



Scope of Practice

Registered Social Workers (RSWs) provide psychosocial assessment, counseling/psychotherapy, case management, patient/family education and supportive counseling; discharge planning, service coordination and consultation according to best practice standards in order to assist patients to achieve optimum recovery and quality of life. This includes maximizing the benefits patients and families receive from their medical and mental health treatments and transitioning to risk-reduced, timely discharges. Registered Social Workers also provide leadership in high risk social situations, program development, advocacy, and developing and maintaining strong community linkages. In addition, Registered Social Workers participate in mentoring, community development, teaching, continuous quality improvement and research activities.

Social Work

Professional Practice Leader (Charlton, King, West 5th):

Jimena Silliker, MSW., RSW

Number of Members of Discipline:

SITE	FTE	PTE	POSITION
Charlton	37		Social Workers
King	8		Social Workers
West 5th	53		
OFFSITE	33		

Clinical Practice Achievements

Quality & Safety

- Launched Social Work Peer Supervision at SJHH to support RSWs to implement best practices, collaborate to find creative solutions for complex patient and family situations and to network and share resources to advance excellence in patient and family centered care.
- Collaborated with internal and external partners to develop a Care Pathway for frail older adults presenting to SJHH Emergency Department in alignment with Rehabilitation Care Alliance (Ontario).
- Social Workers completed policy reviews inclusive of 081-ADM (Elder Abuse, Neglect or Self-Neglect), 150-ADM (Responding to Child Protection Centers for Born and Unborn Children), 016-PAC (Entering a Patient's home to Retrieve Belongings) and 001-SW (Social Work Documentation).
- Continued work with the Forensic Dialectical Behaviour Therapy team to provide individual therapy, facilitate a DBT skills group, and regular consultation peer supervision meetings.
- Participants on multiple committees to promote quality care at SJHH including Accreditation 2019 Committee, Forensic Family and Patient Engagement Committee, Allied Health Committee and Quality of Work Life Committee (Forensic Psychiatry Program), Safewards Unit Representative, QIP ALC to Home with LHIN project, Forensic Allied Health Committee.

Quality & Safety Continued...

- Prioritized urgent and risky referrals at Central intake and offered timely connection to service for clients in need through CONNECT.
- Organized and led a well-reviewed Seniors Resource Fair (June 2019) with 35 program partners sharing their resources and programs with SJHH staff. Goal of event was to increase knowledge of community resources to support patients who are older adults post-discharge.
- Continued to organize monthly lunch and learn sessions (7th year) to support excellence in the care of seniors with average attendance of 52 staff; expanded education series through OTN to all campuses and have increased access to training sessions by archiving sessions on MyStJoes page for staff who cannot attend training during day due to schedule conflicts.
- Participated in small corporate task group to recommend to Senior Leadership Team staff safety training program. Recommendations were endorsed December 2019.
- Active participant on Quality Improvement Plan Reduction of 30-day Return Visits for Patients with Mental Health and Addictions (MHA) and reviewed opportunity to develop coordinated care plans for patients who were identified as part of this cohort and identified population characteristics inclusive of high incidence of homelessness for very frequent return visitors to emergency department (Approximately 29% of patients with 2 or more return ED visits for MHA in one month are homeless). Beginning stages of engaging providers in different way to engage patients in care to work towards improved outcomes for patients.
- Participated in Corporate Task Group to make recommendations for Staff Safety Training for Management of Responsive and Aggressive Behaviours. Recommendations include base training for all clinicians in Community Prevention Institute and Gentle Persuasive Approaches for staff who work with predominant population of patients who are older adults (Recommendations endorsed by Senior Leadership Team December 2019).
- Social Workers provided group facilitation in weekly Dialectical Behavioral Therapy (DBT) near Emergency Department as a new low barrier drop-in group to support individual who are not ready for more intensive stream of DBT.

