



2022

St. Joseph's

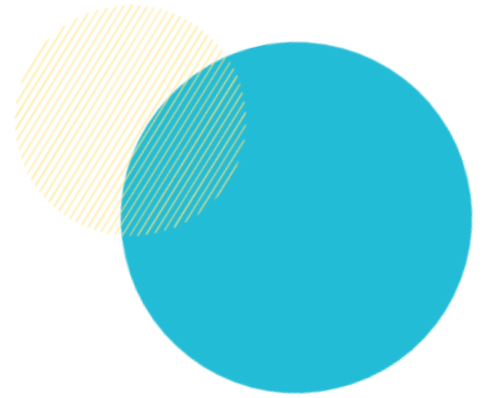
Home  Care

ANNUAL REPORT

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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.



Leading



Learning



Building



Caring



A Note From St. Joseph's Home Care (SJHC) President

The theme of this year's annual report is one of celebration and recognition of our staff, teams, programs and collaborators. The connection we each feel to our mission, vision, and values continues to be a driving force in why we each do what we do. Working in the community means that almost all of our work and the positive impact we have on clients, families, and each other goes unseen. So, how do we know we are making a difference? It is seen in the countless thank you letters received and consistently positive client satisfaction results. The difference is also felt when we've done something to help a client and/or co-worker. While we can't always do everything we need and want to do for clients, please know that it is seen that you are making a positive difference in the lives of those we serve.

In this year's report we try to capture some of this great work. You will learn about the integral role our Program Assistants play in supporting our programs, clients, and staff. Shamiso Matinyarae tells us about how she, through the Safety at Home program, promotes the independence and mobility among older adults allowing them to stay healthy, safe and stronger at home.

Kim Kelton and Wendy Smith share the most rewarding parts of their jobs as Personal Support Workers (PSWs) within our Collaborative Care Model and you will read a Nurse's Story that captures what it means for one of our nurses to work at St. Joseph's Home Care. You will also read about our food services program and program manager Colin Duncan, our client, family, and caregiver partnerships, along with examples of innovations like the Yourcare+ platform, the ongoing successes with our Integrated Comprehensive Care (ICC) program and so much more.

St. Joseph's Home Care was lucky enough to have leadership from John Woods this past year. I asked him what he remembers most about his time with us:

"I learned so much about life from the St. Joe's Team. I am so glad I was lucky enough to attend the in-person annual awards dinner – that might sound trivial but that was the best party with the best people and I will never forget it. I was very impressed by the way the Visiting Nurses and ICC Nurses carried vital caseloads with extraordinary skill while the goalposts moved around them – all of the time! Our hospital PSW Team showed just how compassionate SJHC staff are. They represent us so well and that made me feel proud. The CSS Teams achieved a client experience satisfaction rate of 99% which for them is actually not all that surprising! Of course, everyone worried about our clients and it was often a heavy emotional burden - thank you. That included our unsung heroes providing food, maintenance, cleaning, administration, finance, HR, safety, procurement, IT, education and other services – they lived the Mission in their special ways and I love them for that. Thank you for everything you taught me. I am a better person because of you."

We thank you John for your leadership, humour and encouragement. We will of course 'see you around'!

It is not for the faint of heart but I would say that NOW is the time to be working in home and community care and would encourage anyone to consider working in the sector. There is tremendous opportunity for positive change on the horizon and it is so close we can almost taste it. The year ahead will have it's share of challenges and I don't doubt we will continue to achieve great things.

Thank you to the staff and leadership of St. Joseph's Home Care, our partners and collaborators, leadership across the broader St. Joe's family and of course the bold strategic leadership of our board.

Without your support we could not do what we do.



Carrie Beltzner, Interim President
St. Joseph's Home Care



John Woods, President
St. Joseph's Villa

A Message from St. Joseph's Health System

There is so much to celebrate about St. Joseph's Home Care this year! Your exemplary service over the past year demonstrated that you were not discouraged by the many challenges that came your way. You recognized that the need for care and compassion has never been greater. You continued to provide creative and excellent service despite the challenges and at the same time prepared for and completed a very successful accreditation visit. Congratulations one and all!

