



## **St. Joseph's Hamilton Joint Boards of Governors**

*May 2017*

*Open Agenda Package – Web Version*

**Mission:** Living the Legacy – Compassionate Care.  
Faith. Discovery.

**Vision:** On behalf of those we are privileged to serve, we will: deliver an integrated high quality care experience, pursue and share knowledge, respect our rich diversity, always remaining faithful to our Roman Catholic values and traditions.

**Values:** We commit ourselves to demonstrate in all that we undertake, the vision and values that inspired our Founders, the Sisters of St. Joseph. These are: **Dignity, Respect, Service, Justice, Responsibility and Enquiry.**

# JBG Values

**Dignity** – The worth of the person is affirmed & unconditional



## Definition

Places high emphasis on the worth and value of the individual and is not dependant or conditional on anything. Dignity is demonstrated by focusing on needs of the person, their comfort, and respecting their choices.

## Behaviours

- Concerned with the feelings of their patient or family
- Recognizing the sacredness of human life
- Cultivating the notion of control, confidence and decision making to the patient or family member
- Eliminating events that might embarrass or bring shame to the patient or family member

**St. Joseph's Hamilton Joint Boards of Governors – Open Agenda**  
**Thursday, May 25, 2017**  
**3:30 – 6:00 p.m.**

***Dofasco Boardroom – 2<sup>nd</sup> Floor – Juravinski Innovation Tower – T2215***

- Elected Members** Mr. Peter Tice (Chair), Mr. Carl Santoni, Mr. Sonny Monzavi, Dr. Mary Guise, Mr. Ray Rocci, Ms. Moira Taylor, Mr. Tony Thoma, Mr. David Tonin, Mr. Adriaan Korstanje, Ms. Lynn McNeil, Mr. Rod Dobson, Mrs. B. Beaudoin, Mrs. C. Olsiak, Dr. C. Byrne.
- Ex-Officio Members** Dr. Anil Kapoor, Ms. Winnie Doyle, Dr. Tom Stewart, Dr. David Higgins, Dr. P. O'Byrne, Dr. Kevin Smith.
- Senior Management Team** Mr. Derrick Bernardo, Dr. Carolyn Gosse, Dr. Jack Gaudie.
- Resource** Mrs. Jessica Fry, Mrs. Fadia Voogd, Ms. Sera Filice-Armenio, Ms. Maureen Ellis.
- Guests:** Dr. Nathan Hambly, Ms. Cathy Sutherland, Mr. Robert Tiffin.
- VALUES:** D = dignity, R1 = respect, S = service, J = justice, R2 = responsibility, E = enquiry

Time	Item	Topic	Motion	Values	Lead	Page
3:35pm	1.0	<b>Call to Order</b>				
	1.1	<i>Opening Prayer and Reflection on DIGNITY</i>		R2	B. Beaudoin All	
	1.2	<i>Introduction of Guests</i>				
	1.3	<i>Declaration of Conflict of Interest</i>				
	1.4	<i>Approval of Agenda</i>	<u>All JBG Voting Members:</u> <b>THAT THE OPEN AGENDA OF THE MAY 25, 2017 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE MEETING BE APPROVED</b>	R2	P. Tice	
3:55pm	2.0	<b>Consent Agenda</b>				
	2.1	<i>Approval of St. Joseph's Hamilton Joint Boards of Governors Open Minutes</i>	<u>All JBG Voting Members:</u> <b>THAT THE MINUTES OF THE APRIL 27, 2017 OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS MEETING BE APPROVED</b>	R2	P. Tice	

Time	Item	Topic	Motion	Values	Lead	Page
	2.2	<i>Governance Mission and Values Committee Minutes and Motions</i>	<p><u>All JBG Voting Members</u>  <b>THAT THE MINUTES OF THE GOVERNANCE, MISSION AND VALUES COMMITTEE MEETING OF MAY 2, 2017 BE ACCEPTED FOR INFORMATION</b></p> <p><u>All JBG Voting Members</u>  <b>THAT THE MINUTES OF THE SPECIAL GOVERNANCE, MISSION AND VALUES COMMITTEE MEETING OF MAY 16, 2017 BE ACCEPTED FOR INFORMATION</b></p> <p><u>All JBG Voting Members</u>  <b>THAT THE REPORT OF THE NOMINATING COMMITTEE FOR 2017-2018 BE APPROVED</b></p>	R2	S. Monzavi	
	2.3	<i>Resource and Audit Committee Minutes and Motions</i>	<p><u>All JBG Voting Members</u>  <b>THAT THE MINUTES OF THE RESOURCE AND AUDIT COMMITTEE MEETING OF APRIL 26, 2017 BE ACCEPTED FOR INFORMATION</b></p> <p><u>All JBG Voting Members</u>  <b>THAT THE MINUTES OF THE RESOURCE AND AUDIT COMMITTEE MEETING OF MAY 24, 2017 BE ACCEPTED FOR INFORMATION</b></p> <p><u>SJHH Voting Members</u>  <b>THAT THE SJHH AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2017 BE APPROVED</b></p>			blotter

