



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

*December 2016*

*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, December 22, 2016**  
**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. Julie Lajoie, Ms. Winnie Doyle, Dr. Tom Stewart, Dr. David Higgins, Dr. P. O'Byrne, Dr. Kevin Smith.
- Senior Management Team** Mr. Derrick Bernardo, Mrs. Jane Loncke, Dr. Jack Gaudie.
- Resource** Mrs. Jessica Fry, Mrs. Fadia Voogd, Ms. Sera Filice-Armenio, Ms. Maureen Ellis.
- Guest(s)**

VALUES: D = dignity, R1 = respect, S = service, J = justice, R2 = responsibility, E = enquiry

Time	Item	Topic	Motion	Values	Lead	Page
<b>3:35pm</b>	<b>1.0</b>	<b>Call to Order</b>				
	1.1	<i>Opening Prayer and Reflection on DIGNITY</i>		R2	L. McNeill 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 DECEMBER 22, 2016 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE MEETING BE APPROVED</b>	R2	P. Tice	
<b>3:55pm</b>	<b>2.0</b>	<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 OPEN MINUTES OF THE NOVEMBER 24, 2016 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>	<u>All JBG Voting Members</u> <b>THAT THE MINUTES OF THE GOVERNANCE, MISSION AND VALUES COMMITTEE MEETING OF DECEMBER 6, 2016 BE ACCEPTED FOR INFORMATION</b>	R2	S. Monzavi	
	2.3	<i>Resource and Audit Committee Minutes and Motions</i>	<u>All JBG Voting Members</u> <b>THAT THE MINUTES OF THE RESOURCE AND AUDIT COMMITTEE MEETING OF DECEMBER 21, 2016 BE ACCEPTED FOR INFORMATION</b>			blotter
<b>4:10pm</b>	<b>3.0</b>	<b>Quality &amp; Patient Safety</b>				
	3.1	<i>Quality Committee Minutes, Motions and Report</i>	<u>All JBG Voting Members</u> <b>THAT THE MINUTES OF THE QUALITY COMMITTEE MEETING OF DECEMBER 13, 2016 BE ACCEPTED FOR INFORMATION</b>	S	R. Rocci	
<b>4:20pm</b>	<b>4.0</b>	<b>Reports</b>				
	4.1	<i>Report of Chair</i>		R2	P. Tice	
	4.2	<i>Report of the President and CEO, St. Joseph's Health System</i>		R2	K. Smith	
	4.3	<i>Report of Presidents</i>		R2/S	D. Higgins D. Bernardo J. Loncke	
	4.4	<i>Report of the Chief Nursing Executive</i>		R2/S	W. Doyle	
	4.5	<i>Report of the Vice President Research</i>		R2	J. Gauldie	
	4.6	<i>Report of the Chief of Staff</i>		R2	T. Stewart	

Time	Item	Topic	Motion	Values	Lead	Page
	4.7	<i>Report of President, Medical Staff Association</i>		R2	J. Lajoie	
	4.8	<i>Report of the President SJVD Foundation SJHH Foundation</i>		R2	M. Ellis S. Filice- Armenio	
<b>4:50pm</b>	<b>5.0</b>	<b>Information / Education Items</b>				
	5.1 5.2 5.3	JBG Closed Summary Walkabout Schedule Event Listing 2017		R2 / E	P. Tice	
<b>4:50pm</b>	<b>6.0</b>	<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	
<b>4:50pm</b>	<b>7.0</b>	<b>Break followed by Closed Session</b>				

Committee: **St. Joseph's Hamilton Joint Boards of Governors – OPEN SESSION** Date: November 24, 2016  
 Called to order at: 1530 hours Adjourned: 1715 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, Dr. M. Guise, Mr. A. Korstanje, Mr. R. Dobson, Ms. L. McNeil, Dr. J. Lajoie, Mr. D. Tonin, Dr. T. Stewart, Mr. S. Monzavi, Mr. C. Santoni, Mrs. M. Taylor, Mrs. C. Olsiak, Mrs. B. Beaudoin, Mr. R. Rocci.  
 Regrets: Mr. T. Thoma, Ms. W. Doyle, Dr. C. Byrne.  
 Resource Staff: Dr. D. Higgins, Mrs. F. Voogd, Mr. D. Bernardo, Ms. J. Loncke.  
 Guests: Dr. J. Fernandes, Ms. D. Johnson.  
 NEXT MEETING: December 22, 2016