St. Joseph's Health System recognizes and appreciates the integral part home and community care plays in caring for our community. Our system partners both in acute care and long-term care depend on home care services as an essential component in supporting families and clients to achieve a quality of life while remaining at home in their chosen community. As we look to the future, we are committed to support and enhance this essential service.

While we are challenged by the volume and complexity of needs that face our Team, we are also excited by a future that will see the modernization of Home and Community Care, which will include Integrated Care, assisted living, and a renewed interest and commitment to palliative care.

St. Joseph's Home Care is a true reflection of the legacy of the Sisters of St. Joseph - a legacy which pays particular attention to the vulnerable and those most in need. At St. Joseph's Home Care, you carry that legacy forward, showcasing a commitment to living values of dignity, respect and service in the complex and changing times in which we live.

Thank you, for your creative care for those we are privileged to serve - yesterday, today and tomorrow.

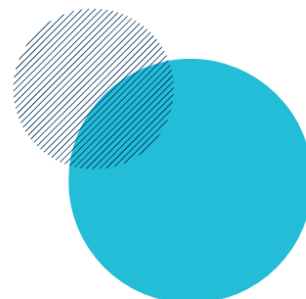
Sister Anne Anderson, Chair, St. Joseph's Health System
Elizabeth Buller, President & CEO, St. Joseph's Health System



**Sister Anne Anderson, Chair
St. Joseph's Health System**



**Elizabeth Buller, President & CEO
St. Joseph's Health System**



A Message from Our Board

This past year has seen SJHC and all other health sector organizations face significant challenges as we move into post pandemic recovery. Despite the shortages and stresses related to human healthcare resources, the entire team at SJHC has continued to step up with new innovative programs and to serve our clients and patients with excellence and compassion.

As members of the SJHC Board of Governors, our role is to monitor organizational performance and provide guidance in areas of vision, strategy, mission and values in our community. This year Trustees of SJHC had the privilege of participating with you as the organization completed the audits with Accreditation Canada.

Having missed so many opportunities to meet with the team in person due the Pandemic, the Trustees were very happy to have opportunities to meet with front line workers and their clients in the field as well as to meet with the management teams, and to see first hand the excellent care and the impactful programs that SJHC delivers. The stories shared with us by clients and staff were both moving and inspiring. Your commitment and dedication to those we serve in the community has never wavered and remains deeply reflective of the work of the Sisters of St. Joseph's. We are very proud that as a result of your excellent work, SJHC has again received Accreditation standing.

As we move forward, know that SJHC plays a significant and strategically important role in the continuum of care with the partners of St. Joe's in Hamilton and beyond. Your outstanding accomplishments, courage, dedication and compassion shines through in the care St. Joseph's Home Care brings to clients every day. On behalf of the Trustees, I offer each of you our deepest thanks and sincere appreciation.

Lynn McNeil, Chair, St. Joseph's Home Care Board of Governors



Lynn McNeil
Chair



Barbara Beaudoin
Vice-Chair



Leo Perri
Treasurer



Naresh Agarwal



Peter Szota



Rose Vespa



Toks Olaoluwa

Thank You To Our Partners/Collaborators and many more not listed here including our patients and family advisors.



Our Staff

The Staff Wellness Program



This new Program falls under the Building Pillar within our Strategic Plan initiatives. After reviewing feedback provided via the Staff Engagement Survey, as well as trends in our Health Human Resources, we felt strongly that staff would benefit from support in increasing their client care skills in the area of mental health, as well as Covid recovery support for themselves. The SJHC Wellness Program includes a series of 12 monthly staff mental health workshops which were rolled out in collaboration with the Hamilton chapter of the Canadian Mental Health Association. Staff can voluntarily participate in a “brave space” discussion focusing on topics such as Caring for the Caregiver,

Coping with Stress and Anxiety, Mental Health/Illness Stigma. Also included in the SJHC Wellness Program are monthly newsletters, wellness challenges and activities, information sharing, as well as staff feedback related to the program’s success. In addition to our program, staff have access to a Family and Employee Assistance Plan, and its use is actively promoted by Leadership as a healthy way to navigate through challenging times.