Time	Item	Topic	Motion	Values	Lead	Page
			<p><u>SJHC Voting Members</u>  <b>THAT THE SJHC AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2017 BE APPROVED</b></p> <p><u>SJHH Voting Members</u>  <b>THAT THE APPOINTMENT OF KPMG LLP AS AUDITORS FOR SJHH FOR THE YEAR ENDING MARCH 31, 2018 BE APPROVED</b></p> <p><u>SJHC Voting Members</u>  <b>THAT THE APPOINTMENT OF KPMG LLP AS AUDITORS FOR SJHC FOR THE YEAR ENDING MARCH 31, 2018 BE APPROVED</b></p> <p><u>SJVD Voting Members</u>  <b>THAT THE APPOINTMENT OF KPMG LLP AS AUDITORS FOR SJVD AND SJVD ESTATES FOR THE YEAR ENDING DECEMBER 31, 2017 BE APPROVED</b></p> <p><u>SJHC Voting Members</u>  <b>THAT THE SJHC OPERATING BUDGET FOR THE FISCAL YEAR APRIL 1, 2017 THROUGH MARCH 31, 2018 BE APPROVED</b></p> <p><u>SJHH Voting Members</u>  <b>THAT THE TRANSFER OF STROKE CARE AND THE RELATED FUNDING FROM SJHH TO HHS BE APPROVED</b></p>			

Time	Item	Topic	Motion	Values	Lead	Page
<b>4:00pm</b>	<b>3.0</b>	<b>Quality &amp; Patient Safety</b>				
	3.1	<i>Quality Committee Minutes, Motions and Report</i>	All JBG Voting Members <b>THAT THE MINUTES OF THE QUALITY COMMITTEE MEETING OF MAY 9, 2017 BE ACCEPTED FOR INFORMATION</b>	S	R. Rocci	
<b>4:15pm</b>	<b>4.0</b>	<b>Medical Advisory Committee Presentation</b>				
		Dr. Nathan Hambly, Department of Medicine, Service of Respiriology				
<b>4:40pm</b>	<b>5.0</b>	<b>Reports</b>				
	5.1	<i>Report of Chair</i>		R2	P. Tice	
	5.2	<i>Report of the President and CEO, St. Joseph's Health System</i>		R2	K. Smith	
	5.3	<i>Report of Presidents</i>		R2/S	D. Higgins D. Bernardo C. Gosse	
	5.4	<i>Report of the Chief Nursing Executive</i> <b>Video Presentation – “Star on the Horizon” Acceptance Speech</b>		R2/S	W. Doyle	
	5.5	<i>Report of the Vice President Research (see e-materials)</i>		R2	J. Gauldie	
	5.6	<i>Report of the Chief of Staff</i>		R2	T. Stewart	
	5.7	<i>Report of President, Medical Staff Association</i>		R2	A.Kapoor	
	5.8	<i>Report of the President SJVD Foundation SJHH Foundation</i>		R2	M. Ellis S. Filice-Armenio	

Time	Item	Topic	Motion	Values	Lead	Page
4:50pm	6.0	<b>Information / Education Items</b>				
	6.1	Walkabout Schedule and Council Meeting Schedule		R2 / E	P. Tice	
	6.2	Canadian Board Diversity Council – Annual Report Card				
	6.3	Centre for Healthcare Governance – Article				
	6.4	SJHC Newsletter ( <b>see e-materials</b> )				
	6.5	News Release – MOHLTC – More Support for People Living with Dementia				
4:50pm	6.0	<b>Adjournment</b>				
	6.1	<i>Motion to adjourn</i>	<u>All JBG Voting Members:</u> <b>THAT THE OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS MEETING BE ADJOURNED</b>		P. Tice	
4:50pm	7.0	<b>Break followed by Closed Session</b>				



Committee: St. Joseph's Hamilton Joint Boards of Governors – OPEN SESSION Date: May 25, 2017  
Called to order at: 1530 hours Adjourned: 1910 hours

**St. Joseph's Healthcare Hamilton Voting Members:**

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Ms. L. McNeil, Mr. C. Santoni, Mrs. C. Olsiak, Dr. C. Byrne.

**St. Joseph's Villa Dundas Voting Members:**

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Mr. R. Rocci, Mrs. M. Taylor, Mr. T. Thoma, Mr. R. Dobson.

**St. Joseph's Homecare Hamilton Voting Members:**

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Dr. M. Guise, Mrs. M. Taylor, Mr. D. Tonin, Mrs. B. Beaudoin.

