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Lina Moore, Personal Support Worker, HRM
 Sonja Berezowski, HRM Resident

Mission

St. Joseph's Care Group is a Catholic organization that identifies and responds to the unmet needs of the people of Northwestern Ontario, as a way of continuing the healing mission of Jesus in the tradition of the Sisters of St. Joseph of Sault Ste. Marie.

Vision

A leader in client-centred care.

Core Values

Care

St. Joseph's Care Group will provide quality care for our clients, body, mind and spirit, in a trusting environment that embraces diversity.

Compassion

St. Joseph's Care Group will demonstrate dignity and respect for those in need, accepting people as they are, to foster healing and wholeness.

Commitment

St. Joseph's Care Group is committed to our community, the people we serve, the people we employ, and our faith-based mission through a continued pursuit of excellence.



Discover more about SJCG on **PAGE 7** or at www.sjcg.net

Developing a Client-Centred Model of Care — It's All About People

At St. Joseph's Care Group (SJCG), Client-Centred Care is the #1 Strategic Priority. "Our clients are our reason for being, why we do what we do," says Tracy Buckler, President & CEO. "Our work is not necessarily high tech; we are 'high touch and high care', and people are our focus."

This focus leads to many questions. How will we define client-centred care at SJCG? What approach will we take to really do what we say we'll do? How can we be sure it is from a client's point of view and also completely relatable to our staff?

Acknowledging the needs of each individual involves respecting their customs, ethnicities and values. "Their background defines who they are, and recognizing that helps clients in their care and their personal journey," says Jessica Cordes, Coordinator, Client and Community Relations.

As an organization, we defined Client-Centred Care as a commitment to consciously adopt the client perspective in order to improve the client experience. It became clear that a model or framework of Client-Centred Care would be invaluable in helping us understand what that care actually means to clients, families and caregivers.

Jessica leads the development of this vital project. She explains, "We started by forming a working group to educate ourselves on best practices in health care and to determine where we might have gaps in our service. This required input from both clients and staff."

A survey was developed to help understand staff perspectives on current practices, priorities for change, and perceptions of management support for this change, giving us a benchmark for moving forward and measuring our progress.

Reaching out to three core areas (residents' councils, advisory groups and client groups) provided a strong representation from clients and families. Seventeen focus groups were delivered over a period of four months, resulting in a very clear picture of where our clients see our best practices in care and where they see areas for improvement.

Dean Storry, a client of SJCG, has been involved with Peer Council for seven years and is currently the President of Peer Council. Dean was pleased to participate in this exercise, and felt the input of the focus groups was very beneficial. "I think client-centred care has been happening at SJCG for a long time, but it's nice to see this focus," he says. "It's really important

that clients are asked what their needs are and what matters to them. The issues that affect us change as time goes on, and we need to know it's okay to raise those issues and that someone is hearing us."

SJCG encourages clients and families to make their concerns known. "No one is perfect," says Tracy. "We want to turn complaints and concerns into opportunities for improvement. We are committed to listening."

CLIENT SATISFACTION

The Care Group has conducted client satisfaction surveys for many years, and each year has scored exceptionally well in client satisfaction. This leads to some final thoughts from Tracy.

"Our challenge is to sustain those high satisfaction results. People usually come to us as a result of a life-altering moment, and we need to recognize these are very traumatic times for them. We want our clients to feel they were listened to and supported. We want them to feel the care they received made their lives a little easier and helped make it the most positive experience possible under their personal circumstances. We're aiming very high with this!"



FOCUS ON CLIENT-CENTRED CARE

L to R: Judy Mostow, Margaret Rusnak, Jessica Cordes, Dean Storry

Message from Board Chair and President & CEO

As we reflect on the achievements of this past year, completion of Phase 1 of the Centre of Excellence in Integrated Seniors’ Services (CEISS) — the Sister Leila Greco Apartments (SLGA) — immediately springs to mind. Tenants began moving in on schedule in January, and full occupancy was reached by March. Feedback on the physical environment has been extremely positive, and more important is the feedback we receive about the care provided through the Support Services Program. We recognize and appreciate the hard work and commitment of our staff in seeing this project through to fruition and in transferring their culture of care and compassion to the SLGA.



Ray Halverson
Chair, Board of Directors

At St. Joseph’s Care Group (SJCG) we have the honour and the privilege of continuing the work begun by the Sisters of St. Joseph of Sault Ste. Marie almost 130 years ago — serving the most vulnerable among us and meeting the unmet needs of our community. Certainly, the extension of programming at Balmoral Centre meets those criteria in every way. We are grateful to the North West Local Health Integration Network for funding a two-year pilot project that allows us to provide the medical support necessary to utilize all our 22 beds for crisis withdrawal management as well as stabilization. We are confident that the results of this project will demonstrate its effectiveness to the community and region.

We are delighted to announce that construction of Phase 2 of the CEISS — the addition of 416 long-term beds to Hogarth Riverview Manor — has begun, albeit with some modifications. We will continue to seek appropriate funding for the additional 32 beds required for our home to remain financially sustainable for the future.

