration

St. Joseph's Care Group will collaborate with partners on best practices, advocacy, and integration opportunities to enhance access, quality and the continuum of health services for the citizens of Northwestern Ontario.

Administrative Systems Replacement

St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre, the Nipigon District Memorial Hospital and the Manitouwadge General Hospital collaborated on a major project to replace their administrative systems. Staff in Finance, Payroll, Materials Management and Human Resources worked very hard to implement the new Ormed suite of administrative systems. "Go live" dates were July for Finance, October for Materiel Management and April 2010 for Payroll. The Human Resources module will be implemented in 2010/11.

Resource Matching and eReferral

Phase 1 of the Resource Matching and eReferral project is a joint project of SJCG, TBRHSC and the NW CCAC, with funding from the NW LHIN. This project is intended to automate the referral process between care streams by transferring client information between facilities and by providing wait list management. In March referrals from TBRHSC to SJCG were automated through the Strata Pathways application.

Collaborative Initiative in Mental Health and Addictions

Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group established a shared vice-president to oversee Mental Health and Addiction Services for both corporations. The primary objective is to strengthen our shared work with people who live with a mental illness and/or addiction issues. Other positive benefits include improved access to services, enhanced quality of care and increased joint education opportunities.

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

Optimizing Centralized Intakes

SJCG continues to collaborate to ensure centralized intake of Intensive Case Management clients for four Thunder Bay mental health service provider organizations. In the physical rehabilitation division, the Rheumatic Diseases Program, in collaboration with The Arthritis Society and local physicians, has created the *Comprehensive Arthritis Care Program* to enhance timely and appropriate access to care. A standardized tool, one central intake process, and an integrated team approach has reduced wait times for clients in need of urgent rheumatologic care and is ensuring all clients with arthritis receive the appropriate care and education they require.

Nurse-Led Outreach Team Collaboration

A nurse-led outreach team has been created to provide long-term care home residents with timely and appropriate care and to stabilize residents who need more urgent care. The team, established through TBRHSC, has been working closely with staff and clients of Hogarth Riverview Manor and our Seniors' Mental Health Programs to explore opportunities to work together and further enhance the quality of care provided.

Quality Palliative Care in Long-Term Care (QPC – LTC) Alliance

Celebrations to formally launch the Alliance and the Research Project (Quality of Life for Residents Dying in Long-Term Care Homes) were held at Hogarth Riverview Manor and Bethammi Nursing Home in January 2010. This was an excellent opportunity for our long-term care residents, families, and staff to join with ten community partners and researchers to celebrate the beginning of this five-year journey together.

Community-University Research Alliance Partnership (CURA)

St. Joseph's Care Group is partnering with the Centre for Education and Research on Aging and Health (CERAH) at Lakehead University, Creekview Manor and Allendale Home in the City of Halton, and McMaster University on a five-year CURA research project *Improving Quality of Life for Elderly People Who Are Dying in Long-Term Care Homes*. To implement the project, a Quality Palliative Care in LTC (QPC-LTC) Alliance has been formed to promote the sharing of knowledge, resources and expertise amongst researchers, four long-term care homes and other partners (palliative care experts, community services, family and resident advocacy groups, educators and knowledge transfer experts).

GAPPS (Getting Appropriate Personal & Professional Supports)

506 individuals have been registered to this integrated multi-agency program (SJCG, Canadian Mental Health Association and Alpha Court) since it started in January 2009. The target population includes vulnerable people with very serious, unstable and complex mental illness and addictions. Partnerships have been formalized with numerous health, mental health and social service agencies to ensure ongoing care and support of the clients to facilitate independent community living and healthy lifestyles.

Withdrawal Management Programs

In response to increased client and community needs, we continue to work with our community partners and allied services including Thunder Bay Police and Municipal Leadership to address

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

the growing need for withdrawal management services, transitional supports, housing and other support services. A proposal was submitted to the City of Thunder Bay in support of a needs assessment to inform service and system design that will meet the current and future needs of our community and region.

System Planning

Representatives from a number of mental health and addiction services agencies have established a planning group to evaluate the current pressures and challenges within the system and to develop/implement strategies to improve access, navigation, continuity of care and flow. Other anticipated outcomes include reduced utilization of the Emergency Department, ED wait times and unnecessary hospital admissions.