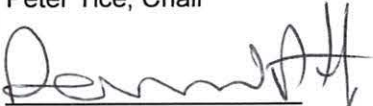
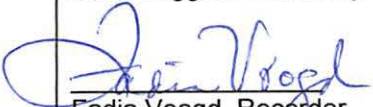
Subject	Discussion
<p><b>1. PROTOCOL</b></p> <p><b>1.0 CALL TO ORDER</b></p> <p><b>1.1 OPENING PRAYER</b></p> <p><b>1.2 INTRODUCTION OF GUESTS</b></p> <p><b>1.3 DECLARATION OF CONFLICT OF INTEREST</b></p> <p><b>1.4 APPROVAL OF AGENDA</b></p> <p><b>1.5 QUALITY OF CARE PRESENTATION</b></p>	<p>The meeting was called to order at 1530 hours by P. Tice.</p> <p>M. Taylor opened the meeting with a prayer. There was reflection with respect to the value of JUSTICE.</p> <p>All invited guests were introduced.</p> <p>There was no conflict of interest declared.</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> <ul style="list-style-type: none"> <li>A quality of care presentation was received by the JBG. The family of a patient was present to discuss the care and treatment of their family member. The case involved discussion of several aspects of care including care team functioning, administration of medications, pain management, and focus on comfort and care of the patient. They also commented on a number of issues related to communication between caregivers and family. The family was thanked for their presentation of the circumstances of care. The family presented a summary which has been appended and form a part of these minutes in the closed section to preserve confidentiality. An update will be brought forward to the Quality Committee and then to the JBG next month. Dr. Higgins will report to the Board Quality of Care Committee following further review and will subsequently respond to the family's concerns. Further discussion will be held in the Closed Session.</li> </ul>

Subject	Discussion
<p><b>2. CONSENT AGENDA</b></p> <p><b>2.1 APPROVAL OF ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS OPEN MINUTES</b></p> <p><b>2.2 GOVERNANCE, MISSION AND VALUES COMMITTEE MINUTES AND MOTIONS</b></p> <p><b>2.2.1 ENTERPRISE RISK MANAGEMENT UPDATE</b></p> <p><b>2.3 RESOURCE AND AUDIT COMMITTEE MINUTES AND MOTIONS</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 MINUTES OF THE OCTOBER 27, 2016 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE (OPEN SESSION) BE APPROVED</b></p> <ul style="list-style-type: none"> <li>• The report of the Governance Committee was overviewed.</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 NOVEMBER 1, 2016 BE ACCEPTED FOR INFORMATION</b></p> <ul style="list-style-type: none"> <li>• A discussion was held on Enterprise Risk Management (ERM). The SJHH Claims Summary, Critical Incidents and Patient Relations update was overviewed.</li> <li>• Extensive discussion ensued with respect to ERM. In response to a question, it was noted that the ownership of the IT enterprise falls to the Resource and Audit Committee, which then flows up to ERM. It was noted that A. Corbett from BLG could facilitate a webinar for JBG members on this topic in the near future.</li> </ul> <ul style="list-style-type: none"> <li>• The report of the Resource and Audit Committee was overviewed.</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 RESOURCE AND AUDIT COMMITTEE OF NOVEMBER 16, 2016 BE ACCEPTED FOR INFORMATION</b></p> <ul style="list-style-type: none"> <li>• There was extensive discussion with respect to the Community Annual Planning Submission for SJHH (CAPS). Noted that it is a three year planning document set to expire in March 2017.</li> </ul> <p style="text-align: center;"><u>SJHH Voting Members</u></p> <p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p> <p><b>THAT THE COMMUNITY ACCOUNTABILITY PLANNING SUBMISSION (CAPS) BE APPROVED</b></p>