Location: Dofasco Boardroom – Juravinski Innovation Tower  
Present: Mr. P. Tice, Chair, Mr. A. Korstanje, Mr. R. Dobson, Mr. T. Thoma, Mrs. C. Olsiak, Mrs. B. Beaudoin, Dr. C. Byrne, Dr. T. Stewart, Ms. W. Doyle, Mr. C. Santoni, Mr. R. Rocci, Mr. S. Monzavi, Dr. M. Guise, Mr. D. Tonin, Dr. A. Kapoor, Dr K. Smith.  
Regrets: Mrs. M. Taylor, Mrs. L. McNeil.  
Resource Staff: Dr. D. Higgins, Mrs. F. Voogd, Mr. D. Bernardo, Dr. C. Gosse.  
Guests: Dr. N. Hambly, Ms. C. Sutherland, Mr. R. Tiffin.  
NEXT MEETING June 29, 2017

Subject	Discussion
<p><b>1. PROTOCOL</b></p>	
<p><b>1.0 CALL TO ORDER</b></p>	<p>The meeting was called to order at 1530 hours by P. Tice.</p>
<p><b>1.1 OPENING PRAYER</b></p>	<p>B. Beaudoin opened the meeting with a prayer. There was reflection with respect to the value of DIGNITY.</p>
<p><b>1.2 INTRODUCTION OF GUESTS</b></p>	<p>All invited guests were introduced.</p>
<p><b>1.3 DECLARATION OF CONFLICT OF INTEREST</b></p>	<p>There was no conflict of interest declared.</p>
<p><b>1.4 APPROVAL OF AGENDA</b></p>	<p style="text-align: center;"><u>All JBG Voting Members</u></p>
	<p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p>
	<p><b>THAT THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS AGENDA BE APPROVED AS CIRCULATED</b></p>
<p><b>2. CONSENT AGENDA</b></p>	<p style="text-align: center;"><u>All JBG Voting Members</u></p>
<p><b>2.1 APPROVAL OF ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS OPEN MINUTES</b></p>	<p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p>
	<p><b>THAT THE MINUTES OF THE OPEN SESSION OF THE APRIL 27, 2017 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE BE APPROVED</b></p>

Subject	Discussion
<p><b>2.2 GOVERNANCE, MISSION AND VALUES COMMITTEE MINUTES AND MOTIONS</b></p>	<ul style="list-style-type: none"> <li>• There was no further discussion.</li> </ul> <p style="text-align: center;"><u>All JBG Voting Members</u></p> <p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p> <p><b>THAT THE MINUTES OF THE GOVERNANCE, MISSION AND VALUES COMMITTEE OF APRIL 4, 2017 BE ACCEPTED FOR INFORMATION</b></p>
<p><b>2.3 RESOURCE AND AUDIT COMMITTEE MINUTES AND MOTIONS</b></p>	<ul style="list-style-type: none"> <li>• It was noted that the minutes from the meeting of April 26<sup>th</sup>, 2017 were tabled until the next meeting.</li> </ul>
<p><b>3. QUALITY AND PATIENT SAFETY</b></p>	
<p><b>3.1 QUALITY COMMITTEE MINUTES, MOTIONS AND REPORT</b></p>	<ul style="list-style-type: none"> <li>• A patient story related to the General Internal Medicine (GIM) Program was relayed. The story was related to poor communication and coordination of care and it demonstrated three important focuses of GIM – the patient and family experience, transitions in care and effective communication.</li> <li>• Webex presentations were received on the Quality Report for the GIM, Respiriology, Cardiology and Rheumatology programs. In addition, a webex on Patient Safety Priority – Improving Access for St. Joseph’s Healthcare and St. Joseph’s Villa was also presented.</li> <li>• The critical monthly incident report for SJHH, SJVD and SJHC was overviewed.</li> <li>• An update on the Never Events Policy was provided. A summary of changes, new items and working changes were presented.</li> </ul> <p style="text-align: center;"><u>All JBG Voting Members</u></p> <p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p> <p><b>THAT THE MINUTES OF THE QUALITY COMMITTEE OF APRIL 11, 2017 BE ACCEPTED FOR INFORMATION</b></p>
<p><b>4. MEDICAL ADVISORY COMMITTEE PRESENTATION</b></p>	<ul style="list-style-type: none"> <li>• This presentation was deferred and will be presented at a future meeting.</li> </ul>
<p><b>4.1 VOLUNTEER PRESENTATION</b></p>	<ul style="list-style-type: none"> <li>• An informative presentation on “Celebrating SJHH Volunteers” was received. It was noted that volunteerism has long been a part of the history of SJHH, and they form a critical and dynamic component of the care experience provided to all the patients we serve.</li> <li>• Videos which highlighted the tremendous contributions of our volunteer groups were viewed. It was noted that volunteers fall into two groups – highschool/post secondary and 55+ groups.</li> <li>• Program initiatives, demographics, number of volunteers, satisfaction, engagement and opportunities for growth were reviewed.</li> <li>• Extensive discussion ensued. It was noted that discussion continues between all stakeholders to identify ways for volunteers to continue to enhance the patient experience.</li> </ul>