Collaborative Care for Clients Living With Substance Abuse Issues

A working group was established to develop collaborative care plan models for clients living with substance abuse issues who also have concurrent medical needs and who may be hospitalized at either Thunder Bay Regional Health Sciences Centre and/or St. Joseph's Care Group for acute or continuing care. The purpose of their work is to ensure early identification of substance abuse and risk issues and appropriate clinical interventions to reduce risk issues and facilitate earlier discharges and transfers and provide an opportunity to engage with substance use treatment providers.

Aboriginal Health Working Group

The Aboriginal Health Working Group was established to explore the strategies to improve the care we provide to Aboriginal people and their families. The group identified these strategies to build a foundation of comprehensive, inclusive and welcoming care: engage with Aboriginal agencies, establish an Advisory Committee for Aboriginal Health, increase the knowledge of our staff about the history, culture, traditions and needs of Aboriginal people, and modify our programs and services accordingly.

Communication & Advocacy

St. Joseph's Care Group will be a client advocate and will communicate with the public, our partners, staff and volunteers, particularly in relation to our programs and services.

Corporate DVD Launched

St. Joseph's Care Group has produced a Corporate DVD that will be used as a communication tool to introduce presentations by the President & CEO, Tracy Buckler, and other members of the Leadership Team. The goals of the DVD include:

- Strengthening St. Joseph's Care Group's identity;
- Reinforcing our Mission, Vision, Core Values and Strategic Priorities;
- Communicating & educating audiences about our Capital Projects; and,
- Entertaining viewers with interesting facts about the Care Group.

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Hand Hygiene Reporting

As part of the Ministry of Health and Long-Term Care's public reporting of patient safety indicators initiative, St. Joseph's Care Group has been tracking hand hygiene compliance rates among its care professionals and began publicly posting these results on April 30th, 2009.

Teaching & Research Identities

St. Joseph's Care Group will define and foster progressive, innovative teaching and research identities in our particular areas of clinical strength and expertise.

CIHR Award

Sacha Dubois, Research Statistician, was awarded the Canadian Institute of Health Research (CIHR) - Institute of Aging, Age+ award for his paper "The Impact of Benzodiazepines on Safe Driving" with his fellow co-authors Bruce Weaver, NOSM and Michel Bédard, SJCG Research Director. More details regarding this important research and the award can be found at <http://www.cihr-irsc.gc.ca/e/39636.html>.

Fellow of the Gerontological Society of America

Michel Bédard, Director of Research, was made a Fellow of the Gerontological Society of America (GSA). The GSA is the oldest and largest interdisciplinary organization in the United States devoted to research, education and practice in the field of aging. Fellowship is recognition for outstanding contributions to the field of gerontology and represents the highest class of membership in the society.

5th Annual Showcase of Health Research

The Research Department hosted the fifth annual "*Making a Difference: Showcase of Health Research*" on Friday, February 5, 2010. This well-attended event included clinicians, healthcare professionals, students and researchers from St. Joseph's Care Group and numerous community organizations. Participants were exposed to the work of over 70 researchers in nine oral and 16 poster presentations.

Capital Projects

Sister Margaret Smith Centre (SMSC) Grand Opening

In October 2009, SJCG was proud to hold the grand opening of the new \$16M Sister Margaret Smith Centre. This is a state-of-the-art centre for youth and adults with addictions and mental illness. We were honoured by the presence of Sister Margaret Smith who spoke with such clarity and vision she remains an inspiration to all.

Honeywell Energy Retrofit Project

This \$4.6M energy saving and facility renewal program began in 2008-2009 and was completed on budget in 2009-2010. The project involved installation of new hot water boilers at the St. Joseph's Hospital site, as well as lighting upgrades and installation of automated control systems at the St. Joseph's Hospital, Balmoral Centre and Hogarth

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Riverview Manor. The old boiler room at St. Joseph's Hospital has been decommissioned in preparation for the start of construction of the new East Wing addition.

Mental Health Rehabilitation Program (MHRP)

We are moving into the detailed design phase of planning for the MHRP and are awaiting feedback from the MOHLTC with respect to the Master Plan and Master Program. Planning for the demolition of the old Sister Margaret Smith Centre is underway, to occur in the fall of 2010.

Centre of Excellence for Integrated Seniors' Services (CEISS)

The CEISS project is moving forward, and will include long-term care beds, specialized behavioural care beds, and supportive housing apartments. The first phase of the project will be the construction of the Supportive Housing apartment building, completion in the fall of 2011.