Long Standing Staff

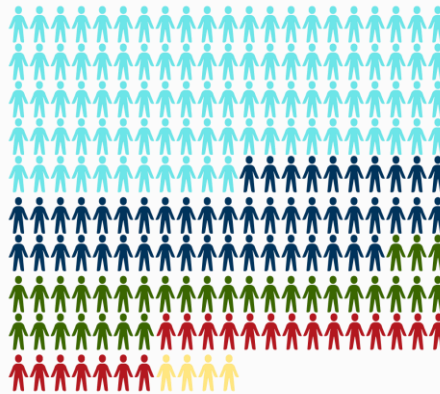
10 years – 95 Staff

15 years – 49 Staff

20 years – 31 Staff

25 years – 21 Staff

30 years – 4 Staff



Hand Hygiene Compliance

Leadership Development Program – Mental Health

St. Joseph's Home Care, in collaboration with the Hamilton chapter of the Canadian Mental Health Association, provides a Leadership Development program designed to give our leaders the necessary tools to successfully manage increasing incidents of mental health and wellness in the workplace. Forming part of our Strategic Plan initiatives under our Building Pillar, this initiative has provided our Leadership with the necessary information and skills to better understand the experiences of individuals with mental health and mental illnesses. Leaders supporting their staff, and their staff supporting their clients, creates an atmosphere of compassion and understanding in keeping with our Mission, Vision and Values.



Our Clients



Visiting Nursing Program

35,186 Nursing Visits

1,409 Patients



Integrated Comprehensive Care Program

36,184 Visits

3,029 Patients



Supportive Housing

77,192 Days of Resident Care

437 Patients



Community Supports

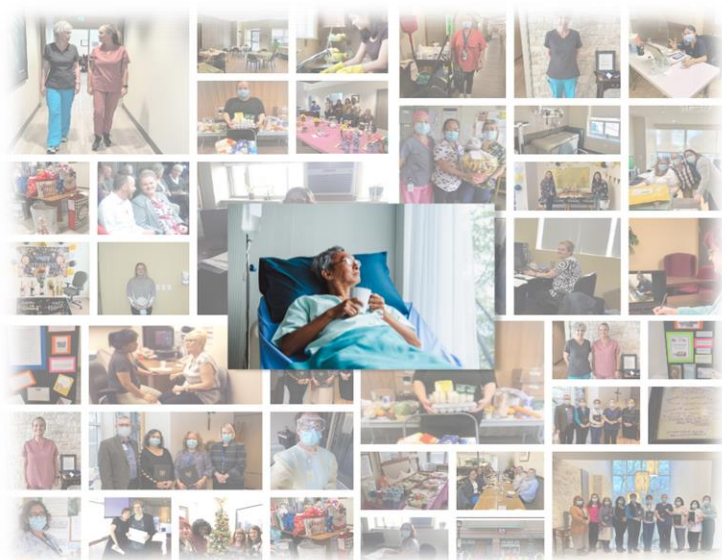
16,399 Hours of Service

673 Patients



(90% target)

Client satisfaction with Level of Involvement in Care Planning (All Programs)



“To the Staff of St. Joe’s Home Care, Thank you for all you do – allowing people to continue to live in their own homes. It’s so important given the current alternatives.

I am not there yet but I might be some day, I figure it’s best to get a head start on the gratitude, just in case I’d have any inkling of being a crabby client as opposed to a grateful one.” – Client

Working Behind the Scenes: Program Assistants

The Program Assistants at St. Joseph's Home Care play an integral role in supporting both our Home and Community Partners and the Integrated Care Hospital Partners with the safe onboarding of patients from hospital to home.



Our focus is to keep our patients at the center of care and provide the best experience of care in their home, and none of this would be possible without the diligent behind the scenes work the Program Assistants do every single day.



The Program Assistants provide administrative support to all of our Patients, Hospital Partners, Home & Community Partners and our own Nursing and Personal Support Worker staff whether by phone or email. Their role includes handling all intake of admissions to St. Joseph's Home Care and ensuring patients are scheduled for visits appropriately by skill set and geographic area.