Subject	Discussion
<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>• The report of the Quality Committee was reviewed.</li> <li>• A patient story with respect to a patient transfer to SJHH from a smaller community was relayed. It highlighted some of the challenges related to scheduling the patient for an interventional biopsy of the lung and wait time for diagnosis.</li> <li>• Various presentations were received including a Quality Report on Diagnostic imaging, Mapping Our Future Q2 update, Health Quality Ontario Review Emergency Department Visits, and Hospital Communication Strategy for SJHH. The JBG has asked that presentations/webexes be streamlined to ensure appropriate time is allocated to presentation review.</li> <li>• In response to a question, it was noted that monthly meetings are held of the LHIN Chief Medical Officers to discuss and review quality issues such as concerns/complaints.</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 NOVEMBER 8, 2016 BE ACCEPTED FOR INFORMATION</b></p>
<p><b>3.2 MEDICAL ADVISORY COMMITTEE GUEST PRESENTATION</b></p>	<ul style="list-style-type: none"> <li>• Dr. J. Fernandes was thanked for his informative presentation. It was noted that the implementation of six new hematology analyzers has improved efficiencies and turnaround times in the Hamilton Regional Laboratory Medicine Program (HRLMP). The technology and the efficiency of the testing is precise and will improve patient care and outcomes.</li> <li>• Economies of scale with respect to purchasing of products etc. was discussed.</li> </ul>
<p><b>4. REPORTS</b></p> <p><b>4.1 REPORT OF CHAIR</b></p> <p><b>4.2 REPORT OF PRESIDENT AND CEO, ST. JOSEPH'S HEALTH SYSTEM</b></p> <p><b>4.3 REPORT OF PRESIDENTS</b></p>	<ul style="list-style-type: none"> <li>• Various members of the JBG attended courses and workshops at the OHA.</li> <li>• P. Tice attended the Long Service Reception and the Professional Advisory Committee Excellence in Practice Awards.</li> <li>• The Research Institute Board meeting will be held on Monday November 28<sup>th</sup>.</li> <li>• J. Loncke was thanked for her tremendous dedication and commitment during her term as Acting President, St. Joseph's Home Care.</li> <li>• There was no report.</li> <li>• There was no further report.</li> </ul>

Subject	Discussion
<p><b>4.4 REPORT OF THE CHIEF NURSING OFFICER</b></p>	<ul style="list-style-type: none"> <li>• There was no report.</li> </ul>
<p><b>4.5 REPORT OF THE VICE PRESIDENT RESEARCH</b></p>	<ul style="list-style-type: none"> <li>• The Department of Medicine Respiriology and Nephrology 2012-2016 Publications were reviewed and comparative publication activity was highlighted. Extensive discussion ensued with respect to the research and research funding.</li> <li>• It was noted that it has been a successful year for SJHH.</li> <li>• The Canada Top 40 Research Hospital report was highlighted.</li> <li>• The Celebration of Research Day was held last month and was a tremendous success.</li> </ul>
<p><b>4.6 REPORT OF THE CHIEF OF STAFF</b></p>	<ul style="list-style-type: none"> <li>• An update on the chart completion process was provided.</li> <li>• Dr. Chris Hayes has commenced his new role as Chief Medical Information Officer effective November 7<sup>th</sup>.</li> <li>• An update on physician recruitment and medical affairs issues was provided.</li> <li>• A good news story with respect to one of the laboratory physicians with respect to reuniting a dog with its family.</li> <li>• An update on the Chiefs presentation to the Medical Advisory Committee and the JBG was provided.</li> <li>• It was noted that approximately 71 specialists have been recruited to date between SJHH and the Niagara Health System (NHS).</li> </ul>
<p><b>4.7 REPORT OF THE PRESIDENT PROFESSIONAL STAFF ASSOCIATION</b></p>	<ul style="list-style-type: none"> <li>• The Annual Dinner of the Medical Staff Association will be held on Friday, January 13<sup>th</sup> at the HGCC.</li> <li>• There is a vacancy for the Treasurer of the Medical Staff Association position at the present time.</li> </ul>
<p><b>4.8 REPORT OF PRESIDENTS</b></p>	
<p><b>SJVD FOUNDATION</b></p>	<ul style="list-style-type: none"> <li>• An update on the Diocese Project was provided. Landscaping around the new parking lot has just been completed.</li> <li>• The Annual Neil McArthur Memorial Golf Tournament was a success – over \$70K was raised.</li> <li>• Over 80 participants ran or walked in the Annual Road2Hope. Over \$25K was raised for SJVD.</li> <li>• A letter from the LHIN advising the MOHLTC has confirmed their commitment to fund the six new resident hospice beds at SJVD has been received. The deadline for opening of the hospital is March 2019. Announcements have been made to all stakeholders and a Project Management Team has been established.</li> <li>• The Annual SJVD Gala will be held on Friday April 28<sup>th</sup> 2017 at Liuna Station.</li> <li>• The SJVD continues with its efforts and support of the Enhancing Care Program which is an ongoing fund to support the SJVD extensive capital list of needs.</li> </ul>
<p><b>SJHH FOUNDATION</b></p>	<ul style="list-style-type: none"> <li>• It was noted that the SJHH Foundation Gala was held on November 5<sup>th</sup> and was a resounding success.</li> </ul>