On behalf of the Leadership Team, sincere gratitude goes to all the staff, managers, physicians, and volunteers who go 'above and beyond' in support of the people we are here to serve.

Tracy Buckler, RN, BScN, MHS, CHE
President and Chief Executive Officer

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

LEADERSHIP TEAM

Tracy Buckler	President and Chief Executive Officer
Penny Anguish	Vice President, Complex Care & Physical Rehabilitation Service & Chief Nursing Officer
Paulina Chow	Vice President, Long-Term Care Services
Doug Demeo	Vice President, Human Resources
Barry Potter	Vice President, Finance and Corporate Services
Janet Sillman	Vice President, Mental Health and Addiction Services
Bruce Sutton	Chief Information Officer

MANAGEMENT TEAM

Behavioural Sciences Centre

Walter Martin	Behavioural Sciences Centre
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Communications

Sharron Owen	Communications
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Complex Care and Physical Rehabilitation

Maggie Bellefountaine	Diabetes Health Thunder Bay
Susan Colosimo	Outpatient/Contract Physical Rehabilitation Services
Deborah Emery	Pharmacy Services
Terri Gurney	Medically Complex Care & Ambulatory Programs
Marianne Larson	Palliative Care Programs
Scott Munro	Specialized Services
Trish Nelson	Physical Rehabilitation Programs
Gail O'Quinn	Specialized Seniors' Programs

Finance and Corporate Services

Glenn Berst	Building Services
John Corcoran	Environmental Services
Mary Ann Porter	Nutrition and Food Services
Allan Hensel	Materiel Management
Dan Humar	Financial Services
Lisa Lamore	Financial Services
David Vaccher	Building Services

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

Human Resources

Mark Brassard	Employee Relations
Gary Duguid	Security and Parking
Allison Hill	Recruitment and Retention
Michelle Knudson	Occupational Health and Wellness Services
Tom Shortreed	Employee Relations
Nicole Tittley	Infection, Risk and Safety
Geri Vainionpaa	Learning, Research and Professional Practice

Information Services

John Barro	Network Operations
Dan Beaudry	Information Technology
Dawn Bubar	Information Systems/Application Support
Shelby Poletti	Decision Support
Vicki Polischuk	Health Records and Central Registration
Jennifer Pugliese	Project Management
Trina Di Stefano	User Support

Long-Term Care Services

Bruce Brown	Frank Murphy Community Centre
Vickie Scholtens	P.R. Cook Apartments/Housing
Meaghan Sharp	Long-Term Care Homes
Nadia Thatcher	Long-Term Care Homes
Heidi West	Long-Term Care Community Support Programs

Mental Health and Addiction Services

Nancy Black	Mental Health, Addiction & Problem Gambling Programs
David Engberg	Mental Health & Addiction Outreach Programs
Cathy Goodman	Mental Health Housing & Employment Programs
Dr. Lois Hutchinson	Physician Advisor, Mental Health & Addiction Services
Mary Ann Mountain	Mental Health Outpatient Programs
Pat Paradis	Mental Health Rehabilitation Programs
Mary Perkovic	Seniors' Mental Health Programs

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

REPORT OF THE CHIEF OF STAFF

Meeting the health care needs of the people of Northwestern Ontario in providing timely, accessible and effective interventions continues to be a goal for which we strive for on a daily basis. We continue to identify and respond to the unmet needs of our region and provide compassionate and holistic care to the people of Northwestern Ontario. To meet this challenge, the members of the Professional Medical Staff have continued to work tirelessly and innovatively in providing much needed services to their clients. While we are constantly challenged by the medical needs of our patients, we are in awe of the resilience that individuals show and the support that family members continue to provide them.

The Medical Advisory Committee has met on a regular basis throughout the year and reported to the Board and Professional Staff at their regular meetings. During that time we have instituted a new physician performance evaluation tool, which has proven very successful in facilitating a reflective exercise as well as giving coworkers and colleagues an opportunity to comment on the physician's performance and team participation. The Medical Advisory Committee will continue to meet on a regular basis to help make this and other initiatives a reality.

As we move forward with the integration of the Northern Ontario School of Medicine (NOSM) into our hospital, the Professional Staff at St. Joseph's Care continues to work with the many health care learners. We actively support many research and education initiatives within the Care Group and in collaboration with NOSM.

