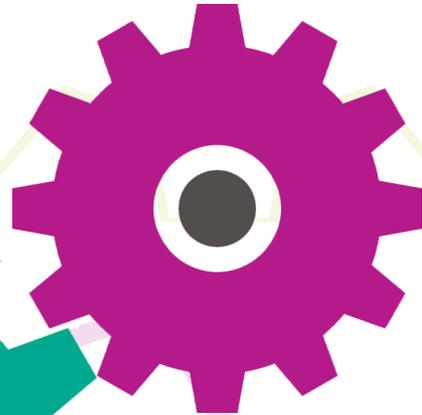
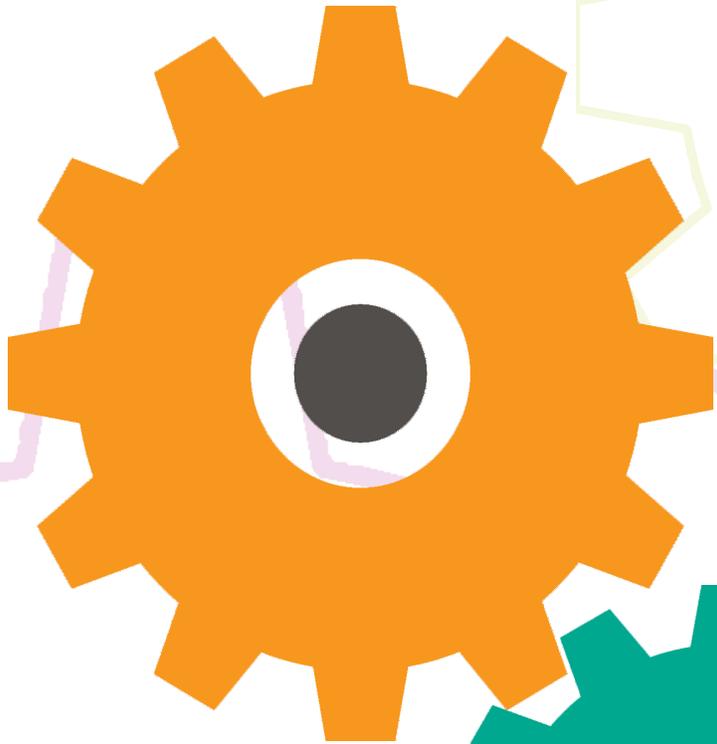


ANNUAL 2017 REPORT



Transforming
Connecting
Expanding

St. Joseph's
Home  Care

MISSION VISION VALUES

Living the Legacy:
Compassionate Care.
Faith.
Discovery

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

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.

A Year in Review

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Message from Dr. Carolyn Gosse, President



The overarching concept behind St. Joseph's Home Care (SJHC) is providing services tailored to meet the needs of clients/patients in the community; aiming to help each person live as independently as possible in the comfort of their own homes. Providing services such as community support, assisted living, home maintenance, visiting nursing, integrated care from hospital to home, and food services creates a greater impact in the health care sector. The community support services and the home care services that we provide reinforces the organizations' commitment to promoting independence and autonomy for many in the Hamilton Niagara Haldimand Brant region.

In the past year, SJHC has been **transforming** as a leader of bundled care, continuously **connecting** with individuals to ensure we are providing a high quality care experience, and **expanding** our services to accommodate various clients/patients in the community to serve their needs, in the footsteps of the Sisters of St. Joseph. All of these themes fit together and advance one another, much like gears, to wrap care around the client and allow them to age in their own home.

The gears of SJHC are important to providing client/patient care, but they would not move without the integral nurses, personal support workers, cleaners, dishwashers, dietary aids, and companions who go above and beyond their call of duty because they are truly invested in the wellbeing of our clients/patients. I look forward to the year ahead in the transformations taking place, new connections, and expansion of services within SJHC.