Subject	Discussion
<p><b>5. REPORTS</b></p> <p><b>5.1 REPORT OF CHAIR</b></p> <p><b>5.2 REPORT OF THE DEAN, FACULTY OF HEALTH SCIENCES</b></p> <p><b>5.3 REPORT OF PRESIDENT AND CEO, ST. JOSEPH'S HEALTH SYSTEM</b></p> <p><b>5.4 REPORT OF PRESIDENTS</b></p> <p><b>5.5 REPORT OF THE CHIEF NURSING OFFICER</b></p>	<ul style="list-style-type: none"> <li>• It was noted that over 57,000 hours of volunteer service have been logged by our volunteers during the 2016 calendar year.</li> <li>• C. Santoni received a Hamilton Community Builders Award for his tremendous contributions as a volunteer in the community. Congratulations Carl!</li> <li>• S. Monzavi will be representing the JBG on the Selection Committee for the new Chief for the Joint SJHH/NHS Mental Health position.</li> <li>• S. Monzavi and P. Tice attended a meeting with the Chair and Vice Chair of NHS to continue to build stronger relationships between the two organizations.</li> <li>• Interviews for membership on the JBG are currently ongoing and will be completed in mid-May.</li> <li>• M. Guise attended the OHA Program in London related to quality and patient safety matters.</li> <li>• The Nursing Excellence Award Dinners will occur on May 9<sup>th</sup> at Michelangelo's. All JBG members are invited to attend.</li> <li>• May 30<sup>th</sup> is the date of the Transforming Care Together Event. All JBG members are invited to attend.</li> <li>• It was noted that May 2<sup>nd</sup> is the deadline for JBG members to complete their evaluations for the Chief of Staff.</li> <li>• There was no report.</li> <li>• It was noted that the Provincial Budget is set to be released later this afternoon.</li> <li>• Discussion ensued with respect to transitional beds and transitional bed capacity in our community.</li> <li>• Discussion ensued with respect to the board skills matrix. <b>ACTION: JBG MEMBERS WILL BE SENT THEIR CURRENT SKILLS MIX MATRIX AND WILL BE ASKED TO SEND UPDATES TO J. FRY</b></li> <li>• Extensive discussion ensued with respect to LTC pressures and wait times. Discussion continues between SJHH and SJVD to continue to identify potential innovations which will lead to more efficiency and innovative methods of dealing with this issue.</li> <li>• The SJHH Mental Health and Addiction Program has received an honourable mention for the 2017 Employer Recognition Award from the Canadian Nurses Association (CNA) for their outstanding support of CAN certified nurses and the CAN Certification Program. CAN will be promoting St. Joe's on their website, in a media release and in the <i>Canadian Nurse</i> publication. This honourable mention showcases SJHH's positive working environment that empowers nurses to strive for excellence in practice.</li> <li>• Nurse practitioners (NPs) have gained authority to prescribe controlled substances as of April 19<sup>th</sup>. The College of Nurses of Ontario has collaborated with the Ministry of Health and Long Term Care to implement the proposed regulatory changes. NPs lacked the legal authority to prescribe controlled substances and it was noted that Ontario is the only remaining Canadian</li> </ul>

Subject	Discussion
<p><b>5.6 REPORT OF THE CHIEF OF STAFF</b></p>	<p>jurisdiction in which NPs lacked this legal authority.</p> <ul style="list-style-type: none"> <li>• An update on physician recruitment was provided</li> <li>• Chart completion rates were reviewed. Excellent results have been realized and a summary report was provided for information. Extensive discussion ensued with respect to the issue of chart coding. Discussion on this topic will continue and will be brought forward for discussion on an annual basis.</li> <li>• An update on utilization was provided. It was noted that utilization is being tracked in a more formal way and some exciting opportunities to align best practice with cost savings are emerging as front line experts are engaged in the process.</li> <li>• A patient concerns update was provided.</li> </ul>
<p><b>5.7 REPORT OF THE PRESIDENT PROFESSIONAL STAFF ASSOCIATION</b></p>	<ul style="list-style-type: none"> <li>• There was no report.</li> </ul>
<p><b>5.8 REPORT OF PRESIDENT SJVD FOUNDATION</b></p>	<ul style="list-style-type: none"> <li>• There was no report.</li> </ul>
<p><b>SJHH FOUNDATION</b></p>	<ul style="list-style-type: none"> <li>• The Opening of The Joyce Link will occur on May 5<sup>TH</sup> at the Youth Wellness Centre. The expansion of the Youth Wellness Centre into this new space was made possible by a \$1 million donation from the Joyce Family Foundation.</li> <li>• In February, the Opening of the Special Care Suite on the Chest Unit in the Juravinski Innovation Tower occurred. It was noted that this is the third palliative care suite that the Foundation has helped to create with donor support. The funds raised were used to create a more comfortable and home-like environment for patients and their families as they navigate through end of life journey.</li> <li>• The Paris to Ancaster race will be held on April 30<sup>th</sup>.</li> <li>• St. Joe's is the beneficiary of the Shoppers Drug Mart Beauty Gala initiative on Saturday, May 6. The proceeds from this event at 28 local stores will be in support of the Women's Health Concerns Clinic at St. Joe's.</li> </ul>
<p><b>5. INFORMATION EDUCATION ITEMS</b></p>	<ul style="list-style-type: none"> <li>• JBG Closed Summary</li> <li>• Patient/Family Council Walkabout Schedules</li> <li>• Hamilton Centre for Civic Inclusion – DiverseCity onBoard</li> </ul> <p>It was noted that an excellent presentation was received at the Governance, Mission and Values Committee from DiverseCity and further discussion will occur at the GMV Committee, and subsequently the JBG.</p>
<p><b>6. OTHER BUSINESS</b></p>	<ul style="list-style-type: none"> <li>• There was no other business.</li> </ul>
<p><b>7. ADJOURNMENT</b></p>	<p><b>THAT THE OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS BE ADJOURNED</b></p>