Change

- Expanded Forensic Out-Patient Meetings. (monthly)
- Started Recovery Initiative Working Group. (Forensic Psychiatry Initiative)
- Reviewed and updated eligibility for patients to register for clinics and identified gaps in services to promote better patient care.
- Hospital to Home team adapted model of care to increase access to service to ensure most vulnerable patients continue to receive support.
- Developed Health Link FYI HL and changed electronic charting practice to improve communication of care plan activities for vulnerable high-risk patients.

Change Continued...

- Developed reports through Dovetale to identify in real time patients with frequent presentations to hospital. Goal of identification is to promote engagement of patients in different approach to support more successful discharges.
- Developed internal capacity to complete Coordinated Care Plans through RAAM.
- Supported development of Peer Staff Support Program for SJHH (launch 2020) as member of Psychological Health and Safety in Workplace Committee.
- Collaborated with Ontario Works, Ontario Disability Support Program, Shelter Health Network, Urban Core, and Wesley to redefine who services are delivered to City Housing Hamilton Residents at Vanier Towers.
- Redeveloped Peer Support at Vanier Towers.

Community

- Developed community relationships with over 15 different agencies in order to better serve our mutual clients from Hospital to Home team.
- Acted as a liaison with Grand River Hospital, Palliative Care Unit upon transfer of Forensic Patient to their program. Maintained ongoing communication and provided education to Palliative Clinical Care team regarding forensic psychiatry program, risk, and recovery to manage risk of patient, provide support to Palliative Care team, and to enhance the quality of care for patients.
- Developed relationships and coordinated support with spiritual leaders in the community to meet specific spiritual needs for patients in Forensic Program.
- Maintained contact with patient's Native worker from Hamilton Regional Indian Centre to provide education regarding Forensic Psychiatry Program at SJHH, and to support continuum of support while in hospital and transitioning to community.
- Connection with Hamilton Regional Indian Centre to provide education about Forensic Psychiatry Program and to facilitate support for a client with aboriginal status.
- Maintained compliance with Ontario Health (Cancer Care Ontario) for ALC data quality verification.
- Through the continued partnerships with CMHA, Good Shepherd and Indwell supported the spread and scale of integrated and coordinated care such that the most vulnerable homeless patients who frequently attend SJHH ED were prioritized for supportive housing.
- Through effective partnerships with McMaster Family Health Team, Compass Community Health Centre and Urban Core Community Health Centre have been able to secure agreement that
- patients with most complex needs who are connected to Hospital to Home team will be prioritized for rapid access to a Primary Care Physician.
- Partnered with City Housing Hamilton to bring hospital care and resources to the community, specifically for residents at Vanier Towers.
- Partnering with Mental Health Rights Coalition & Canadian Mental Health Association to provide peer support training to residents at Vanier Towers.
- Partnered with Wesley to run a drop-in ACT group at Vanier Towers.

Interconnection

- Worked alongside diverse community agencies to develop care plans and safety plans for client's experiencing complex needs related to social determinants of health.
- With interdisciplinary team, developed a brochure for patients transferring to SJHH Forensic Psychiatry Program from Waypoint Centre for Mental Health Care Forensic Program. The goal was to provide patients with specific information around nuances of SJHH program, policies, procedures to improve and ease their transition between hospitals.
- Provided subject matter expertise to Dovetale Team for Social Work build and acted as Quality Data Consultant for development of ALC Storyboard.
- Provided subject matter expertise to Dovetale Team and Health Data Information Services for Dovetale Report Validation.
- Improved patient flow in Mental Health and Addiction Program as an active member of the working group: Review of Patients Designated Alternative Level of Care in Mental Health and Addiction Program. Under J. Loncke's leadership, this group was formed in April 2019 at the request of W. Doyle, to review and provide consultation to identify any opportunities to support discharges from hospital for this patient group.
- Collaborated with HNHB LHIN and SJHH staff to provide 30-day reviews for all patients with an ALC designation including updates to discharge options, estimated discharge dates, collaboration and problem-solving to address discharge barriers and ensured timely follow-up and responses to patient needs.
- Assisted with the implementation of an escalation process for patients at West 5th who require long-term care and for whom no viable discharge process back to community was feasible.
- Identified viable services provided through the Family Health Teams which could act as an interim service plan for patients awaiting services at St Joseph's Healthcare.
- Brought together clinics for shared patient care and developed improved care interventions by filling service gaps.
- Supported 62 clinical staff at SJHH to take training in Indigenous Cultural Safety Training (through HNHB LHIN Indigenous Lead) with goal to advance healing in our community and answer calls to action in truth and reconciliation commission report.
- Developed core training materials to support staff across the HNHB LHIN to complete coordinated and integrated care for patients (health links model of care).