Demolition and site preparation for the East Wing addition to St. Joseph’s Hospital is complete. This new wing will house the long anticipated Specialized Mental Health Rehabilitation Program — again to serve the most vulnerable among us. We continue to work with our partners at the Ministry of Health and Long-Term Care to begin construction of this project.

The renovations to St. Joseph’s Hospital Hospice Palliative Care Unit are well underway and we expect they will be complete this fall. Once again, we acknowledge the tremendous support of the community and St. Joseph’s Foundation of Thunder Bay

in the remarkably successful campaign to raise funds for this important and necessary project.

The Board and Leadership Team of SJCG are focused on the provision of Client-Centred Care and quality service throughout our many programs. We take a great deal of pride in being awarded Accreditation with Commendation, an independent validation of the quality of care provided, by Accreditation Canada. For that, we must thank our valued staff, physicians, volunteers and the Auxiliary — all of whom demonstrate their understanding of and commitment to our Mission, Vision and Core Values in caring for our clients, residents and tenants.

The coming year will bring new challenges as the provincial government rolls out a new health system funding formula. Our positive relationship with Thunder Bay Regional Health Sciences Centre and many other Northwestern Ontario partners both in and outside of healthcare will be critical as we all work to determine impacts for the future. At SJCG, we will maintain a never-wavering focus on the clients we are here to serve and will continue to work to meet their needs. That focus has served us well from the time the Sisters arrived at Prince Arthur’s Landing in 1884. It is a source of pride for all of us to carry on that legacy now and well into the future.

On behalf of the Board of Directors and the Leadership Team, we thank the Catholic Health Corporation of Ontario for their ongoing support. We also welcome our incoming Board Chair, Gary Johnson. We are confident that his leadership will help guide us through the challenges of the coming years.



Tracy Buckler
President & CEO

CEISS Phase 2: Groundbreaking News in Long-Term Care for Seniors

With the recent completion of Phase 1 of the Centre of Excellence for Integrated Seniors’ Services (CEISS) — the 132-unit supportive housing Sister Leila Greco Apartments — St. Joseph’s Care Group (SJCG) is delighted to announce new construction activity at the North Lillie Street site!

Reaching agreement with the Ministry of Health and Long-Term Care on funding for Phase 2 of CEISS was indeed good news for SJCG and for the seniors we serve. A groundbreaking ceremony took place on May 30th, and construction is now underway for the 416-bed long-term care building addition at Hogarth Riverview Manor (HRM). These beds will replace those at Grandview Lodge, Dawson Court and Bethammi Nursing Home and will be followed with a further 32 long-term care beds added to the existing HRM building.

Ray Halverson, Chair, Board of Directors, SJCG, speaks on behalf of the Board and everyone at SJCG. “We are very pleased that construction of CEISS Phase 2 is underway, helping us meet the demand for long-term care services in North-western Ontario,” he states.

On being awarded the \$83.5 million contract, General Contractor, Bondfield Construction, immediately mobilized crews to prepare the site for building. The project is expected to be completed in approximately two years.

Designed in multiple 32-bed ‘resident home areas’, residents and their families will enjoy the opportunity of knowing staff and other residents in their area. Each of these resident home areas will have its own activity lounge to encourage and support socialization, which is so important in an overall satisfying life experience.

It is anticipated that the new home will attract educational and research opportunities as well. Health care professionals and academics will study and develop best practices in geriatric care. These opportunities will be welcomed and add to the quality of life for residents and to the quality of work life for staff.

SJCG welcomes this opportunity to enhance the physical environment of residents in long-term care. “Once complete, this new, accessible building will provide our residents with the care and services they require in an environment that affords more privacy and space,” says Tracy Buckler, President & CEO. “Improving the physical environment supports our commitment to provide client-centred care to our seniors.”



GROUND BREAKING FOR PHASE 2, CEISS
L to R: Bill Mauro (MPP); Bryan Ktytor (North West LHIN); Tracy Buckler; Michael Gravelle (MPP); Ray Halverson

Architectural Drawing of the Centre of Excellence for Integrated Seniors’ Services Long-Term Care Home provided by FORM Architecture Engineering & Montgomery Sisam Architects Inc.



Balmoral Centre — Improving Capacity for Withdrawal Management



Evelyn Tuomi, *Team Leader, Balmoral Centre*
Mary Ann Unger, *Manager, Crisis and Outreach Programs*

An important change took place at St. Joseph’s Care Group’s (SJCG) Balmoral Centre on April 1, 2013. That was the first day of a two-year pilot project converting Balmoral Centre from a Level 2 non-medical facility to a Level 3 facility, with 24-hour nursing support and the capability of using all of their 22 beds for both crisis management and stabilization.

This is a significant enhancement of the services at Balmoral Centre. “When the Centre opened in 1989, it was purpose-built primarily for persons withdrawing from alcohol addiction. Staffing levels and protocols for admission were based on needs at that time,” explains Nancy Black, Director, Concurrent Disorders Services. “Client circumstances have changed dramatically since then and we now see much more complex withdrawal management and medical issues.”