SJHC Board of Directors



Chair,
Peter Tice



Past Chair,
Carl Santoni



Director,
David Tonin



Vice-Chair,
Sonny Monzavi



Director,
Moira Taylor



Director,
Barbara Beaudoin



Treasurer,
Adriaan Korstanje



Director,
Mary Guise

A Solution to Social Isolation for Seniors

A safe and thorough transition from hospital to home can be a very challenging task for seniors, especially ones that are isolated. With the support of \$2 million in federal funding from New Horizons, seven organizations in Hamilton, including St. Joseph's Home Care (SJHC), are coming together to close the gap and reduce social isolation in seniors, through a collaboration termed the **Hamilton Seniors Isolation Reduction Impact Plan**. The other six organizations are: AbleLiving, Hamilton YWCA, Thrive Group Support Services, Wesley Urban Ministries, McMaster University's Gilbrea Centre for Studies in Aging, and Hamilton Council on Aging.

The project includes a three-step process involving: a citywide plan to tackle isolation in seniors driven by focus groups and interviews with local seniors and service providers; an interactive referral system to link all 110 community support service agencies in Hamilton; and lastly implementing a Care Connector program to help seniors transition back into the community. SJHC's Care Connector is Marianne Amodeo, Personal Support Worker (PSW).

In collaboration with hospital staff, Hamilton Niagara Halidmand Brant (HNHB) Local Health Integration Network (LHIN) teams, and community support services, Marianne's main objective is to ensure that seniors with a high risk of isolation receive support for a successful transition from hospital to home or the community. She is also responsible for visiting clients in their homes and attending their appointments with them as required, coordinating Meals on Wheels, arranging PSW visits, outreaching to local resources to help deal with hoarding, and more; all while providing ongoing support to clients until they are anchored to community resources.

The projected impact of this plan for year one is to have 435 seniors across Hamilton reached and successfully connected to family, friends, support systems, or others by either a Peer Connector in the neighbourhoods, or a Care Connector in the hospitals. By year three, the projection is to reach 2,234 seniors city-wide. These projections mean that by the end of the three-year project, the target is to reach 20% of the senior population city-wide.

A woman with dark hair, wearing a purple t-shirt and yellow rubber gloves, is focused on washing fresh produce in a kitchen sink. She is holding a metal colander filled with green bell peppers and other vegetables. The background shows wooden kitchen cabinets and a window with light coming through. A semi-transparent purple rectangular box is overlaid on the center of the image, containing the text 'COMMUNITY SUPPORT SERVICES' in white, bold, sans-serif font.

COMMUNITY SUPPORT SERVICES



Our Community Support Services offer a variety of programs including:

- Food Services
- Personal Care
- Caregiver Relief, Companionship
- Home Maintenance Programs
- Home Cleaning Services
- Assisted Living in Supportive Housing
- Overnight Respite Programs
- Collaborative Care Model
- Falls Prevention Safety at Home

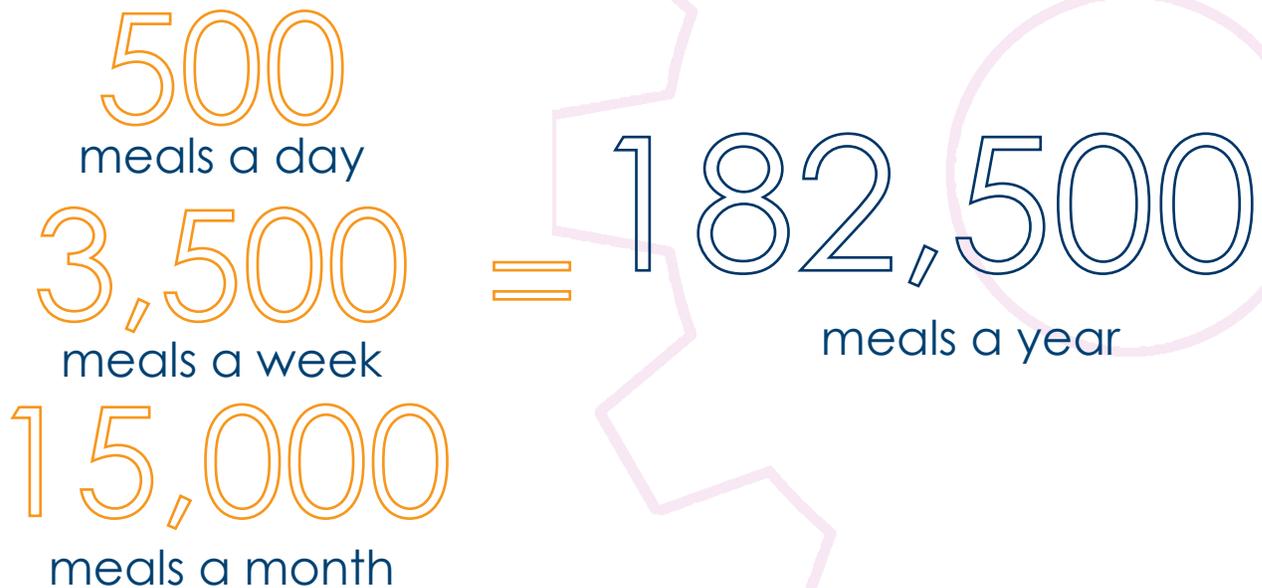
For more on our Community Support Services, visit www.StJosephsHomeCare.ca/CSS