With our aging population and the increase in complexity of the delivery of health care, we are indeed challenged in providing this in a timely fashion. The physicians and nurse practitioners working at St. Joseph's Care Group are indebted to the support that they have received from Administration and the Board with the vision and guidance that they continue to provide.

The Medical Advisory Committee would also wish to acknowledge and thank Arlene Currie for her secretarial support to the Medical Advisory Committee meetings.

Geoffrey Davis, M.D.
Chief of Staff

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

MEDICAL ADVISORY COMMITTEE

CHIEF OF STAFF

Dr. G. Davis

President

Dr. S. French

Vice President

Dr. G. Mapeso

Secretary/Treasurer

Dr. W. Harris

PHYSICIAN ADVISORS

Complex Care

Dr. T. Bon

Long-Term Care (Bethammi Nursing Home)

Dr. N. Bone

Long-Term Care (Hogarth Riverview Manor)

Dr. D. Johnson

Mental Health and Addictions

Dr. L. Hutchinson

Physical Rehabilitation

Dr. J. Hargadon

SERVICE MEDICAL COORDINATORS

Complex Care

Dr. J. T. Colquhoun

General and Family Practice

Dr. G. Milne

Mental Health and Addictions

Dr. P. Lepage/Dr. S. Allain

Physical Rehabilitation

Dr. W. Fidler

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

REPORT OF THE AUXILIARY TO ST. JOSEPH'S CARE GROUP

This year the Auxiliary celebrates 115 years of service to St. Joseph's Hospital and now to St. Joseph's Care Group. Established in 1895, we are the second oldest auxiliary in Ontario. The Hospital Auxiliaries Association of Ontario (HAAO) is celebrating 100 years this year and we predate the HAAO.

The Auxiliary had a productive year with our 150 members actively engaged in a variety of activities. We meet monthly with the exception of July and August and hold three general meetings a year - February, June and October. We had 17 members attend the HAAO Region 12 E & W Spring Conference. On November 15 – 18, 2009 we sent two members, Shirley Ozbolt and Cathie Vass, to the HAAO Conference in Toronto as our representatives. At this provincial conference, life members are awarded their plaques and pins. As our nominees were unable to attend, we held a gala dinner in The Georgian Room to honour Ruth Kylander, Doris Pomanti and Elaine Sprovieri who were our Provincial Life Members this year. Each has 50 + years of service to our Auxiliary.

In 2009, the Auxiliary donated \$68,000 to St. Joseph's Foundation of Thunder Bay and \$969.00 to Benny Birch. We are proud of this accomplishment and service to St. Joseph's Care Group.

The following is a list of the many events we held in order to raise our 2009 contribution:

- | | |
|--|---|
| • TBSO Balcony seats for a POPS concert | • Christmas Bazaar |
| • Spaghetti Dinner at the Italian Cultural Centre | • Valentine Dessert and Card Party |
| • Trip for two to Hinckley draw | • Quilt draw |
| • Fashion Show – Diamonds Are a Girl's Best Friend | • Pancake breakfast with the Scandinavian Home Society |
| • Bake Sale and Jewellery Sale | • Nevada sales |
| • Fall meeting and awards luncheon | • Gift Shops at St. Joseph's Hospital and Hogarth Riverview Manor |
| • 50/50 draws | • Cookbook Sales |
| • Two Bit Auction | |

Our Craft Committee consisting of a few members, makes approximately 425 hospital tray favours and cards for all the holidays and special days of the year. These are distributed on the dinner trays at St. Joseph's Hospital, Bethammi Nursing Home and Hogarth Riverview Manor. The knitters knit for the Gift Shops, the many bakers contribute to the bake sales, card party and bazaar. Volunteers work in the Nevada booth and the two Gift Shops and many others sell tickets and run our fundraising events.

The Executive Board and members of the Auxiliary thank the Board of Directors and President and CEO, Tracy Buckler, for their continued support of our activities and projects.