"I like to describe their role as a 3D puzzle and bringing all the pieces safely together. There are many challenges that they face on a daily basis and their attention to detail and critical thinking allows them to make the well-informed decisions that they do, with support of our clinical management team." Angela Batelic, Manager of Clinical Operations and Administration.

The Program Assistants are the heart of the organization and everyone relies heavily on the team to streamline the workflow from hospital to home. Each member brings value and expertise to the team. They work collaboratively and effectively to ensure patients are visited with the proper supports in home.



"We as an organization would not be able to run operations without them and it is an absolute pleasure to work with a dedicated and compassionate team!" added Batelic.



Keeping You Safe at Home



Overall Client Satisfaction



Clients felt safer after the visit



Clients felt involved in their care as much as they wanted to be



Shamiso Matinyarare
Safety at Home Coordinator

The Safety at Home Program promotes independence and mobility among older adults, allowing them to stay healthy, safe, and strong at home. Our focus is to prevent falls through education and increasing awareness of the services and support available to reduce risks of falls at home. Through our services, we offer a free individualized home assessment with a summary of recommendations promoting independence and mobility. This wonderful work is facilitated through our Safety at Home Coordinator, Shamiso Matinyarare.

Shamiso has been working with St. Joseph's Home Care for over 11 years, and is incredibly dedicated to her work and her community. She works with a small team of Safety Coordinators, all under the umbrella of Community Support Services of Niagara, who represent various organizations in the Hamilton Niagara Haldimand Brant area. Shamiso never hesitates to provide support to her coworkers in St. Joseph's Home Care or Community Support Services of Niagara and helps build relationships and partnerships across both organizations.

Patient Experience Surveys for this program continue to be extremely high (96.80% in 2022), and when asked how she maintains this high standard, Shamiso said "I always try to be authentic and who I am. When I walk into someone's home I want to present humility and respect them while I bring them what they need. I always check to make sure that they understand and I give them an opportunity to present their views."

Shamiso continues to overcome challenges and biases on a daily basis and remains professional when educating her clients. When asked what the most rewarding part of her job is, Shamiso shared "I enjoy working with people and being a part of their lives. I enjoy sharing my expertise with people who can benefit from what I have to share with them. I enjoy going out into the community for presentations and to talk to different ethnic groups to about falls prevention."

She added to "please consider being more proactive than reactive. Once you have a fall, they will very likely continue happening. Change can be challenging, but if you can embrace the changes you can prevent injuries from falls."

Collaborative Care Model

The Collaborative Care model (CCM) was established in 2015. It is a 'hub' based model of home care service which assists 120 clients with light to moderate needs living in the downtown Hamilton and Dundas area. Referrals are received from Home and Community Care Support Services and we work alongside them to manage the wait list until clients can receive service.

Clients in this program can receive assistance with services ranging from assistance with showering and bathing to assistance with medication and routine activities of daily living.



7

full-time staff

100%

patient experience surveys

We sat down with two of our staff from the Collaborative Care Program to talk about the work they do, what they are proud of and some of the challenges they face. Kim Kelton, PSW and Wendy Smith, PSW have been working in St. Joseph's Home Care CCM program since its start in 2015.

Kim shared that the most rewarding part of her job is *"being able to help people every day and keep them at home."* Wendy adds, *"to know that I have made a difference in their lives. It is rewarding to start your day with a client being happy to see me."* Both Kim and Wendy shared that they wish they could spend more time with their clients to allow them to build on the special bonds they already have with their clients. Wendy said, *"You become a part of their family and often times the client's Family will also consider you to be part of the family because they are so grateful to us for caring for their loved ones."*



Kim Kelton, PSW

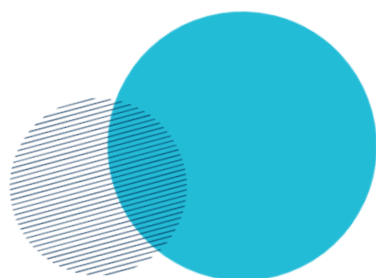


Wendy Smith, PSW

Our staff who work in the Collaborative Care Model navigate challenges on a daily basis, as care is provided in a home care setting. They are always thinking 2 steps ahead to ensure a safe environment for our patients and themselves.