Subject	Discussion
<p>5. <b>INFORMATION EDUCATION ITEMS</b></p> <p>6. <b>OTHER BUSINESS</b></p> <p>7. <b>ADJOURNMENT</b></p>	<ul style="list-style-type: none"> <li>• JBG Closed Summary</li> <li>• JBG Walkabouts/Education Schedule</li> <li>• OHA Backgrounder, Bill 41, First Act 2016</li> <li>• SJHC Newsletter</li> </ul> <p>There was no further business.</p> <p><b>THAT THE OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS BE ADJOURNED</b></p> <p>_____ Peter Tice, Chair</p> <p> _____ David Higgins, Secretary</p> <p> _____ Fadia Voogd, Recorder</p>

**St. Joseph's Hamilton Joint Boards of Governors (JBG)**

**Summary of November 24<sup>th</sup>, 2016 Closed Meeting Session**

**Motions Summary**

Recommending Committee	Motion
The Medical Advisory Committee	<p>It was voted that the:</p> <ul style="list-style-type: none"> <li>▪ Minutes and Recommendations of the October 6<sup>th</sup>, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members).</li> <li>▪ Recommendation(s) on Credentials of the November 3<sup>rd</sup>, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members).</li> <li>▪ Recommendations of the Research Committee of the November 3<sup>rd</sup>, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members).</li> </ul>

**Presentations and Reports to the JBG – Summary**

There was no generative discussion in the closed Board session this month.

## OPEN REPORT TO THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS DECEMBER 2016

### 1. Environmental Scan

---

#### **SJHH: Peace of Mind - Mental Health in Hamilton**

Throughout the month of November, award-winning Hamilton Spectator reporter Jon Wells took readers inside mental health care in Hamilton in a six-part series that includes experts and personal stories from St. Joseph's Healthcare Hamilton. Links to these articles are included below.

- **Saturday, November 19th** - [Solving Riddles, Cracking Stigma](#) |
- **Monday, November 21st** - [Losing Deb: Dementia's Long Painful Journey](#) |
- **Tuesday, November 22nd** - [PTSD A Soldier's story](#) |
- **Wednesday, November 23rd** - [Thought Distortion Anxiety Disorders](#) |
- **Thursday, November 24th** - [Crime and the Mind: The Forensic Unit](#) |
- **Friday, November 25th** - [Suicide The Pain That Kills](#) | See the original article on [TheSpec.com](#)

#### **SJHH: Autumn Edition of Innovator Publication**

The most recent Innovator publication was released on November 28, 2016 and can be found at the link below:

<http://rsjh.ca/news/2016/autumn.html>

#### **SJVD: Ontario Palliative Care Network Newsletter**

Considering the Villa's Hospice project, please refer to the attached: Ontario Palliative Care Network Newsletter for review.

#### **SJHC: Dementia Care in the Community Quality Standard Advisory Committee**

- L. Lawson (Director of Community Support Services) had a teleconference held on November 26, 2016 to review survey results and validate outcomes. There was much discussion about outcomes, with increased focus on hospital admission avoidance. An additional survey will be sent to members in December 2016 to validate chosen 'outcomes.' Next in-person meeting is February 3, 2017.