ADJUSTING TO CHANGING NEEDS

Clients using more than one substance (poly-substance use) are now the norm, not the exception. An aging population with compromised health, as well as an increase in referrals in the 17 to 24 age group, has dramatically changed the demographics of those served. The drugs and subsequent withdrawal complications are very different from the complications of alcoholism. The need for service changes has been known for some time.

“We recognize and honour the formidable work the addiction crisis workers have been doing, providing quality care in an environment that did not meet today’s needs,” says Mary Ann Unger, Manager, Crisis and Outreach Programs. “These new supports will help them continue and improve the care provided to their clients.”

INVESTMENTS FOR INCREASING RESOURCES

With the investment of almost \$1M over the two years of the project by the North West Local Health Initiatives Network, service changes to address these complex needs will occur. Multiple sectors of the community and region are credited with supporting the project and have put resources in place to ensure its success, among them Norwest Community Health Centre, Superior North Emergency Medical Services, Thunder Bay Police, Thunder Bay Regional Health Sciences Centre, Shelter House, Thunder Bay Drug Strategy, and regional partners from Kenora/Rainy River Morningstar Centre and Canadian Mental Health Association Crisis Response in Dryden. Clients in the region who are unable to travel to Thunder Bay will benefit from the expansion of telemedicine outreach.

Combining this new investment with SJCG’s existing resources will increase capacity at Balmoral Centre by 80%, to an expected 2100 admissions per year. With nursing staff on site, Balmoral Centre will be able to provide and monitor appropriate medications to make withdrawal a little easier.

Briefly, the three primary objectives of the pilot project are:

1. To improve the quality of client-centred care at Balmoral Centre, along with the increased capacity to deliver services;
2. To reduce the pressures of unnecessary and repeat visits specifically for substance use issues at Thunder Bay Regional’s Emergency Department; and
3. To reduce the impact of volume on first responders (Emergency Medical Services and Thunder Bay Police Department)

“We will be focusing our energies so that folks who are presenting to emergency don’t have to go there — now we can serve them; folks that are being incarcerated unnecessarily, don’t have to be — we can provide the supports and services they need,” says Nancy. “We’ll be able to effectively match the clients’ needs with the appropriate service.”

Working with a multi-sectoral steering committee, criteria supporting clear, consistent and safe pathways of care will be developed across various transition points to streamline the process, and provide much-needed relief for emergency and policing staff.

Janet Sillman, Vice President, Mental Health and Addiction Services, views the project as the beginning of a journey. “With the additional resources and full-time nursing staff, we are much better positioned to support people making transitions out of complex and unhealthy lifestyles. We are now able to treat people holistically, improving the quality of care and ensuring the safety of our clients and our staff,” she says. “This pilot project will help guide us in the right direction, and show us what else we can do.”

"We are now able to treat people holistically, improving the quality of care..."

Janet Sillman

Vice-President, Mental Health and Addiction Services

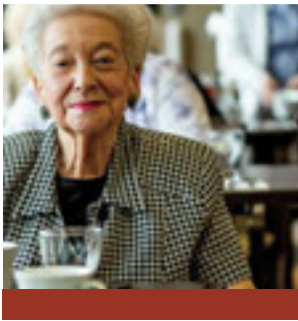
Care at St. Joseph's Care Group

“Knowing that any member of my family will receive excellent quality of care and compassion from all the disciplines that encompass SJCG is rewarding as a volunteer. A moment to remember is going into Hogarth Riverview Manor for the first time and seeing the bright rooms, the smiling staff and knowing this was a place that could be called “home” for a family member no longer able to live on their own.” **Margaret Rusnak**, *Family Member & Volunteer*



Sister Leila Greco Apartments — A New Home for Seniors

St. Joseph's Care Group (SJCG) is very pleased to announce that construction of the Sister Leila Greco Apartments (SLGA), the first component of the Centre of Excellence for Integrated Seniors' Services (CEISS), is complete. Named to honour Sister Leila Greco, whose tenacity led the development of St. Joseph's Heritage more than 30 years ago, this building and the services it provides is an affirmation of her vision of seniors' care in our region.



Kay Lacey was the first tenant to move in on January 2, clearly an experience she enjoyed. “I was the only tenant in the whole building,” she says. “It was fun!”

Heidi West, Manager, Housing & Long-Term Care Community Support Services, is very pleased that the care and planning to coordinate the move proved so effective. “The tenants were very satisfied,” she says. “They found the movers to be extremely obliging, helping them to settle in very quickly and comfortably.” Full occupancy of the 132 unit building was achieved by the end of March.

TENANT COMFORT

This fully accessible building was designed with the safety and comfort of its tenants in mind. All units are bright, with plenty of windows to provide natural light and to allow tenants to enjoy the park-like setting of the building. The common areas are attractively furnished, with suitable seating to encourage socialization as tenants move around the building.

Staff is grateful for the many conveniences of the units and the building as a whole, saying “It is so nice to work in a building where everything is new and is designed for caring for our clients”.

"SLGA is my home.
I get all the help
I need...I am
very happy here."

Kay Lacey, SLGA Resident

Independence without loneliness means the most to Kay. She enjoys the activities and outings that are offered, and the fact that she can pick and choose those that she wishes to take part in. “There’s always a card game going on, jigsaw puzzles to work on, movie night, or a visiting band playing the kind of music we like to hear,” she says. “SLGA is my home. I get all the help I need and have lots of opportunities for interaction with others. I am very happy here.”