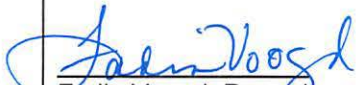
**Subject**

**Discussion**

Peter Tice, Chair



David Higgins, Secretary



Fadia Voogd, Recorder

**OPEN REPORT TO THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS**  
**MAY 2017**

## **1. Environmental Scan**

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### **SJHH: LiveStream Kidney Transplant on May 10<sup>th</sup>, 2017**

On Wednesday, May 10, St. Joe's conducted a Facebook live-stream kidney transplant surgery to raise awareness about kidney disease and the importance of organ donation. To encourage a better understanding among youth, Saltfleet High School students, and other students across Hamilton and beyond were encouraged to tune in given access to ask our team questions to learn more about the science of organ transplant and how our kidneys work to keep us alive.

The project 'A Match Made in #HamOnt' was the first ever live-stream surgery St. Joe's has brought to the public. The project involved close collaboration between our Kidney and Urinary Program, Operating Room and Public Affairs team, who worked together to bring this to life for the public. Staff, physicians, learners and volunteers were encouraged to support the SJHH teams by telling family and friends about the project and encouraging them to follow the story. The entire story will be archived so that anyone who missed the surgery and conversation on May 10, can still follow the story after that date.

The support and following for this event on social media was significant, with a number of past transplant patients and family members commenting on positive experiences at St. Joe's and also a lot of St. Joe's staff members commenting on the pride they have in working for such an amazing organization.

During the surgery, more than 121,000 Facebook users were reached. Viewers tuned in from across Canada, United States, United Kingdom and as far as Uganda and Australia. Within 24 hours of the live surgery, almost 450,000 Facebook users were reached and over 150,000 users watched the video posts. Over 17,000 people visited stjoes.ca/livestream to learn more about the Turagas story and kidney health. Almost 3,000 people wrote messages from around the world including questions to our clinical team, stories of gratitude, and emotional support for the Turagas on Facebook the day of the surgery. Many former transplant patients sent messages of encouragement.

The following National News Coverage took place to spotlight this event:

- **CTV News** "[Doctors use Facebook Live to broadcast Ontario kidney transplant.](#)"
- **Global News** "[St. Joseph's Hospital in Hamilton livestreams kidney transplant.](#)"
- **CBC News, The National Live with Peter Mansbridge** (Start at 56 mins 30 seconds) [Kidney Transplant Live Streamed for St. Joseph's Hospital in Hamilton](#)
- **CBC News** "[Live-streamed kidney transplant 'went off without a hitch,' doctor says.](#)"
- **CBC World at Six** (start at 24 mins 28 seconds) "[Thousands tune in around the world.](#)"
- **The Star** "[Hamilton high school students watch 'cool' livestream of kidney transplant.](#)"
- **Local media** were also interested in the story: [CH TV](#), [The Spectator](#), [CBC Hamilton](#), [CHML](#).

Most importantly, the transplant procedure went extremely well and both the donor and transplant recipient are recovering well with the support of the post operative teams and their family. Our sincere

thanks to Bhargaz and Nagamani Turaga and their family, as well as the SJHH Kidney Urinary, Periop and Public Affairs Teams for allowing the community to take part in this incredible live stream event.

### **SJHH: World Hand Hygiene Day**

St. Joseph's Healthcare Hamilton recognized World Hand Hygiene Day on May 5<sup>th</sup> with a number of events including creating a video for circulation to staff and also to submit to the Canadian Patient Safety Institute as part of their Hand Hygiene Day initiative. The entry with the most views will be recognized by the Canadian Patient Safety Institute. We encourage Board members to follow the link below to watch the video.

<https://www.youtube.com/watch?v=59qo1Hm1Vc&list=PLIWeobiw8PTF3tcMYhPaXBJHkNFVSzXcc&index=17>

### **SJHH: Innovator Spring Edition**

The spring edition of the Research St. Joe's 'Innovator' publication is now available for viewing at the following link: <https://rsjh.ca/news/2017/spring.html>

One excerpt from this publication is a message from Dr. Michelle Kho on the important research conducted in the ICU to improve outcomes for these patients:

*A Message from Dr. Michelle Kho:*

*The research I do centers around the question: What can we do to make patients' stay in the intensive care unit (ICU) better?*

*Patients who survive their ICU stay can have difficulties walking for up to 5 years. By introducing in-bed cycling at St. Joseph's Healthcare Hamilton, we hope to improve patients' quality of life after they leave the hospital.*

*The process is simple. Our hospital has an RT-300 in-bed bicycle that allows patients to engage in gentle exercise early in their ICU stay – even while they are in their hospital bed and receiving life support.*