### 2. Mission, Vision & Values Update

---

#### **SJHH: Support for those in Need over the Christmas Season**

Over the month of December, SJHH teams have undertaken a series of initiatives to support those in need throughout Hamilton. The annual SJHH Hamilton Food Share Drive took place throughout November and December. The Food Share procures and distributes food to the Good Shepherd Centres, Mission Services of Hamilton, Neighbour to Neighbour, St. Matthew's House, Wesley Urban Ministries, Living Rock Ministry, Welcome Inn, The Salvation Army, and Stoney Creek Food Bank. Donations were requested in the form of non-perishable food items, cash, or cheque. A 50/50 draw and raffle were also part of the food drive fundraiser. Multiple other department-specific initiatives took place, including the inaugural 'Healthy Holiday Bake Sale' in support the Mood Disorders Program, and the annual 'Winter

Coat and Warm Clothes' drive to assist those in need this winter season – coordinated by the West 5<sup>th</sup> Campus Therapeutic Recreation staff.

#### **SJVD: Foundation Announces Honorary Chair of Capital Campaign**

Please be advised that the Foundation has confirmed that Bishop Crosby is honoured to accept the invitation to be the “Honorary Chair” of the Villa’s Capital Campaign for the Hospice Project.

#### **SJVD: Remembrance Day**

A letter was received from The Right Honourable Justin P.J. Trudeau, Prime Minister of Canada to thank the Veterans for their service. There are currently 21 veterans living at the Villa. The Villa has two designated beds for Veterans. A Remembrance Day service was held in the Chapel, and the letter was displayed. It was also submitted in the Villa Bulletin, the Resident/Family newsletter, and posted in various areas of the Villa.

### **3. Planning & Development**

---

#### **SJHH: Dovetale Launch**

On Thursday, December 1, 2016 St. Joseph's Healthcare Hamilton celebrated the beginning of a year long journey of joining compassion with technology with over 75 pop up events in units and departments at all three campuses during day and night shifts. At the same time, four marketplaces were open for everyone to attend across the organization. We also held a selfie competition where we received over 110 entries from teams on campus and off site! During the events, St. Joe's internal community was introduced to Dovetale by viewing the first video ever filmed through our patients' eyes – while trying augmented reality with the Dovetale mobile app on an iPad. The app is free for everyone with Apple and Android devices. The app is a great way to get the latest updates and learn more about Dovetale through new, cool augmented reality experiences as time progresses. Follow up survey feedback on this launch showed staff perception to be overwhelmingly positive towards this next phase in the St. Joe's story! A 'selfie' of one of the events is included below.



**SJVD: Capacity Planning for Palliative Services in Ontario**

The Ontario Palliative Care Network and Cancer Care Ontario are currently undergoing a capacity planning review of palliative care services in Ontario. The attached presentation provides an overview of the key milestones completed to date including: 1) Capacity planning for Residential Hospices 2) Capacity planning for the broader palliative care services 3) Regional deliverables for capacity planning 4) Data Analysis. Refer to attached presentation.

**SJVD: Hospice Project Update**

Project meetings are well underway, and the Project Team is currently working on the costing of the Hospice build, completion of the land feasibility study, and reviewing potential building layout options. Please note the following:

1. The intent of the new hospice will be to serve all population groups including homeless, pediatric, and indigenous.
2. The funds that have been raised to date to support capital/other costs is approximately \$5 million.
3. The proportion of required fundraising completed is approximately 60%.
4. Construction start and end date- Estimated Start Date: April 2018. Estimated Completion Date: Feb 2019.

As per request of the LHIN, the Ministry of Health has been kept apprised of key milestones completed to date including funds raised to ensure that all Residential Hospices projects are on track for becoming operational within the required timeframe i.e. March 2019.