Many tenants and visitors alike have commented on the abundant artwork, which highlights local scenes and points of interest, on the main floor and in all elevator lounges. The Care Group and the tenants extend a heartfelt ‘thank you’ to the Auxiliary to St. Joseph’s Care Group for the significant donation that made these purchases possible, supporting local artists and personalizing the place they now call home.

GRAND OPENING

SJCG looks forward to the Grand Opening of Sister Leila Greco Apartments in the near future. “It will be a wonderful opportunity to celebrate the completion of the first phase of CEISS, but more importantly to celebrate a comfortable, safe and supported home for our tenants,” says Heidi.

Telemedicine — Reaching out to People in the North West and Beyond

Telemedicine has had a profound effect on the ability of St. Joseph’s Care Group (SJCG) to provide service in our vast region. For several years, mental health and rehabilitation health care professionals, as well as our medical staff, particularly our geriatricians and physiatrist, have been able to effectively utilize this tool to serve clients and caregivers across Northwestern Ontario.

Visits with family and friends play an important role in the care, support and recovery of our clients. Saving time and money, as well as the physical stress of travel — all these are obvious benefits of telemedicine. Less frequently considered are the emotional benefits derived from ‘televisiting’; utilizing video technology to allow family and friends to connect in real time.

Separated from family by distance and health issues, Christopher Abbey has been an inpatient client at St. Joseph’s Hospital for almost a year. Through televisiting, he was able to visit with his sister in Arkansas, alleviating his feelings of isolation and loneliness. Christopher is a staunch supporter of televisitation, calling it a “powerful tool indeed!” and “an outstanding clinical therapy that bridges the gap between loneliness and elation”.

A highly anticipated extension of telemedicine services occurred in 2011. With funding from the North West Local Health Integration Network, SJCG was able to hire registered nurses with specialization in Geriatric Medicine, Concurrent Disorders (Mental Health), Palliative Care, and Wound, Ostomy and Continence Care (Enterostomal Therapists) to provide telemedicine service in their specific areas of expertise. These health care professionals

significantly expand the level and depth of service that is available to the region.

Susan Franchi, Director, Service Integration and Utilization, is very pleased with these program developments. “The RN’s provide excellent specialized service to clients, and are able to act as resources to regional care providers as well,” she says. “They also provide education via telemedicine, reaching many who would otherwise not have the opportunity to participate.”

The telemedicine RN’s also play an important role for clients who have been in Thunder Bay receiving treatment, are discharged, and returning to their homes in the region. They connect with the clients to let them know they have a contact at SJCG should difficulties occur, and they also contact care providers in the home community to make sure they are prepared for the client’s return home.

Geriatric Telemedicine RN’s have been able to help with seniors’ mental health programs, conducting initial assessments via telemedicine, consulting with the Geriatric Psychiatrists, and continuing to follow through with the care — again via telemedicine. “We are very pleased to be able to add to the mental health services that were already in place for clients over age 65,” says Tania Pynn, Manager, Integrated Seniors’ Services. “The case load in seniors’ mental health is high and, by integrating these services, we are able to help one another while providing the best possible care to our clients in the region.”

Augmenting telemedicine has provided additional support and service to our regional clients, as well as their caregivers and health care professionals. Providing care throughout our vast North West region presents many challenges. There is no doubt that telemedicine helps us to meet those challenges.

Robin Cano and Heather Pilcher, Telemedicine Nurses



New Director, Communications & Engagement



Brook Latimer

We are pleased to announce the appointment of Brook Latimer as Director, Communications & Engagement, St. Joseph’s Care Group (SJCG).

Brook has worked in the Communications department of SJCG since 2004. Prior to joining SJCG, she was a reporter/producer at CBC Radio Thunder Bay and a regional contributor to the provincial program, Ontario Today.

Moving forward, the name of the former Communications department has been changed to Communications and Engagement. "We hope this title will represent our expanding work in client and community engagement initiatives," says Brook.

“This is an exciting time to be part of the Leadership Team at SJCG, as we continue to grow and adapt to address the needs of the people of Northwestern Ontario,” she continues. “I look forward to working with the great people here to support our clients and the programs and services we offer.”

Former SJCG Communications Director, Sharron Owen, officially retired at the end of January, after many years as a valued member of SJCG.



Lina Moore, Personal Support Worker, HRM
Sonja Berezowski, HRM Resident

"We care
for our residents
and their families'
body, mind,
and spirit."

Jackie McDonald
PSW, Bethammi Nursing Home

Palliative Care — Who Begins the Conversation?

In 2009 St. Joseph’s Care Group (SJCG) partnered with Lakehead University in a 5 year research project, studying the provision of palliative care in long-term care (LTC) homes. Palliative care is client-centred, focusing on quality of life for the client. The staff and residents of Bethammi Nursing Home and Hogarth Riverview Manor played an important role in the study, with an emphasis on input from Personal Support Workers (PSWs).