Kim and Wendy share that part of their success is due to their supportive manager, Michelle Wood. Michelle allows her team to work autonomously, is always available for her staff to answer questions or give insight, and makes sure to maintain an open communication with her staff. This creates a very strong team who can feel comfortable and confident to complete their work with their own styles.

"Our work is really nice because we have the same clients on a weekly basis which allows us to really form a connection with our patients" added Wendy. This heightens the care experience for the client, and allows our staff to create the connections that allow them to become a part of a client's family".



Food Services Continues to Sizzle



360 meals per day



Supportive Housing Programs



Adult Day Programs



Emergency Shelters

The Food Services Team, managed by Ontario Red Seal Chef, Colin Duncan, provide meal service and food security for clients living in both the Hamilton and Burlington area. Our Staff offer meals that are healthy, ensure comfort and provide something positive for our seniors to look forward to in their day.

“We work with the SJHC team in 2 capacities, the Good Shepherd shelter for single homeless women and the Emmanuel House. Being able to contract for food services with St. Joseph’s Home Care was extremely helpful. The women in the shelter were able to access good healthy meals during a homelessness crisis. In addition - having SJHC provide these meals during a staffing shortage made a world of difference and allowed our staff to focus on providing our clients with the care they needed while still having the extended hospitality of a healthy meal. It was a really reliable and friendly service that met an urgent need.”- Katherine Kalinowski, Chief Operating Officer, Good Shepherd



A survey of Wellington Terrace clients showed that **100%** of survey responders were satisfied with the overall services they received through the Café/Grocery Delivery Program. 94% of survey respondents were satisfied with the quality of food served.

Client, Family & Caregiver Partnerships

Strengthening Partnerships with our Client, Families and Caregivers

St. Joseph's Home Care works closely with our clients and their families to guide the way we provide care. Our Client and Family partners provide valuable first hand knowledge of what works for our clients and their caregivers.

Client and Family Partnership Seal of Approval Program Launched in 2022!

This year, to formalize our commitment to patient and family engagement, St. Joseph's Home Care launched a recognition program called the "Client and Family Partnership Seal of Approval". Working groups were established which included Client and Family partners and staff who together develop solutions to meet the needs of those we care for. Work completed with Client and Family partners is recognized with a formal seal. Some examples of this great work include;

- Your Care+ is a central resource for older adults and their caregivers to support system navigation and manage daily care needs.
- ICC Program "Maturity Model" which is a roadmap for the evolution of ICC care.
- Redesign of the First Place Transitional Care Unit Care Plan to better capture the clients wishes.
- Even choosing the colour of new chairs!



Susan Tkachuk, Chair
Patient and Family Advisory Committee



Expanding the program beyond our organization;

This year we expanded our Client and Family Partnership Program to collaborate with St. Joseph's Healthcare Hamilton and St. Joseph's Villa and established a consolidated Patient and Family Advisory Committee (PFAC). The benefit of this cross sectoral PFAC is the resulting pool of experts with experience in Acute, LTC and Home Care. One of this team's priorities is to work on making transitions between hospital, home and Long-Term Care seamless for clients and families.



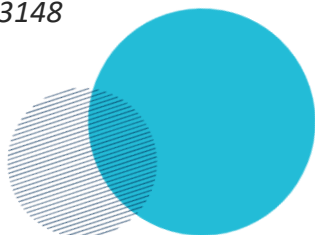
Michael Slusarenko, Member & PFA
Award of Excellence Nominee

We could use your help!

When you or your family member received home care, did you think there were things we could have done better? Do you have ideas about how to make sure other clients and families get the best care possible?

At St. Joseph's Home Care Hamilton, Client and Family Advisors give us feedback and ideas to help us design new programs and improve the quality and safety of care we provide.