Academic Pursuits

Formal Teaching:

- Member of the People Respecting, Inspiring, Motivating Everyone (PRIME) Committee (formerly the Consider & Always Respect Everyone (CARE) Committee).
- Supervised medical students from McMaster while they shadowed home visits and senior medical resident doctors from McMaster for their social medicine rotation.
- Social Workers supervised 3 MSW students for academic placements.
- Social Workers supervised 4 BSW students for academic placements.
- Trained individuals to recognize signs of overdose and how/ when to administer Naloxone.

Internal Teaching:

- Professional Competency Longitudinal Facilitator , McMaster DeGroot School of Medicine.
- Social Workers hold appointments with McMaster University Department of Psychiatry (2).
- Social workers supported MD applicant process at McMaster University by acting as an Examiner for three day-long sessions of the Multiple Mini Interview (MMI), acting as a Proctor for three sessions of the Teaching Objective Structured Clinical Evaluation (TOSCE), and acting as an Examiner for one session of the Objective Structured Clinical Evaluation (OSCE).
- Partnered with Occupational Therapist (OT) and OT student to provide support and supervision to facilitate and design a program for patients on forensic unit.
- Provided days for Social Worker students from forensic and other units to shadow Social Worker in an In-patient Forensic Psychiatry environment and learn about the role of Social Work.
- Regularly provide education to high school co-op students about the role of Social Work in an In-patient mental health/forensic environment.
- Provided shadowing experience for McMaster medical students.
- Provided ALC/Dovetale Training and Home First Education sessions to 18 RSWs (new staff and some refresh) at both West 5th and Charlton Campuses throughout 2019.
- Training session with RSWs and Hospital Care Coordinators/HNHB LHIN for LTC – copayment and eligibilities as well as all LHIN bed offers, outlining collaborative processes and specific roles.
- Co-facilitate Community of Practice – Acceptance and Commitment Therapy and Motivational Interviewing.



Clinical Teaching:

- Sessional Instructor for the MSW course “Communication Skills in Social Work Practice”, University of Windsor (Jan – Feb 2019).
- Sessional Instructor for the undergraduate course “Mental Health and Justice”, Wilfrid Laurier University (Sep – Dec 2019).
- Sessional Instructor for the MSW course “Social Work Values, Ethics & Anti-Oppressive Practice”, University of Windsor (Sep – Oct 2019).
- Sessional Instructor for the MSW course “Comprehensive Social Policy Analysis”, University of Windsor (Nov – Dec 2019).
- ‘A History of the West 5th Campus’ presentation and building tour for social workers and social work students at SJHH (Nov 2019).
- Instructor Laurier BSW Program - SK 432: Social Work in the Healthcare Field – Addictions, Post-Partum Psychiatric Illnesses.
- Instructor Laurier BSW Program SK 121 – Introduction to Social Work – Classes: Reflexive Practice in Social Work, Working with Children and Youth.
- Caregiver Burnout presentation Mohawk (C. Bierling).
- Forensic Family Education Program (run by Forensic Social Workers).
- Facilitated new employee orientation at West Fifth Campus- Concurrent Disorders.
- Educated clinical teams in ED/ PES on best practice treatment for individuals with concurrent disorders.