*Susan Tennier
Auxiliary Board Representative*

BOARD OF DIRECTORS

***COMMITTEE MEMBERSHIP
AND
REPORTS***

- ❖ Community Relations Committee***

- ❖ Continuous Quality Improvement Committee***

- ❖ Finance and Audit Committee***

- ❖ Governance Committee***

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

BOARD OF DIRECTORS - STANDING COMMITTEES

<p>COMMUNITY RELATIONS COMMITTEE</p> <p><i>Brian Collins, Chair</i> Tracy Buckler John Filipovic Myrna Letourneau Dick O'Donnell Susan Tennier</p> <p><i>Staff Resource: Sharron Owen</i></p>	<p>CONTINUOUS QUALITY IMPROVEMENT (CQI) COMMITTEE</p> <p><i>Doris Rossi, Chair</i> Alice Bellavance Dr. Trevor Bon Tracy Buckler Robert Chambers Dr. Geoff Davis Ray Halverson Myrna Letourneau Grace Martineau</p> <p><i>Staff Resource: Penny Anguish Paulina Chow</i></p>
<p>EXECUTIVE/STRATEGIC PLANNING COMMITTEE</p> <p><i>Myrna Letourneau, Chair</i> Lil Bergamo Tracy Buckler Robert Chambers Brian Collins Dr. Geoff Davis Ray Halverson Doris Rossi Sister Dolores Turgeon Tamara Wylie</p> <p><i>Staff Resource: Penny Anguish Doug Demeo</i></p>	<p>FINANCE AND AUDIT COMMITTEE</p> <p><i>Tamara Wylie, Chair</i> Tracy Buckler Ray Halverson Dr. John Hargadon Suzan Labine Jason Ozbolt Myrna Letourneau Barb Spadoni Linda Trevisanutto</p> <p><i>Staff Resource: Barry Potter</i></p>
<p>GOVERNANCE COMMITTEE</p> <p><i>Robert Chambers, Chair</i> Lil Bergamo Tracy Buckler Ray Halverson Suzan Labine Myrna Letourneau Grace Martineau</p>	

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

COMMUNITY RELATIONS COMMITTEE

As currently stated in the Administrative By-laws of St. Joseph's Care Group the role the Community Relations Committee is to develop communications and public relations policies for recommendation to the Board of Directors.

One of the items that the Committee was tasked with this year was to develop a "Role Statement" for inclusion in the 2010 bylaw revision.

There were four meetings scheduled for the Committee this year, but only three were held due to scheduling conflicts. These meetings were held in October, January, and April.

Our annual report was distributed in June of 2009 to approximately 82,000 households in the City of Thunder Bay and the Northwest Region as well as 150 external agencies and organizations.

Some of the programs and topics in addition to the regular features included in the 2009 report:

- COPD
- Hand Hygiene Program
- CEISS Update
- Sister Margaret Smith Centre completion
- Anniversary Celebrations (125 years St. Joseph's Hospital)
- Sandy Lake Stroke partnership

This past year has proven to be an extremely busy and challenging one for our Communications Manager Sharron Owen and her staff, and as usual they have stepped up and performed admirably.

They have again shown that attention to detail and communication planning assists to raise the public's awareness of the wonderful programs, staff, and facilities offered and operated by St. Joseph's Care Group.

I would like to thank all the members of our Committee for their work and support over the past year: Myrna Letourneau, Dick O'Donnell, Susan Tennier, John Filipovic, Tracy Buckler and Robert Chambers.

I know that I close my report every year with the same message, but I firmly believe that the actual "Community Relations" really does not sit with the Board of Directors, it sits each and every day with each and every interaction between our patients/clients and our excellent staff in all programs, in every facility, and at all levels in our Care Group Organization.

Brian Collins
Chair, Community Relations Committee

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

CONTINUOUS QUALITY IMPROVEMENT COMMITTEE

St. Joseph's Care Group's Continuous Quality Improvement Committee (CQI) is a Board committee, comprised of health care professionals, administrative staff, physicians and Board members. The mandate of the Committee is to ensure that continuous quality improvement is an integral component of the management process. The Committee is responsible for the oversight of the integrated, safe, quality management structure of St. Joseph's Care Group (SJCG).

The CQI Committee held regularly scheduled meetings during this fiscal year 2009 – 2010. During these meetings, the Committee received reports, listened and participated in presentations from various programs, services, departments, and committees. The Committee also reviewed the Care Group's progress through the continuous quality improvement process.