“If anyone can make a difference in a resident’s life, it is the PSWs,” says Paulina Chow, Vice President, Long-Term Care Services. “They are the ones who provide hands-on care. They will notice if a resident is not feeling well, if pain medication is needed, and can advocate on behalf of their residents.”

The project began by determining the status of palliative care in LTC homes at the time, and led to the development of a process that would ensure the palliative care needs of residents living in LTC would be met.

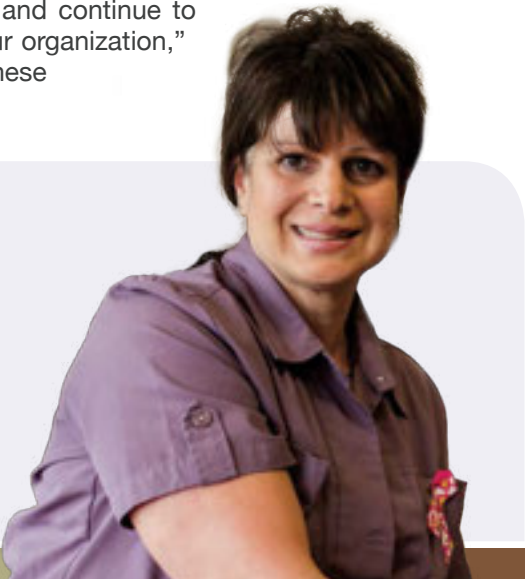
There have been many significant findings. Perhaps one of the most interesting has been that families want staff to initiate the conversations about palliative or end-of-life care. Families feel they lack awareness of the meaning and the benefits of this care. Beginning the conversation is important in ensuring client and family needs are appropriately addressed, and, as a result of these findings, SJCG staff now actively promotes appropriate advanced care planning at the time of admission. These discussions continue through the stages of each resident’s life.

Through the work of the research project, almost 40 interventions have been developed. The interventions are part of a ‘tool kit’ that educates and empowers our staff, helping them provide residents with the individualized care that is our goal. This care extends to families as well, as evidenced by the creation of a Comfort Care Bag, consisting of brochures with information and explanations of stages of end-of-life, as well as tissues, candies, hand cream, and the like — little things that can make lengthy bedside visits somewhat more comfortable.

In this, the fifth year of the project, the final report is being prepared by researchers. At SJCG, we have already implemented a number of the project findings with a great deal of success. We have focused on empowering and educating our PSWs through developing competencies such as resident and family care, self-care, supporting each other, and improving skills and abilities to effectively advocate on behalf of residents, communicate, and manage time.

Jackie McDonald, Bethammi Nursing Home, and Lina Moore, Hogarth Riverview Manor, are the PSWs representing SJCG long-term care homes for this project. The opportunity to share their acquired skills with colleagues has been gratifying, and has greatly increased the confidence demonstrated by staff in palliative care delivery. Jackie expresses their feelings beautifully. “We care for our residents and their families’ body, mind and spirit. We show respect, honour their dignity, and demonstrate compassion. We are always in pursuit of excellence in the care we provide,” she says.

“Our challenge now is to sustain the momentum and continue to spread the knowledge we’ve gained throughout our organization,” says Paulina. “We want not only to continue these practices - we want to make them even better.”



Compassion at St. Joseph's Care Group

“It is an honor to be an active participant in the excellent care and compassion provided at St. Joseph's Care Group. All our residents deserve the best treatment and care we can provide whether they are starting out in their health care journey or nearing end of life. We are here for you.” Lina Moore, PSW in Palliative Care

Active Aging — Our Goal for Seniors



Jackie McDonald, PSW, Bethammi Nursing Home/HRM
Ilvia Zanette, Resident, HRM

"...we want to plan
for and promote
healthy and
active aging"

Meaghan Sharp

Vice President, Complex Care and Physical
Rehabilitation Services & Chief Nursing Executive

Providing excellent seniors' care is a large part of 'what we do' at St. Joseph's Care Group (SJCG). The Care Group is committed to the continuum of care we provide in partnership with the North West Community Care Access Centre (CCAC). With the supportive services provided by North West CCAC and the outpatient services provided by SJCG, seniors are able to live independently in their own homes for much longer.

Statistics show that people are often admitted to long-term care prematurely — a fact that does not sit well with Meaghan Sharp, Vice President, Complex Care and Physical Rehabilitation Services & Chief Nursing Executive. As a strong proponent of active versus reactive aging, Meaghan says, "We don't want to merely react to crises; we want to plan for and promote healthy and active aging, and support seniors' ability to enjoy their own homes for as long as possible."

But sometimes even that is not enough. Accidents, illnesses or traumatic events occur, often resulting in a loss of functional ability and leaving people more vulnerable to relapse or further accidents. For seniors, recovery to their maximum possible level of functioning is critical to their ability to remain, with or without supports, in their own home.

In response to this need, SJCG opened the 24-bed Geriatric Assessment & Rehabilitative Care Service, an inpatient program located in St. Joseph's Hospital. Working with clients and their families, an interprofessional care team develops an individualized rehabilitation program of 4 to 6 weeks duration, and assists in setting goals that are realistic and useful for the client.