*Our goal is to introduce rehabilitation as soon as possible after resuscitating critically ill patients. Patients in the ICU lose around 10-12% of their muscle mass in the first seven days of their ICU stay. Our CYCLE research program is studying whether early in-bed cycling will help patients recover faster from their ICU stay. We believe this will help prevent the amount of muscle loss and leg weakness that patients experience during their stay in the ICU. The first study in this program, TryCYCLE, showed that that in-bed cycling can safely and feasibly start within the first four days of a patient's stay in intensive care.*

*Patients always exceed our expectations, and we're always amazed at how far they are willing to go. In TryCYCLE, patients cycled an average of about 9km while they were in the ICU. But can we introduce biking in other ICUs across Canada? That is the focus of our current study, the CYCLE Pilot randomized trial, which is happening now. To date, we have 7 participating ICUs and over 45 physiotherapists trained to use in-bed cycling with critically ill patients across Ontario. My goal is to eventually conduct an international, multi-centre clinical trial of in-bed cycling.*

*To date, our patients in the CYCLE research program have cycled for a grand total of over 600km.*

*By offering in-bed cycling, we really feel like we can offer patients hope in a challenging time in their lives. We care about bringing patients back to health, and we care about their quality of life after they have been discharged.*

*Research is a part of the spirit of what we do here at St. Joe's, and I'm grateful for the opportunities that I've received here. The St. Joseph's Healthcare Foundation has supported my initial pilot project at St. Joe's, allowing me to compete for larger grants that help to expand in-bed cycling across the province.*

*What makes us special at St. Joe's is how research is a part of the mission and the vision of our institution. The Sisters of St. Joe's relied on inquiry and discovery. Now, our research community carries on this important legacy. The can-do attitude of researchers, physiotherapists and ICU staff makes research projects possible, and reflects the unique culture of research present here at St. Joe's.*

*Sincerely,*

*Michelle Kho, PT, PhD*

*Canada Research Chair in Critical Care Rehabilitation and Knowledge Translation*

*Physiotherapist & Clinician-Scientist, St. Joseph's Healthcare Hamilton*

*Assistant Professor, School of Rehabilitation Science, McMaster University*

### **SJHC: Health Quality of Ontario (Dementia Care in the Community)**

On April 19, 2017, L. Lawson (Director of Community Support Services) attended a meeting in Toronto to discuss implementation of the quality standards for people living with dementia in the community. The quality statements focus on the following: comprehensive assessment; inter-professional care team; individualized care plan; education and training for people living with dementia and their caregivers; provider training and education; named point of contact ; timely access to services; caregiver assessment and support; housing; access to primary care. Members identified practices or existing initiatives which can support the adoption and spread of each quality standard in dementia care. We also looked at the gaps and what it would take to close the gaps in care. A draft document will be available for public feedback in June 2017.

## **2. Mission, Vision & Values Update**

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### **SJHH: National Day of Mourning**

On April 28<sup>th</sup>, St. Joe's recognized the National Day of Mourning to remember those who have lost their lives, or suffered injury or illness as a result of work-related incidents. The following message was sent to all members of the St. Joe's team on April 28<sup>th</sup> from Dr. Higgins:

*Dear Colleagues,*

*Today is the National Day of Mourning, observed each April 28th across Canada to remember those who have lost their lives, or suffered injury or illness as a result of work-related incidents.*

*We also honour the many families and friends who have been deeply affected by these tragedies.*



*It is important to continue our vigilance and enforcement efforts to ensure a healthy and safe environment for everyone, here and across this province.*

*Preventing occupational injury and disease is not an individual effort. We all have a role to play in working together - employers, workers and our health and safety partners - to prevent further injuries.*

*This day, we renew our commitment to the promotion of a healthy and safer workplace and continue to demonstrate our commitment to health and safety across St. Joe's.*

*Dr. David Higgins  
President  
St. Joseph's Healthcare Hamilton*

### **SJHC: Compliments**

L. Lawson received a heartfelt compliment from a client regarding the ICCP program. The client indicated that her Personal Support Worker (PSW) had noticed some changes with her skin and quickly involved a Registered Nurse (RN) to assess. This assessment resulted in treatment by a physician for cellulitis. The client stated that this program is "marvellous" and that she "loves everything about it- especially the PSWs and nurses."

### **SJHC Corner: Spring 2017 Issue**

The Spring 2017 Issue of the SJHC staff newsletter was distributed on May 8, 2017 to all staff. This issue includes a highlight on a PSW in assisted living, survey results and work plans to prepare for Accreditation (2018), and more. Newsletter is attached.

## **3. Planning & Development**

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### **SJHC: Community Connector Role & Dovetale**

April 12, 2017 M. Amodeo (Community Connector for the Hamilton Seniors Impact Plan) and L. Lawson attended a community partner's education on Epic and Dovetale at St. Joseph's Healthcare Hamilton. M. Amodeo will receive formal training prior to the 'go live' date of December 2, 2017.