Meetings with the leadership team have also begun to discuss and review the following programs:

- 1) Clinical 2) Spiritual/Psychosocial support 3) Volunteer

**SJHC: Strategic Partnership with Bayshore Healthcare**

SJHC announced a town hall on Monday December 5, 2016 that would take place on December 6, 2016 at the Nicholas Mancini Centre. All staff members were invited to attend the announcement of the strategic partnership that was presented by Dr. Higgins, B. Guest, and J. Loncke. For any staff members that were not able to attend, the town hall was recorded and uploaded to SJHC Surge Learning (intranet). The town hall was also meant to announce new leadership. As of December 7, 2016 Dr. C. Gosse assumed the position of Vice-President, St. Joseph's Health System responsible for integrated health initiatives, and assumed the role of President, St. Joseph's Home Care. SJHC thanked J. Loncke for her tremendous dedication and passion for home and community care, as well as being an integral part of SJHC success. Bayshore will also be a part of the SJHC team with senior and experienced director joining SJHC, Anita Fitches, MBA, RN. She will be joining SJHC as of December 12, 2016 and will report to Dr. C. Gosse as SJHC develops an operating plan designed to enhance our operation and create new opportunities.

## **4. Operational Information**

---

**SJHH: Change in Hospital Visiting Hours**

In order to ensure that all visiting family and friends feel welcome and included in the care of our patients when appropriate, visiting hours at St. Joe's are being expanded. To allow greater access for our visitors, we have ended the concept of specific visiting hours. Effective November 15, 2016, visitors are welcome at any time on all inpatient units at each campus.

**SJHH: Christmas Tree Lighting and Staff Celebration**

All staff, physicians, learners and volunteers were invited to enjoy a cup of hot apple cider and cookies at this year's Christmas celebration, which took place on December 6, 7 and 8, 2016 at the Charlton, West 5<sup>th</sup> and King Campuses. The event also included carol signing and lighting of the trees. Members of the Executive and Management Teams also circulated to units throughout the evenings to spread Christmas cheer to the night shift staff members.

**SJHH: Workplace benefits awards**

On October 20, 2016 St. Joseph's Healthcare Hamilton was presented with the Workplace Benefits Awards in the Health and Wellness Program category. The Workplace Benefits Award honours employers that are demonstrating leadership in the benefits and pension industry across Canada. Specifically, the Health and Wellness Program category recognizes an organization that has developed an innovative and effective health or wellness program demonstrating improved health outcomes for employees.

**SJHH: Long service awards**

Congratulations to over 208 employees who were invited to the Long Service Award reception at Carmen's Banquet Centre on November 2, 2016 to celebrate their remarkable achievement. The event included staff members who reached long service milestones of 25, 30, 35, 40 and 45 years of service at St. Joseph's Healthcare Hamilton. Dr. D. Higgins expressed how thankful and grateful he was for such dedicated individuals who have devoted their careers to an organization that serves people in need, and how important each and every service is that we provide to our community. Mr. P. Tice also attended the event and expressed his thanks for being part of such a dedicated and hard working group of people at St. Joe's. A very special recognition to J. Maragno, Director of Library Services, who has dedicated 45 years of service to St. Joe's.

**SJVD: Long-Term Care Partnership Update**

Due to the high bed pressures at SJHH and HHS, renovation costs for the 2nd Floor East Wing at the Villa has been costed, and information has been forwarded to the SJHH Senior Team for their review with HHS.

**SJVD: Behavioural Supports Ontario (BSO)**

Further to the last report, St. Joseph's Villa has posted and advertised for the new six Transitional Lead positions, whose role will be to enhance the Mobile BSO service currently being provided within the HNHB LHIN. As mentioned in the previous report, these new positions will support seniors that have been flagged by the CCAC as being at high risk for responsive behaviours on transition to long-term care homes. The Transitional Lead will present the Transitional Plan of Care to the receiving LTCH and work alongside the BSO mobile PSW to coach and mentor the LTCH staff. These new positions are anticipated to start by February 2017.

**SJVD: Eldercare Update - Senior Friendly Hospital Emergency Room Departments Update**

During the next 12 weeks, the three Eldercare LTCHs will be undertaking an Eldercare Initiative re: Senior Friendly Hospital Emergency Rooms (ER). An initial meeting was held with leads from each respective System LTCH to review timelines and proposed auditing tools. The following three hospital ER departments will be reviewed: SJHH, St. Mary's, and St. Catherine's Hospital.