Continuing Education:

- 4 RSWs completed Acceptance and Commitment Therapy training courses.
- Completed a Brief Solution Focused Therapy Course.
- CBT Level I: Fundamentals of Cognitive Behaviour Therapy (Intensive Course), Wilfrid Laurier University Faculty of Social Work Professional Development, completed October 2019.
- Pregnancy and Infant Loss Network (PAIL) Compassionate Care Workshop, St. Joseph’s Healthcare Hamilton, completed October 2019
- Columbia Suicide Risk Screening (C-SSRS) Scale Training, St. Joseph’s Healthcare Hamilton, completed August 2019.
- Interpersonal Therapy (IPT) Intensive Visitor’s Training, Institute for Interpersonal Therapy, completed April 2019.
- Effects of Cannabis During Pregnancy and Breastfeeding (Webinar), RNO/CAMH/Best Start, completed March 2019.
- Social Worker completed 2nd year of full-time study in the PhD in social work program at Memorial University of Newfoundland.
- 3 social workers completed Dialectical Behavioural Therapy Training course online through Praxis or Psychwire.
- 4 social workers completed ASIST training (suicide prevention).
- Completed Clinical Connect training (online).
- 5 Social Workers completed CTI training (Community Safety Training).

Continuing Education Continued...

- Naloxone training.
- Coordinated Care Plan training.
- 35 Social Workers completed Indigenous cultural safety training (8 week online Indigenous Cultural Safety Training through Sanya's) and additional training From Bystander to Ally offered to all who participated in earlier sessions.
- Social Workers attended 2-day Risk and Recovery Conference 2019 and 4-day Forensic Psychiatry Institute Conference 2019 in Huntsville, ON.
- Attended training session in Structured Assessment of Protective Factors for Violence (SAPROF).
- Social Worker attended 1 Day Training – Dundrum Tool Kit.
- SJHH E-learning: WTIS Feb 2019; MIS workshop April 2019.
- SJHH Presentation: Code Red 10 years later by Steve Buist March 2019.
- SJHH Presentation: Senior's Fair Cannabis Use in Older Adults by Dr Sidhu June 2019.
- Ethics Rounds SJHH: MAID.
- Participated in DBT training offered at Community Psychiatric clinic, complete with supervision.
- Completed Lean Six Sigma Yellow Belt Training.
- One RSW completed Capacity Assessor course.
- Completed Accreditation preparation training, April-May 2019.
- Completed annual CPI Non-Violent Crisis Intervention training and HHNB-LHIN Least Restraint Module for Hospital Partners, January 2019.
- Completed PHIPA Training for Professionals and Staff.
- Completed Emergency Codes and Preparedness annual review.
- CPI re-certification.

Scholarly Pursuits

Research:

- Laurier University Department of Social Work - under Dr. Michelle Skop - literature review on social work education on the topic of health care including: incorporating community into the classroom, critical pedagogy, critical pedagogy in social work
- In the early stages of planning for the Second Heart research study with Dr. Robin Lennox, Dr. Leslie Martin & Dr. Tim O'Shea with SJHH Social Worker supporting the program.

Publications:

- Horn, T. & Boyle, S. (In Review). Personal Reflection of a Junior Educator using Gibbs's Model: Teaching a Communications Skills Course to Graduate Social Work Students in their Foundation Year. Article submitted to Journal of Social Work Education.
- Manuscript "Community Pedagogy, teaching the role of social work in the Healthcare field."

External Committees:

- Hamilton Drug Strategy Committee, Social Justice Working Group.
- Member of 3-Days In Palliative Care Committee.
- Palliative Education Committee, Division of Palliative Care.
- Community Board SK 432: Social Work in the Healthcare Field.
- Active member of the ALC Coordinators' Group with Ontario Health. (Cancer Care Ontario).
- Also volunteering in "ALC Subject Matter Experts Discussion Groups": Adding Context to Numbers: Capturing and Reporting on Patient's Needs and Patients Designated ALC in MH Beds and Documentation of Specialized Needs and Support.
- HNHB LHIN Health Link Oversight Committee.
- Hamilton Sub-Region Health Link Action-Table.
- Hospital Shelter Working Group.
- Member, HNHB LHIN Convalescent Care Program Working Group.
- Member, CAS/CCAS Age of Protection Working Committee.
- Member, Child Welfare/Hospital Working Group.
- Member, Shelter/Hospitals Committee.