During the 2009 – 2010 year, the Continuous Quality Improvement Committee received the following presentations:

- A Corporate Quality Initiative Plan and Report
- Policy 6-40 Corporate Occupational Health and Safety
- Health and Safety Report 2008
- Self Assessment Survey
- Annual Accessibility Plan 2009 – 2010
- Quarterly Safety & Risk Report (Oct. – Dec. 2009)

Other issues and reports included:

- Risk Management Program Policy (revised)
- Accessibility Standards (revised)
- Respect/Safety in the Workplace (revised)
 - a) Managing Abuse
 - b) Managing Abuse of Staff
 - c) Managing Abuse of Clients (revised)
- Organ Donation (revised)
- Continuous Quality Improvement (revised)
- Ministry of Labour Inspections
- Self Assessment Questionnaire
- Quality Performance Roadmap
- Board Orientation
- CQI and Ethics Working Group Report
- QMonitor – 2009 Report on Ontario's Health System

Corporate Quality Committee Minutes received and reviewed included:

- Clinical Services Integration Committee
- Environmental Services Committee
- Human Resources Services Committee
- Information Management Services Committee

I would like to take this opportunity to thank all of the members of the CQI Committee, St. Joseph's Care Group administration and staff for their continued dedication and enthusiasm to the CQI Committee. The collective efforts of all continue to support St. Joseph's Care Group in fulfillment of its Mission.

Doris Rossi
Chair, Continuous Quality Improvement Committee

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

FINANCE AND AUDIT COMMITTEE

The Finance and Audit Committee met regularly throughout the year, overseeing the Finance and Audit functions of the organization. For the year ended March 31, 2010, St. Josephs Care Group is in a favourable financial position. We remain at or above budget forecasts for most divisions, except for the long-term care division. During the year the Committee reviewed the strategies for Budget submissions, government funding models and the impact on programs under possible funding scenarios.

The Committee's responsibilities include:

- Review the annual financial statements and audit report
- Audit planning
- Review and recommend for approval Annual and Monthly Financial Budgets
- Review and recommend Capital Budgets
- Review of the investment portfolio
- Review insurance coverage
- Review Ministry reporting.

The Care Group has a number of extensive capital projects in progress and the Finance and Audit Committee looks forward to continued involvement in the upcoming year and beyond. A special thank you to the Leadership Team and Administration for all of their hard work during the year and also to the Finance and Audit Committee members for their dedication shown all year long. It is truly a pleasure to work with the team.

Tamara Wylie
Chair, Finance and Audit Committee

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

GOVERNANCE COMMITTEE

The Governance Committee had a busy and challenging year discharging its duties relative to its mandate, which includes:

- Board Evaluation, Evaluation tools and Assessment
- Board Education, Professional Development and Retreat Planning
- Nominations and Board Succession Planning
- Bylaw and Board Committee Membership/Chairs

An Ad Hoc Board Development Planning Committee was re-established at the first meeting of the year to plan Board Development Sessions #3 and #4 in November and April.

This year, as part of our mandate, we reviewed and revised our Board in camera policy and procedure and the Board of Directors agenda format.

It has been a pleasure working with all members of the Committee. I would particularly thank the Ad Hoc Board Development and Planning Committee and the Leadership Team for their work in delivering the Board Development Sessions.

***Robert Chambers
Chair, Governance Committee***

COMMUNITY ADVISORY COMMITTEES

***MEMBERSHIP
AND
COMMITTEE REPORTS***

- ✿ Advisory Committee For
Alzheimer Services***

- ✿ Advisory Committee For
Mental Health and Addiction Services***

- ✿ Advisory Committee For
Nursing Home Services***

- ✿ Advisory Committee For
Physical Rehabilitation Services***

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

COMMUNITY ADVISORY COMMITTEES

<p>ADVISORY COMMITTEE FOR ALZHEIMER SERVICES</p> <p><i>Eva Jones, Chair</i> Richard Baxter Caroline Cameron-Fikis Michele Davis Sandra Dewsberry Carol Gibbon Marilyn Hurrell Terry Robertshaw</p> <p>Board Representative: Sister Dolores Turgeon Staff Resource: Paulina Chow Heidi West</p>	<p>ADVISORY COMMITTEE FOR MENTAL HEALTH AND ADDICTION SERVICES</p> <p><i>Lisa Hadland, Co-Chair</i> <i>Susan Jones, Co-Chair</i> Sarah Anderson-Small Alice Bellavance Debbie Baldwin Gary Cooper Jack Christy Cheryl Green Carol Grieve Helve Hobe Laurie Knutson Shannon Muller Sharon Pitawanakwat Shiela Shaw Vic Toppozini Paul Tsekouras Carmen Wheeler Keith Zehr</p> <p>Board Representative: Susan Tennier Staff Resource: Nancy Black Nancy Chamberlain Brook Latimer Dr. Paul Mulzer Janet Sillman Abi Sprakes Diane Walker Tom Walters</p>
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**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