## **4. Operational Information - SJHH**

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### **SJHH: Continuing Bed Pressures**

St. Joe's continues to face intense bed pressures over the months of April and May. We are observing consistently high numbers of patients in overcapacity beds and waiting for beds in the Emergency Department/Psychiatric Emergency Services. Much of the concern has been focused on the Charlton site, particularly in medicine and surgery programs. Other hospitals across the LHIN and province are facing similar pressures.

We acknowledge the strain that this places on all members of the St. Joe's team, and are grateful for the continued diligence, compassion and care for our patients through these stressful circumstances. We

continue to seek avenues to relieve the pressures as much as possible and are seeking solutions and creative ideas given the increased demands.

## 5. Operational Information - SJVD

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### **SJVD: Hospice Update**

#### **Capital Funding for New Hospice Beds in Ontario**

Further to the last update regarding the proposed capital funding for the Villa's 6 hospice beds, clarification was received from D. Levac, Speaker of the House and the Minister of Health that the capital funding announcement will only be issued to those Hospices to be constructed or expanded by March 2019. It has also been noted that to be eligible for this capital funding all new proposed Hospices are required to meet specific space/size requirements of patient rooms in their construction plans. Details to be forwarded to all Hospices and Hospice Palliative Care of Ontario soon.

### **SJVD Long Term Care (LTC) Update**

#### **Ontario Budget Update 2017 – LTC Highlights**

##### **LTC Per Diem Increases**

In 2017, an additional \$58 million, representing a two-per-cent increase, will be invested in resident care. It is assumed that this increase will be retroactive to April 1, 2017 for the Nursing and Personal Care envelope and Programs.

Funding will also be provided to expand the exemplary work already underway in the long-term care sector to improve access to training and supports for quality palliative and end-of-life care in long-term care homes. This investment will support the care that loved ones deserve, and provide comfort and dignity towards the end of life. SJV will be leveraging on the expertise from the Stedman Hospice.

The government will increase the food allowance by over six percent (6%) this year, or \$15 million, to ensure that LTC homes can provide nutritious menus that are responsive to medical and ethno-cultural needs.

##### **LTC Beds**

The Province is encouraging operators to accelerate the redevelopment of more than 30,000 LTC beds by 2025. Growth in the demand for LTC beds continues to outpace existing supply. The Province will undertake planning and modernize its approach to provide better services to seniors who require long-term care.

In the past year, the Province announced plans to fund the redevelopment of 963 LTC beds in Ontario. Note: There are no beds in the Hamilton area currently in redevelopment.

In January 2017, the government announced new enforcement tools to include fees and penalties for operators with repeated non-compliance issues. These enforcement changes will require legislative and regulatory amendments.

## Dementia Strategy

In 2016, the Canadian Institute for Health Information (CIHI) demonstrated that upwards of 90 per cent of residents in long-term care exhibit some form of cognitive impairment and that more than 30 per cent were severely impaired. Further, CIHI stated that almost 50 per cent of residents in long-term care exhibit some level of aggressive behaviour related to their cognitive impairment.

As part of the 2017 Budget, Ontario is improving access to high-quality care for people living with dementia and their care partners. Dr. Eric Hoskins, Minister of Health and Long-Term Care, and Dipika Damerla, Minister of Seniors Affairs, were at Baycrest Health Sciences in Toronto to highlight the new supports that are part of Ontario's dementia strategy. Refer to attached

These include:

- Increasing access to adult day programs for people with dementia and additional hours of care and transportation to help people travel to their local program location.
- Enhancing caregiver respite services, both in-home or overnight, so that caregivers can schedule breaks for rest, family commitments or other priorities.
- Expanding behavioural supports, which are tools and techniques used to address behavioural symptoms of dementia, in all long-term care homes and providing similar support at home and in the community.
- Improving the coordination of care, including building strong partnerships between primary, specialist and community care providers that are critical to help people with dementia live well.
- Continuing to invest in health care providers' education with in-person, educational resources and public awareness about the signs and symptoms of dementia to support geriatric care.
- Raising awareness about dementia risk factors and reducing stigma through targeted public awareness campaigns to inform and educate people in Ontario about dementia and how to maintain a healthy brain. Increasing Investments in Long-Term Care

Some of the above-mentioned supports are currently being implemented at SJV. These include:

- 1) In partnership with the LHIN the Villa is the Lead agency to the Behavioural Supports Ontario (BSO) which has helped to address responsive behaviours in LTCHs across the HNHB LHIN. There are currently 6 satellite offices strategically located across the HNHB region, two of which are located at two St. Joseph's Health System Organizations, the Villa in Dundas and St. Joseph's Lifecare in Brantford. This program consists of Outreach Teams spread across the HNHB region and is comprised of experienced and trained RNs, RPNs and PSWs in dementia care and de-escalation tactics. Each team provides support, coaching and training in the areas of special dementia programming and de-escalation tactics for all staff in LTCHs within the HNHB region.
- 2) Currently the BSO program has implemented new Transitional Lead positions at all six satellite offices to address those hard to place seniors with responsive behaviours in our community.
- 3) In addition to the in-house supports SJV currently utilizes the Geriatric Outreach Program, BSO and Alzheimer's Society to assist in addressing both behavioural and medication management of residents with responsive dementia
- 4) SJV has designated 2 Responsive Behaviour Leads to support residents with Dementia: Resident Care Coordinators: 1) Dawn Martin and Heather Roberts. These designated Leads help to facilitate transitioning of new residents to the Villa and support for current residents experiencing responsive behaviours.