Janine Black, Director, Inpatient Complex Care Programs, points out that nurses are required to have specialized geriatric training and are encouraged to obtain certification in Geriatric Nursing. If not certified, nursing staff receive 6-weeks of focused geriatric training prior to working in the unit.

A scoring mechanism is used to determine functional levels on admission to the program, and provides a baseline for evaluation on completion. Dramatic outcomes and improvements for clients completing the program are reported.

Physical failings are not the only issues for seniors and their families — the onset of dementia or episodic delirium can also be disruptive and concerning. SJCG is fortunate to have two geriatric psychiatrists, Dr. Patricia LePage and Dr. Tegan Sacevich, providing consultative services for this group of clients.

In addition, Dr. Seda Rafilovich and Dr. Anton Kolobov, Geriatricians, have joined fellow Geriatrician, Dr. Trevor Bon, in providing both inpatient and outpatient services, including full geriatric assessments upon referral by primary care providers.

Seniors and their families are encouraged to utilize the services and programs SJCG has available to them. More information on the full range of these services is available by contacting St. Joseph's Hospital Client Flow Coordinator at 343-2492.

Accredited with Commendation: St. Joseph's Care Group surpasses the requirements of the accreditation program

St. Joseph's Care Group (SJCG) is very pleased to share the results of our recent Accreditation survey. Early in February, four representatives of Accreditation Canada were at SJCG in Thunder Bay for five days to conduct a comprehensive quality review, based on national standards of best practice.

SJCG welcomes accreditation as an important part of our ongoing work to improve the quality of care and services. As Shelby Poletti, Manager, Quality and Performance, explains, "Accreditation Canada annually updates their standards, giving us an opportunity to self-assess in a structured way to determine if our practice reflects what Accreditation Canada recommends."

The surveyors reviewed 1325 standards that contribute to high quality, safe, and effectively managed care. SJCG successfully met 97.5% of those standards, with the remaining 2.5% very close to achievement. It is with particular pride that we note some of the observations of the Survey Team:

- Strengths noted in the overall observations of care and service consistently reinforce the strategic priority and commitment to a client-centred environment of care.
- The Board of Directors is well-organized and reflects the diversity of the population served.
- Communication and participation with community stakeholders, as well as clients, families, staff, and volunteers, is respected and considered in overall planning.
- SJCG is viewed by community partners as proactive and aware of community needs, particularly in the areas of mental health and addictions, rehabilitation, and care of the aging population. Regional partners speak well of their support from SJCG in sharing and advocating for their concerns.

- Leadership is well-structured, with respectful and positive working relationships throughout.
- Staff is knowledgeable, kind and dedicated. Morale appears good, with open, trusting relationships.
- Principle-based care and decision making has a strong structure through the resources of a bioethicist and a multidisciplinary ethics committee.
- Emergency preparedness and response is well-done.
- Infection prevention and control processes are well-established and clinically appropriate.
- Quality improvement is a strategic priority of the organization, and is a well-structured process.

In the spirit of ongoing quality improvement, SJCG has submitted additional clarifying information to Accreditation Canada. There is an opportunity to elevate the "Accreditation with Commendation" status to the highest award — "Exemplary" status. We will anxiously await the decision of Accreditation Canada.

The Board of Governors, Leadership Team and all staff are understandably gratified by these results. Always looking ahead, Shelby says, "Our next survey is in 2017. With our ongoing dedication to quality and client-centred care, we'll be ready!"

Care
Compassion
Commitment

Chronic Illness — Stay Healthy and Strong

When most people think of chronic illness or disease, they think of cancer, cardiovascular (heart) disease, chronic pulmonary obstructive disease (COPD), and diabetes. In fact, these are the top four categories of chronic disease in Canada.

Chronic illness is much broader than that. It could be the result of an event such as a motor vehicle accident or a body dysfunction and includes any injury or illness that does not heal over a long period of time, with complexity or severity that impacts functioning in day-to-day life. There is no doubt that mental illness can be included as a chronic disease. The effects of chronic disease on one’s life can be monumental.

Chronic Disease Management is a strategic priority for St. Joseph’s Care Group (SJCG). In the context of Client-Centred Care, the question becomes: What can we do to help those with chronic disease? It may seem contradictory to say ‘you can be healthy and strong when you have a chronic disease’, but research and best practices have shown it is possible. For SJCG, the answer lies in partnerships with the North West Community Care Access Centre and the Norwest Community Health Centre to promote client health and well-being with a focus on self-management of chronic diseases.

This approach requires training and mentoring primarily of clients, and also of staff. Across the Care Group, staff training is well underway, with approximately 150 staff from a variety of health care professions already trained in self-management principles and techniques.

Helping clients learn what they need to know about their own condition and how best to live well is the goal of Healthy Change, a chronic disease self-management workshop, which focuses on individual empowerment. Topics covered include nutrition, exercise, coping techniques for pain and fatigue, as well as coping with

difficult emotions. Healthy Change is a valuable resource in our efforts to promote self-management of chronic illness among our clients.

“Self-management will become part of our discharge planning,” says Meaghan Sharp, Vice President, Complex Care and Physical Rehabilitation Services. Meaghan is committed to the approach. “I see self-management as being about prevention, too. Eating well, exercising, managing stress — these all contribute to good health, and help prevent further decline.”