**ADVISORY COMMITTEE FOR NURSING
HOME SERVICES**

Linda Trevisanutto, Chair

Doris Arnold
Dr. Norman Bone
Larry Iwachewski
Margaret Wittich
Robert Ward
President, Bethammi Residents Council
President, HRM Residents Council

Board Representative: Linda Trevisanutto, Chair

Staff Resource: Paulina Chow
Meaghan Sharp
Nadia Thatcher
Jessica Venasky

**ADVISORY COMMITTEE FOR
PHYSICAL REHABILITATION SERVICES**

Betty Romu, Chair

Dot Allen
David Clark
Cathy Farrell
Esmé French
Dr. John Hargadon
Ken Lees
Maria Lassonde
Steven Mangoff
Louise Marcil/Sandi Homeniuk
Judy Mostow
Lucy Venne-Fecho

Board Representative: Linda Trevisanutto
/Barb Spadoni

Staff Resource: Penny Anguish
Susan Colosimo
Trish Nelson

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

ADVISORY COMMITTEE FOR ALZHEIMER SERVICES

I enjoyed serving as Chair of the Advisory Committee for Alzheimer Services for the sixth straight year. The Committee meets four times per year with the mandate of advising and supporting those providing services to the clients and making recommendations to the Board of Directors of St. Joseph's Care Group.

We are pleased to note that students from the Northern Ontario School of Medicine spent time with the program again this year, as well as other students from a variety of disciplines.

This year the Advisory Committee received information on the accreditation survey process in which St. Joseph's Care Group was involved. The Committee viewed the excellent video **I'M STILL HERE** with Committee members sharing personal experiences or interactions with clients with dementia. There was a discussion on staff training in the **GENTLE PERSUASIVE APPROACH**, with a suggestion that volunteers also be trained in this approach. The Advisory Committee was very pleased to be included in the **ST. JOSEPH'S CARE GROUP CORPORATE UPDATES DVD PRESENTATION** by Tracy Buckler. It was very informative and after the presentation the Committee held an interesting discussion on ways to address service gaps for dementia clients and their care givers.

In addition to being a member of the Advisory Committee for the past eight years, I volunteer with the Program each week, and see first-hand the dedication of the staff and the compassionate care they provide to clients afflicted with Alzheimer Disease and related dementias. The Program also provides much-needed respite for the caregivers of our clients.

The Advisory Committee for Alzheimer Services has been an integral part of the program, and Committee members are to be commended for their contributions to the ongoing development of the Program.

*Eva Jones
Chair, Advisory Committee for Alzheimer Services*

ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010

ADVISORY COMMITTEE FOR MENTAL HEALTH AND ADDICTION SERVICES

The Advisory Committee for Mental Health and Addiction Services met on the following dates:

***July 16, 2009 *October 8, 2009 *December 10, 2009 *February 11, 2010 *April 8, 2010**

The Committee focused its attention on gaps in service delivery for people of all ages with mental health and/or addiction issues and, in doing so, identified the following pressures and concerns:

1. The negative impact of stigma and discrimination on the lives of the people we serve, their families and care providers;
2. The rise in the use/abuse of opiates and the impact on the health, mental health, addiction, human justice and social service systems;
3. The lack of psychiatry services in the City and the District particularly in Children's Mental Health;
4. The urgent need for doctors willing to take clients on methadone treatment and clients with mental health issues. Many clients do not have a family doctor. Our region is also significantly under serviced in family medicine/primary care; mental health and addiction treatment agencies regularly look for family physicians who will take on new patients;
5. The need for focus on withdrawal management services and increased coordination with mental health services.

The Advisory Committee addressed these issues and concerns, as follows:

- Presented to the Select Committee on Mental Health and Addictions when it was hearing presentations in Thunder Bay
- Thunder Bay Municipal Drug Strategy Steering Committee presented to the Advisory Committee and provided information and the Advisory Committee served as a focus group.
- Received a presentation on the Thunder Bay Children's Charter Report, Children's Mental Health and Addictions
- Received Children's Centre Thunder Bay Advocacy Presentation
- Reviewed Advisory Committee membership to ensure it adequately represents service providers and community
- Participated in the Round Table Discussion on Child and Youth Mental Health in Thunder Bay and District sponsored by the Children's Centre Foundation Thunder Bay on March 12, 2010.