Food Services

St. Joseph's Home Care's (SJHC) Food Services Program is located out of our First Place program on the third floor. Our services not only provide the food in the dining room of First Place, we also provide catering services to any potential customer in the Hamilton area. Our meals consist of professional quality food for any function from breakfast to full plate service dinners, and even barbeque's.

The Hamilton Dining Room located at First Place, Hamilton serves residents and the general public daily. Located on 3C at First Place and operated by St. Joseph's Home Care, the Hamilton Dining Room offers a delicious and diverse menu at exceptionally reasonable prices. Meals feature fresh produce and high quality ingredients for an uncompromising taste. The general public are encouraged to order from the menu or try one of the daily specials for as little as \$6.00.

SJHC's Food Services is also responsible for providing meals for five adult day programs, the First Place cafeteria, food for the First Place Assisted Living and Transitional Beds units, and food services at our Wellington Terrace site.



**Left to right:
Sandy Moniz
Conway Stewart
Kathy MacNeil
Barrington Sewell**





“Without the help of St. Joseph’s Home Care, mom wouldn’t be able to live independently.”

Anita's Story

Anita Stacey (left in photo), 97 years old, lives independently in downtown Hamilton with the help of services from St. Joseph's Home Care's (SJHC) Neighbourhood Model for Seniors at Risk (NMSR) and Park Street Assisted Living Hubs. NMSR and the Park Street Hub are only a couple of our community support services to assist seniors in the Hamilton area. Her daughter, Linda Donaldson (right in photo), was Anita's sole caregiver as a result of being the only family member who lives close to her mother. About a year ago, Linda noticed that the stress of being a caregiver was impacting her own way of life and she knew that she needed help taking care of Anita. Linda interacted with many Personal Support Workers (PSWs) in the laundry room of Anita's building, who she found out were a part of the NMSR program. Linda then contacted Annette Simpson, Manager, NMSR and Park, immediately for information on how the program can alleviate caregiver stress.

Annette and Linda now work closely together to create a strong circle of care around Linda's mother to ensure that she receives the best care possible. Part of Anita's care includes PSWs assisting with all three meals or to the dining room, medication management, doing her laundry, cleaning up around her apartment, bed preparation, and security checks. With the help of staff from NMSR and Park Street Hub, Linda and Anita now have more quality time together.

Annette Simpson has been a great support to Anita's circle of care, ensuring that Anita is comfortable with the staff and the care provided. Annette will often check in with Linda to ask how Anita is doing, and if there are any adjustments needed to the care being provided. The PSWs will also make it a priority to stop by Anita's apartment when they have some free time to see how she is doing.

This is one example within SJHC's Community Support Services that demonstrates care being wrapped around a client to ensure they are able to age at home.

Best stated by Linda, "Without the help of St. Joseph's Home Care, mom wouldn't be able to live independently."