Self-management is evident in psychosocial rehabilitation as well. As healthcare providers, we work in partnership with mental health clients, their families and friends, to support clients’ personal journey to live meaningful lives, as they define meaningful. These supports include promoting overall health — social, physical and personal. Client-centred care demands that all clients, including those with psychiatric illness, are partners in their care.

Janet Sillman, Vice President, Mental Health and Addiction Services, acknowledges self-management is a major culture shift for clients and family members as well as physicians and staff, but sees many benefits. “We need to get to a point where individuals take control of and manage their overall health and well-being,” she says. “Improving overall health will lead to more appropriate use of the healthcare system.”

“Self-management is perfect for clients at home,” she continues. “But we want to start this process when clients are in care, in hospital, or in rehab as well. It is part of the health coaching and teaching that we already do, but goes a significant step further to where a client wants to assume responsibility for their own health and well-being.”



EARLY LEARNING
Christie McGillicky-Sousa, Certified Diabetes Educator, Diabetes Health Thunder Bay;
Megan and Chloe Netemegesic, Clients

Hospice Unit Renovation — Making a Difference

The results of the wonderfully successful Campaign for St. Joseph’s Hospice Palliative Care are beginning to be seen! St. Joseph’s Care Group (SJCG) is very pleased to report that renovations to the Hospice Palliative Care Unit are well underway.

The Campaign was co-chaired by Karin Sitko and Clint Harris, each of whom have had personal experience with loved ones in the Hospice Palliative Care Unit. While they were more than grateful for the care provided, they also saw the need for improvements to the physical environment — both for clients and their families — and offered to help make it happen. Through St. Joseph’s Foundation of Thunder Bay, their efforts, and the generous contributions of many, those improvements are taking place.

The changes are very client and family-oriented, while not impeding accessibility of care by professionals. Janine Black, Director, Inpatient Complex Care Programs, found the planning process very productive. “Input from the Steering Committee, clients, and families was very helpful in ensuring we were addressing as many needs as possible, enhancing both client comfort and staff’s ability to care in an improved functional environment,” she says.

“We know it’s the level of care that is provided that makes this unit really special,” says Meaghan Sharp, Vice President, Complex Care and Physical Rehabilitation Services & Chief Nursing Executive. “It’s wonderful to be able to add to clients’ and families’ comfort by improving the physical environment.”

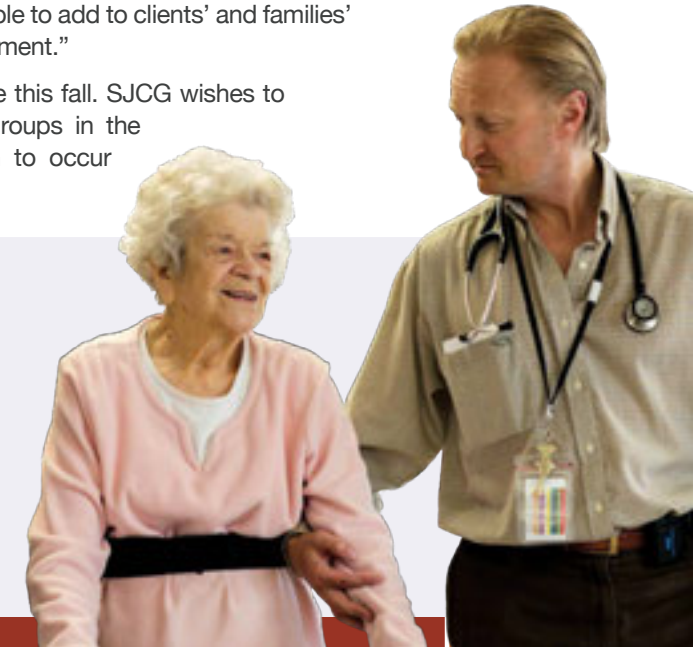
Renovations are expected to be complete this fall. SJCG wishes to again thank the many individuals and groups in the community who allowed this renovation to occur through their generous donations.



Grant Stevens, Supervisor Building Services, St. Joseph’s Hospital

Commitment at St. Joseph's Care Group

“Every day I look forward to seeing improvements in my clients’ independence. It is extremely rewarding to know our team is helping people recover to their maximum possible level of functioning which is critical to their ability to remain, with or without supports, in their own home. My team’s commitment inspires me.” **Dr. Anton Kolobov**, Geriatrician at SJCG, with **Margaret Shuttleworth**, Client





About St. Joseph's Care Group

St. Joseph's Care Group provides Long-Term Care, Complex Care, Physical Rehabilitation, Mental Health and Addiction services with Care, Compassion and Commitment to the residents of Northwestern Ontario from eight sites located in the City of Thunder Bay. Access to some services are available to the region via video teleconferencing.