**SJVD: Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)**

OANHSS is the provincial membership-based organization that has represented not-for-profit providers of long term care, services, and housing for seniors for over 90 years. The Villa has often shared significant information from OANHSS with the Board, and uses the association members when enquiring about best practices.

Going forward, the name of the Association is changing to AdvantAge Ontario and the tagline will be "Advancing Senior Care." Along with the new name, there will be the unveiling of a new logo, colours, and brand identity that will modernize the face of the Association, while reinforcing the role as the leading voice for not-for-profit senior care in Ontario.

The change will take place on April 19, 2017, the first day of the OANHSS Annual General Meeting and Convention. Between now and the convention, staff are working on the changeover and applying the new name across all aspects of the organization, including the redesign of the website. They are also communicating the rebranding and new name to external stakeholders and government.

The new name and brand will elevate the profile of the Association, and boldly emphasize the leadership role as an experienced authority, advocate, and resource in representing and connecting not-for-profit providers of seniors' care in Ontario.

**SJVD: Christmas at the Villa**

The Villa celebrates Christmas in December with many activities. Some of the festivities include:

- The units are decorated each having their own Christmas tree.
- Carolling occurs on every RHA in rotation at lunch time for the enjoyment of the residents.
- An "Open House" was organized by the Food Services Department serving hor d'oeuvres, festive sweets, hot chocolate, and beverages for residents, families, and staff.
- The Food Services Department also supports the "Christmas Adopt-A-Family Program" from St. Matthew's House in Hamilton. The program provides new toys, gifts, holiday meals, and other household goods to thousands of people in Hamilton each year.
- Many of the Resident Home Areas organized pot lucks for residents, families, and staff on their units.
- A Tuck Shoppe Bazaar with a penny sale, bake sale, and craft sale.
- The toy and food drive for the Salvation Army is held through part of November and December for a special presentation and carolling on December 12, 2016.
- The Family Council Christmas tree is an opportunity where gifts are purchased by staff, families, visitors, volunteers, etc. that are given to residents who do not have family members or loved ones to provide Christmas gifts. Family Council members will wrap, and on Christmas Day deliver the presents.
- There are church services throughout this time for Catholic, United, Anglican, and Presbyterian.
- There is a Christmas social organized by the staff Spirit Committee along with an "Ugly Christmas Sweater" contest.
- There were many events for the residents such as the "Bell Ringers" and "Cadet Carolling" that happened.

**SJVD: Impacts of Residents' Councils and Family Councils in Ontario Long Term Care Homes**

The Change Foundation is an independent health policy think-tank that works to inform positive changes in Ontario's health care system. With a firm commitment to engaging the voices of patients,

family caregivers, and health and community care providers, the Foundation explores contemporary health care issues through different projects and partnerships to evolve the health care system in Ontario and beyond. Created in 1995 through an endowment from the Ontario Hospital Association, The Change Foundation is dedicated to enhancing patient and caregiver experiences and Ontario's quality of health care.

In 2013, The Change Foundation partnered with the Ontario Hospital Association to review the state of hospital-based Patient Family Advisory Councils (PFACs) in Ontario. That partnership resulted in a three-part report on the emerging roles, responsibilities, and best practices of PFACs. The Foundation became interested in learning more about the advisory structures that are mandated in Ontario's long-term care sector. Namely, Residents' Councils and Family Councils in Ontario's 622 long-term care homes.

Long-term care councils are mandated – every home must have Residents' Council and must establish a Family Council if even one family member of "person of importance" requests it. Under the Long-Term Care Homes, 2007, these councils have the power to advise on various issues and make recommendations for improvement.

The Villa's Residents' Council has been in existence for over 40 years and was created by Sister Katharine Godfrey. The Villa's Family Council began in 2005. Both Councils remain active. Both Councils provided input into The Change Foundation survey.

If you are interested in reading the "Enhancing Care, Enhancing Life" report please visit [www.changefoundation.ca](http://www.changefoundation.ca).