The image shows two women in an office environment. On the left, a woman with dark hair is seated at a desk, viewed from behind, working on a computer. On the right, a woman with blonde hair is seated at a desk, viewed from the side, looking towards the first woman. The desk is cluttered with a computer monitor, keyboard, mouse, telephone, and some papers. A teal semi-transparent rectangular box is overlaid in the center of the image, containing the text 'INTEGRATED COMPREHENSIVE CARE' in white, bold, sans-serif capital letters.

**INTEGRATED
COMPREHENSIVE
CARE**



St. Joseph's Home Care is the leading home care agency for the Integrated Comprehensive Care (ICC) Program. The ICC Program launched in 2012 as an innovative patient centered model of care that directly integrates hospital and community care services for patients. The program is designed to make points of transition in care seamless for patients as well as their families. This pioneering model was designed by St. Joseph's Health System (SJHS) to enable health care providers to communicate effectively, thus resulting in better outcomes for patients. The ICC model is the first of its kind to be officially adopted by all SJHS partners across the Hamilton Niagara Haldimand Brant region.

For more on our ICC Program,
visit www.StJosephsHomeCare.ca/ICC

Anne's Story

Anne Marie Root (right in photo) began her journey with the Integrated Comprehensive Care (ICC) program last year when she had pneumonia and checked herself into a walk-in clinic with concern of chest pains. The walk-in clinic staff took an x-ray of her lungs and told her that she must see her family doctor right away. Anne followed up with her family doctor who informed her that she had a spot on her left lung. Her doctor then referred her to the cancer centre at Niagara Health System. Shortly after, she had thoracic surgery at St. Joseph's Healthcare Hamilton completed by Dr. Christian Finley.

Anna Tran (left in photo) is a coordinator in the ICC program, and was a great help to Anne in booking all of her appointments and following up during Anne's journey from hospital to home; as a bundled care approach. Last year, Anne was home in two days following her surgery. The doctors found another spot on Anne's right lung and it was removed in May of 2017 by Dr. Finley. This time however, Anne was in the hospital from May 15 - 27 of this year due to complications with an air leak, as a result of separating the ribs to remove the tumors.

Each time Anne was home from the hospital, nurses from St. Joseph's Home Care would change her dressing every day and even showed Anne's husband how to stop leakage at any time of the day, until a nurse was able to care for the surgical wound. The after-care was all done in the comfort of her own home. An immense benefit of this program is that it allows patients to have home care and autonomy, instead of waiting in line at the hospital to have their dressing changed each day.

"It is nice to know that you are being followed from hospital to home; there is a sense you belong to something" Anne states about the ICC program, and the kindness and helpfulness the nurses show to her everyday.

Since Anne had the two thoracic surgeries, she is able to do things that she was not able to do before. She continues to use a walker because of arthritis, but she remains independent in the comfort of her own home.



“It is nice to know that you are being followed from hospital to home; there is a sense you belong to something”

A healthcare worker in a white coat and stethoscope is smiling and holding the hand of an elderly woman who is using a cane. The scene is set in a bright, clinical environment. The healthcare worker is on the left, looking towards the elderly woman on the right. The elderly woman is wearing a blue patterned shirt and a beige cardigan. The text "HOME CARE SERVICES" is overlaid in the center of the image.

HOME CARE SERVICES

A decorative background featuring a large, light green gear shape on the left and a large, light green circle on the right. The gear and circle are composed of thick, light green outlines.

Our Home Care Services offer a variety of programs including:

- Visiting & Shift Nursing
- Advanced Foot Care
- Private Pay Nursing

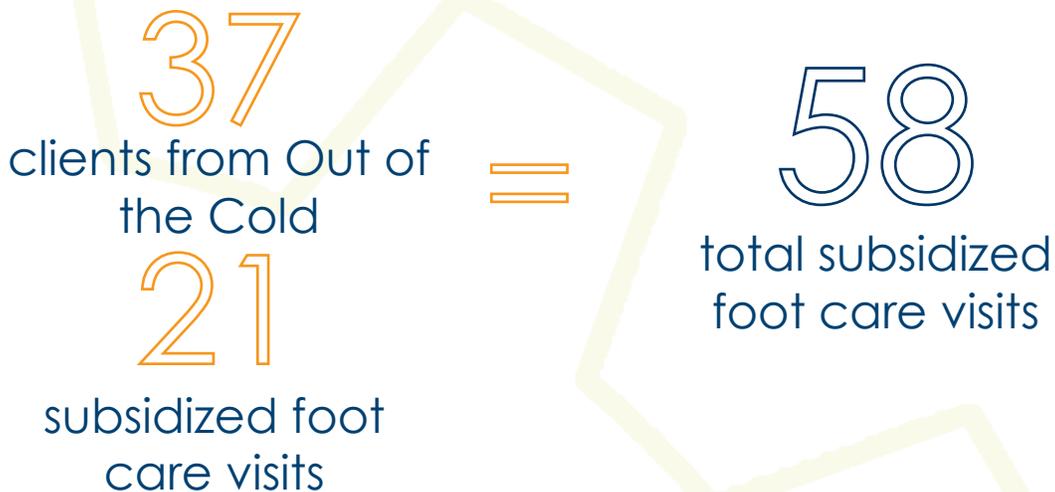
For more on our Home Care Services, visit www.StJosephsHomeCare.ca/HCS

Out of the Cold Foot Care Program

The Out of the Cold Program began in Toronto in January 1987 when a known homeless man in Hamilton passed away and in turn brought people together to create an action plan. One of the Sisters of St. Joseph, Sister Carol Anne Guay, and her friend Gloria Colizza, saw a need to feed and help the homeless in Hamilton and give them refuge for a place to sleep. In 1997, Hamilton's Out of the Cold Program began at James St. Baptist Church.

St. Joseph's Home Care (SJHC) has been providing foot care services at no cost for the Out of the Cold program for about seven years to people in need of care in the downtown Hamilton core. SJHC was introduced to this program by Board member Mary Guise, who is a long time advocate and volunteer of the program.

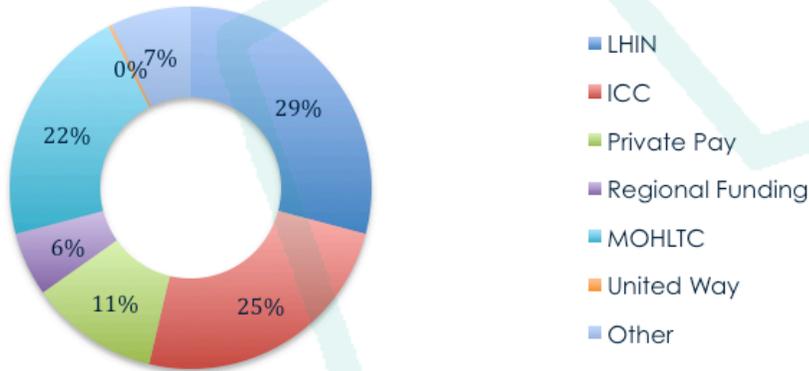
The goal of the foot care component is to provide access to foot care services to men, women, and children in need who are homeless or at risk of being homeless. One specialized nurse provided 37 free foot care visits this year at the Hamilton Out of the Cold Program as our way of giving back to the community. In addition, St. Joseph's Home Care subsidized 21 home foot care visits to low-income seniors this past fiscal year.





By the Numbers

Funding Sources
(Year Ended March 31, 2017)



Our Staff



271

Front-Line Staff



34

Corporate Staff



7486

Total Clients Served

Quality & Safety

Quality Improvement Program Goals	Measurement Process	Target	Result
Improve Medication Safety	Medication Reconciliation - Home Care Services Visiting Nursing Program - New Palliative Clients (Active clients by the 3rd visit)	100% by Q4	100%
Improve Transitions	Community Support Services Programs in Hamilton (Verbal Communication within 48 hours of awareness of when transition occurred)	100% by Q4	100%
Kind: Improve overall client satisfaction	Within Community Support Services - In-Home Personal Support Care Private Pay Programs - # of clients who indicated they are satisfied or very satisfied with their care	92%	91.8%