We would like to thank the committee members for their commitment to work together to identify issues regarding the mental health and addiction service system and their willingness to make recommendations to the Boards of Directors which will help address the issues and gaps. We would also like to thank outgoing members Gary Cooper, Wendy Talbot, Brian Ross, Karen Marano, and Laurie Vaudrin, who made thoughtful contributions to our work over many years.

*Lisa Hadland & Susan Jones, Co-Chairs
Advisory Committee for Addictions Services*

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

ADVISORY COMMITTEE FOR NURSING HOME SERVICES

During 2009–2010, the Advisory Committee met four times, alternating between the Heritage and Hogarth Riverview Manor sites. The Committee was established by the Board of Directors to provide advice to the Board regarding the long-term care programs within St. Joseph's Care Group.

As well as an educational component to the meetings, the Committee receives reports from Management, Life Enrichment, Residents Councils and Family Councils.

This year's education sessions started with an update on recent long-term care developments and included an informative presentation on Ontario Health Quality Council Public Reporting.

The Committee receives regular updates on the development of the Centre of Excellence for Integrated Seniors' Services project, as well as an update on this year's accreditation and the future redevelopment of Bethammi Nursing Home.

Management reports included an explanation of many initiatives that were implemented to enhance the quality of care for our residents (staff routine changes that allow for consistency and continuity of daily care, improvements to respite program and admission process, restraint reduction and utilization, Community & University Research Alliance (CURA) to improve the quality of life for residents dying in long-term care, falls prevention, and many more).

Life Enrichment reported that calendars were full of programming, including evenings and weekends. A big-screen TV will be used for movie nights and many seasonal events were held throughout the year.

Family Councils are in place at both Bethammi and Hogarth Riverview Manor, and education is provided at each meeting (Elder Abuse, Caregiver Burnout, Income Tax – benefits for older adults, Pharmacy billing process & medication administration, CURA project, palliative care, etc.)

To enhance residents' communication with family and improve their quality of life, there is now an email address at each site for residents; when an email is received, staff will print and deliver the message to resident.

The Committee would like to thank Paulina Chow, Vice President of Long-Term Care Services, and her staff at both sites for their continued efforts to provide an optimal level of care to the residents and for their valued contributions to the Advisory Committee meetings.

*Linda Trevisanutto,
Chair, Advisory Committee
for Nursing Home Services*

**ST. JOSEPH'S CARE GROUP
ANNUAL REPORT
2009 - 2010**

ADVISORY COMMITTEE FOR PHYSICAL REHABILITATION SERVICES

The Advisory Committee for Physical Rehabilitation Services continues to involve a dynamic and committed group of community representatives and health care professionals from both the community and the region who serve in an advisory capacity to the St. Joseph's Care Group Board of Directors. The Committee meets four times a year to review the activities of physical rehabilitation services at the Hospital site, as well as outpatient and contracted rehabilitation services.

Highlights of this past year's activities included:

- Ongoing monitoring of recruitment and retention of core staff including physiotherapists, occupational therapists, speech language pathologists and audiologist positions continues to be provided at every meeting.
- Updates from the hospitals in the east and west are now given at each meeting.
- Ongoing discussions have occurred regarding professional resources in the region and the possibility of SJCG's involvement in a mentorship program to assist with recruitment to regional positions.
- Denise Taylor presented information to the Committee on the Sandy Lake Primary Stroke Prevention Program.
- Tami Ross presented information on "Word Play" – A Foundation for Literacy.
- The Amputee Program Annual Report 2008-2009 shared with the group.
- The Heart and Stroke Final Report distributed to committee members.
- A congratulatory letter was sent to Denise Taylor for her contribution to the research document "*Exploring the Feasibility of Videoconference Delivery of a Self-Management Program to Rural Participants with Stroke*".
- Tuija Puiras and Ian Ritchie from the Northwest Community Care Access Centre presented on the current programs offered through CCAC.
- Michelle Addison presented information on the Collaborative Leadership Initiative.
- The Committee's Terms of Reference were reviewed and approved by the committee.

***Betty Romu
Chair, Advisory Committee
for Physical Rehabilitation Services***

We Care For You
Body, Mind & Spirit