- A ST. JOSEPH'S HOSPITAL (CORPORATE OFFICE)**
35 Algoma St. N., Thunder Bay
(807) 343-2431 • Toll free 1-800-209-9034
*Complex Care
Physical Rehabilitation*
- B BALMORAL CENTRE**
667 Sibley Dr., Thunder Bay
(807) 623-6515
Withdrawal Management Services
- C BEHAVIOURAL SCIENCES CENTRE**
300 Lillie St. N., Thunder Bay
(807) 623-7677
Employer Support & Assessment Services
- D HOGARTH RIVERVIEW MANOR**
300 Lillie St. N., Thunder Bay
(807) 625-1110
*Long-Term Care
Sister Leila Greco Apartments*
- E LAKEHEAD PSYCHIATRIC HOSPITAL**
580 Algoma St. N., Thunder Bay
(807) 343-4300
Mental Health Services
- F SISTER MARGARET SMITH CENTRE**
301 Lillie St. N., Thunder Bay
(807) 684-5100
*Mental Health Addiction and
Problem Gambling Programs*
- G ST. JOSEPH'S HEALTH CENTRE**
710 Victoria Ave. E., Thunder Bay
(807) 624-3400
Outpatient Mental Health & Addictions
- H ST. JOSEPH'S HERITAGE**
63 Carrie St., Thunder Bay
(807) 768-4400
*The Manor House Adult Day Program
Bethammi Nursing Home
Diabetes Health Thunder Bay
P. R. Cook Apartments
St. Joseph's Foundation*

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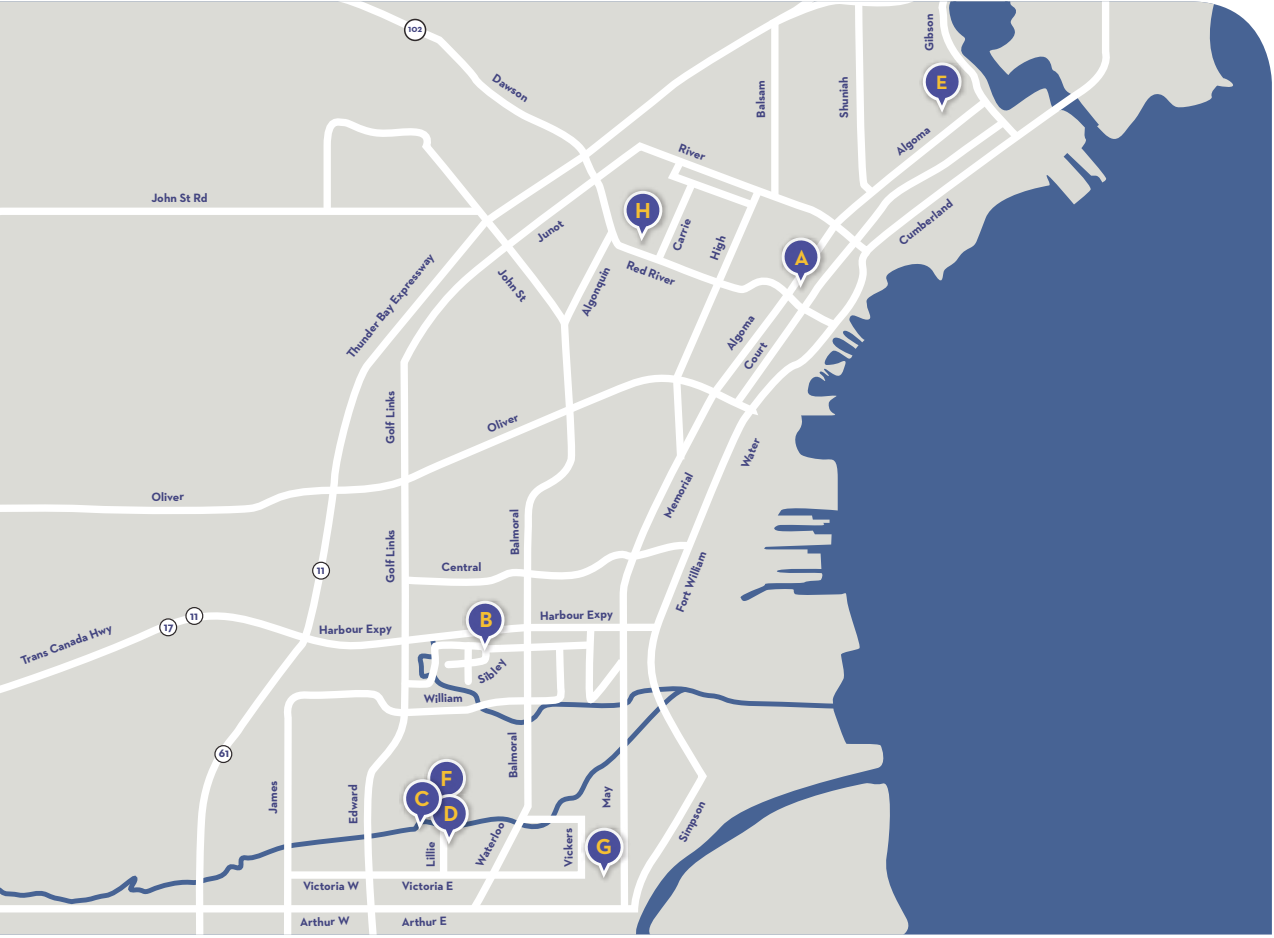
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