Program Clients Served Service Units

Program	Clients Served	Service Units
Visiting Nursing	2,272	74,497 visits
Shift Nursing	23	3,241 hours
ICC Program (Hamilton and Kitchener)	3,462	45,265 visits
Assisted Living (Gwen Lee, Wellington Terrace, Park Street Hub, First Place)	220	46,526 resident days
Observational Care & ALC	202	45,162 hours
Community Support Services (Neighbourhood Model, TOPS/CCM, Safety at Home, Home Maintenance, Health Promotion)	1,307	35,770 hours

Our Programs & Services

Home Care

- Visiting Nursing
- Shift Nursing
- Private Nursing
- Advanced Foot Care
- Therapies
- ICC Program
- ICC Personal Support Workers

Community Support

- Personal Care at Home & Companionship
- Caregiver Relief & Respite Care
- Home Cleaning & Maintenance
- Food Services/Catering
- Assisted Living Programs: Gwen Lee, First Place, Wellington Terrace, Park Street
- Private Personal Support Services
- Safety At Home: Falls Prevention 21
- Transitional Beds at First Place

St. Joseph's Health System Update

Each day, the physicians, staff, researchers, learners, donors and volunteers of St. Joseph's Health System (SJHS) dedicate remarkable effort, expertise and time to advance the Mission of SJHS in the spirit and charism of the Sisters of St. Joseph. Without the support, leadership and the contributions of our member Organizations and Foundations we simply could not achieve our goal of improving care and inspiring discovery.

This year, we acknowledge with pride and gratitude the following key initiatives that improve care for those we are privileged to serve. We would like to highlight those remarkable initiatives which are taking shape across SJHS.

SJHS Strategic Planning and Integrated Care

The driving strategic focus of the SJHS is to better integrate the care experience, especially at the points of transition of care. Our Integrated Comprehensive Care (ICC) initiatives continue to grow and explore new models and approaches, including models for services that are increasingly not institutionally based and “powered” by new technology and monitoring. Major areas of focus for our teams have broadened and encompass:

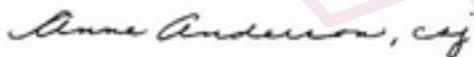
- Integrated care for hospital to home
- Integrated care across a LHN for specific problems or conditions (COPD & CHF)
- Integrated care at full scale (i.e. all surgery)
- Integrated end of life journeys
- Integrated dementia and elder care journeys and transitions

Our integrated models have strong roots in the empowerment, engagement, and rediscovery of vocation felt by physicians and staff. With the role played by frontline staff in design, innovation and quality improvement and through their hard work, we have been able to transcend the boundaries associated with typical health care silos of delivery. Importantly, this empowerment of staff and sense of passion for our work is very close to the heart of our Mission and our longstanding commitment to ensuring that health care decisions are made with those we serve in mind. Doing so supports our providers in achieving a quality of work life they need and deserve.

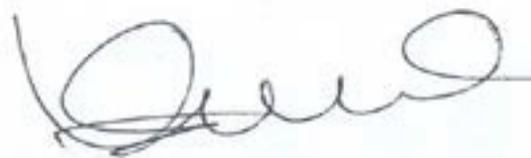
Looking ahead, SJHS will champion improving care for patients, residents, clients and work life for providers, by expanding innovative models of care delivery and research. We look forward to working with our LHIN and Ministry partners implementing the “Patients First” vision, which strongly supports our ICC directions.

It is our pleasure to express our thanks and gratitude to all those who contribute to the member Organizations and Foundations of the SJHS.

With Gratitude and Best Wishes,



Sister Anne Anderson
Chair, St. Joseph’s Health System



Dr. Kevin Smith
President & CEO, St. Joseph’s Health System





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1550 Upper James Street, Suite 201
Hamilton ON L9B 2L6

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CHARITABLE REGISTRATION NO: 10801 4077 RR001

St. Joseph's
Home  Care

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www.StJosephsHomeCare.ca