External Presentations:

- Presented at Mohawk College – Sociology class. Topic: Caregiving.
- Simcoe Hospital - with Addiction Medicine physician, - presented lived. experience for the purpose of building capacity in treating substance use in the ED. (i.e. Suboxone titration)
- Provided 1-day workshop on Acceptance & Commitment Therapy to the Central West LHIN Concurrent Disorders Network.

Leadership:

- Leading the Concurrent Disorders Capacity Building Team Vanier Towers Project.
- Co-Led QIP Increasing Patients Designated "ALC to Home with LHIN Supports" Discharged within 5-days.
- Developed single point of contact for sharing information regarding patient discharge paths and LHIN referral/application requirements.
- Developed dual process for ALC patients with expected long length of stay to discharge destinations to establish as appropriate secondary discharge plan.
- Developed monthly integrated team meeting with SJHH SW and LHIN staff to support "Home First" messaging.

Leadership Continued...

- As a senior social worker in the Forensic Psychiatry Program, I provide leadership and help build support, cohesion and social work identity among the social workers.
- RSW completed third year of study at Memorial University in May 2020, with planned defense of a doctoral dissertation planned 2021.
- Social Workers initiated OTN sessions for Forensic Family Education Program.
- Forensic Social Workers took the lead to initiate OTN availability for families to participate in Forensic Family Education Group who are unable to attend in person.
- Created ongoing improvements to ALC reporting methods, ensuring SJHH's leadership has meaningful and quality data available on a weekly, monthly and ad hoc basis. Examples in 2019 include:
 - Weekly reports and charts inclusive of Acute Care as well as Acute Mental Health and Tertiary Mental Health (ALC rates; Number of Open Patients by ALC Designations).
 - Weekly reports to managers and directors of Active Patient Count by Units/Campuses per ALC designation.
 - Quarterly reports to Quality staff at West 5th: Mental Health and Addiction Program's ALC days and Patient Count by units; ALC wait times/LOS for closed/discharged patients.
 - Maintaining the 30-day review report of patients designated ALC in of Mental Health and Addiction Program.
- Collating and charting ALC data as requested by J. Loncke for her presentations. (i.e. ALC review with our new SJHH President M. Farrell); MOH proposals and November site visit.
- Monthly Education Sessions - CD Capacity Building Team - Presented on ACT therapy and moving through the Hexaflex.
- Therapeutic Seniors Care Education Committee. (Chair)
- Leading QI project on Family Meetings.

Discipline Goals 2020

Quality & Safety

- Continue to support and expand Peer Supervision for Social Workers across SJHH with a focus on engagement of social workers who have not participated in meetings inclusive of social workers who are off-site and may connect remotely.

Change

- Continue to advance the skills and knowledge of social workers across SJHH to provide care which is culturally safe and reflects an acknowledgement and understanding of the full history of Canada including the history of colonialism and the experiences of indigenous peoples across Turtle Island.
- Continue to advance integrated and coordinated care for patients with complex needs with a focus on patients who are frail, palliative and who have mental health and addictions.

Discipline Goals 2020 Continued...

Community

- Complete review of Social Work My Collaboration Site to ensure resources housed on site reflect accurate and up to date information inclusion of full spectrum of supports and services available to individuals in the community.

Research & Education

- Develop and launch a social work professional practice orientation program to support successful onboarding of all new social workers to SJHH which will also be able to act as a resource tool kit for all social workers at SJHH. Topics covered include Supporting LGBTQ individuals, Trauma-informed care, Understanding Capacity, Mental Status Exam (MSE), Acceptance and Commitment Therapy, Motivational Interviewing, Concurrent Disorders Foundations, Emotional Regulation and Substance Use and Addictions, Community Treatment Orders, Rights Advice Under the Mental Health Act, Social Determinants of Health, Alternate Level of Care and Home First, System Navigation (The Basics), Children's Aid Duty to Report, Suicide Risk Assessment and Safety Planning, Health Literacy and Teach Back, Social Work Professional Practice Orientation for all social workers at SJHH.