5) Through the leadership of Tamara Johnson, Director of Community Programs and Support Services, a Responsive Behavioural Committee has been established whereby best practice process have been adopted. Currently, Tamara is recruiting for a family/resident representative to be added to this committee.

6) Currently, critical incidents involving responsive behaviours are being monitored and trended by Jamie Williams, Manager Quality and Performance.

### **Supporting Seniors' Health**

As part of Ontario's investments in health care this year, the Province will support seniors through new innovative models to ensure patients are receiving care in the most appropriate setting possible, within their community. Investments will support local solutions for new models of care that avoid unnecessary hospital stays by leveraging other service providers, such as retirement homes and supportive housing providers.

### **Current Voucher Program**

A hospital stay after an acute episode, such as a fall or a bout of pneumonia, can take a toll on a senior who was previously living well in their community. Too often, a senior and their family must discuss whether to move into long-term care, since a return to independent living may seem unsafe during that difficult time.

In many jurisdictions, voucher programs are used to support delaying entry into long-term care. As a first step, the Province will explore a demonstration project through the Ministry of Health and Long-Term Care to offer seniors a new choice, such as accommodation vouchers for seniors who may no longer require hospital care after an acute episode. This accommodates those who wish to try a period of recovery and restoration in a more suitable environment.

### **Sister of St. Joseph's**

The Sisters of St. Joseph's is currently in process of selling their property and building. In the interim the Sisters have seconded a Gerontologist to assist them in potential accommodation opportunities. One option currently being explored is the available space at the Villa. It is anticipated that approximately 15-30 Sisters who have varying care requirements will require accommodations. The Proposed target date would be 2019.

### **SJVD Eldercare Update**

#### **Senior Friendly Hospital Emergency Room Departments Initiative Update**

The Eldercare Task Group regarding the 'Senior Friendly Hospital Emergency Rooms Initiative' will be conducting another review in June 2017. The ER department in Welland Hospital will be surveyed in the following areas: a) Processes of Care b) Quality data c) Leadership d) Psychosocial supports.

#### **Senior Housing Project - Request for Expression of Interest (RFEI)**

A review of Housing options to be built on the remaining 1 acre of land at SJVD are currently being reviewed i.e. Life Lease versus Retirement living. RFEI has been drafted and yet to be reviewed & approved by the Resource Committee.

### **Eldercare Executive Update**

During the last Eldercare Executive Meeting a review of the Strategic Directions and planned initiatives were reviewed and drafted. An update will be provided to all SJHS Partners for their June Board meeting.

## **6. Operational Information - SJHC**

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### **SJHC: First Place**

- The occupancy at transitional bed program has remained steady at 32 beds.
- A meeting was held on April 21, 2017, with Bayshore and CCAC to discuss adding shift nursing to the program. Shift nursing will start May 29, 2017. Prior to this start date, meetings will be held with all partners to build and strengthen team.
- On April 26, 2017, L. Norris (Program Manager at First Place) attended 'Discharge Planning Grand Rounds' at Hamilton Health Sciences (HHS) to promote our Transitional Bed Program. Feedback from Discharge Specialists was that these sessions are extremely beneficial because the social workers gain a better understanding of the transitional bed environments and start to build a relationship with site leads.

### **SJHC: French Language Survey and Work Plan as per our MSAA**

N. Voogd (EA and Communications Lead), G. Jassy (Manager of Corporate Planning & Quality Initiatives) and L. Lawson completed the French Language Survey and Work Plan on April 14, 2017, as part of our M-SAA agreement. The work plan is as follows:

- Continue to ensure that Client Satisfaction Surveys for Community Support Services (CSS) and Nursing are provided in both French and English language.
- Continue to explore adding second language identification to staff badges/lanyards.
- French Speaking Person representation on St. Joseph's Home Care's Executive Management team.
- Update all staff "Email Signatures" template to include "languages spoken"
- Develop a "Languages Spoken" flyer/poster for all St. Joseph's Home Care's office locations.

### **SJHC: Quality Update**

- The Annual Quality Report was presented on Tuesday, May 9, 2017 at the JBG Quality Committee, along with the patient story from the Park Street and Neighbourhood Model programs by Program Manager Annette Simpson.
- Accreditation
  - G. Jassy is meeting with St. Joseph's Healthcare Hamilton and St. Joseph's Villa Dundas colleagues to put together presentation for next JBG Quality committee for an Accreditation update
    - Teleconference May 1, 2017, proceeding with existing template with a focus on current state

**SJHC: Home Care Services Program Update**

Acceptance rates are averaging a rate of 89%, which is a great improvement for the Home Care Services Program.