We have advisor vacancies on committees both internally and on the Board. We also need individuals willing to work with us on special projects. If you are interested in applying for one of these *volunteer positions*, send an email to patfamadvisory@stjoes.ca or call 905.522.1155 ext. 33148



Better Together – YourCare+

YourCare+ is a central resource for older adults and their caregivers to support system navigation and manage daily care needs. Navigating care is often complex and confusing. Many older adults wish to age at home where they are most comfortable, and often rely on caregivers to do so. Without access to information and resources, this can be overwhelming and contribute to poor health outcomes for caregivers and the people they care for.



The YourCare+ caregiver advisory group consists of four women from St. Josephs Healthcare Hamilton's Patient and Family Advisory Committee. Each member brings a unique perspective from their worked and lived experience.

Meet the Team

- Bev Ann Brown** | M.Ed., caregiver, business owner
- Deborah McInnes** | Caregiver, retired personal support worker
- Anne White** | Caregiver, retired physician
- Susan Lohin** | Caregiver

It was clear very early on, that the YourCare+ project we signed up for was a unified vision of all our futures. The unexpected bonus was the comradery of ardent, eclectic community members. Always up for a debate but more importantly, listening and learning from the collective experiences to add a user friendly perspective to the YourCare+ framework.

-Deborah McInnes

YourCare+
www.yourcareplus.ca



Integrated Comprehensive Care Team 10 Years, Scalable and Sustained Success

The ICC Team is an integrated inter-discipline team that works very closely with SJHH partners, ensuring a seamless transition of care upon the patient's discharge to home. They work to establish excellent communication between patients, their families and care teams thereby enhancing the patient experience. The team works across several streams (COPD and CHF, All Planned Surgical Procedures and Peritoneal Dialysis). The Team provided **16,427 visits** to all planned surgical patients from SJHH. The COVID Care @ home touched over **500 patients** through the HNHB area with virtual support.

What is Integrated Comprehensive Care?

ICC Patient Population Streams:

- Surgical
- Chronic Disease
- Dialysis Care
- COVID Care

To learn about the ICC program, visit: www.stjoescic.ca/



A Nurse's Story

The following provides insight into why one of our nurses enjoys the work that they do and why they value working at SJHC.

I am proud to work for St. Joseph's Home Care. As we are a nonprofit agency, we have more time to focus on our patients. SJHC values nurturing a genuine connection with patients and providing compassionate care as opposed to transactional visits.



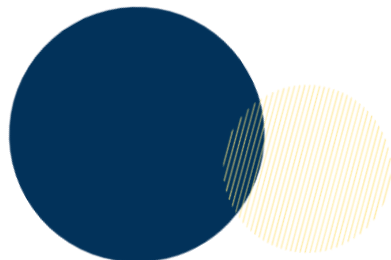
When completing my grade 8 Career's Survey, I discovered that I'm a person who enjoys paperwork and being outdoors. Forestry was the only career option on their list for someone like me. When I found community health care I was so enthusiastic and surprised! The self-directed autonomy, and variety of patients along with patients doing better at home and happier to be at home drew me to community nursing.

I worked as a PSW for 8 years and then decided to apply to St. Joseph's Home Care because all of their nurses in the community were always happy and smiling compared to other agency nurses I ran into.

My work is never boring, I get to travel around, my work setting is always changing, I can listen to music in my car and have a coffee between appointments - more often than any other healthcare job. A huge factor to community nursing is driving and being outdoors which keeps things exciting. Even when completing paperwork, there are many instances where I can complete that paperwork while soaking up some sun and enjoying nature.

Working at SJHC you can feel a very family centered atmosphere, where we are not treated differently for having family or life struggles. We are supported through any issue, and feel valued and respected. We are able to support each other but also don't cramp anyone's style so long as everyone is working respectfully.

Nursing is an incredible career. It is a beautiful combination of science and art which requires and values intelligence, honesty and compassion. Every day is a new adventure with exciting challenges and it is incredible rewarding to work for a company that prioritizes its patients. It is truly amazing what we can do for patients at home, that they used to have to stay in the hospital for.



Pediatric Improvements

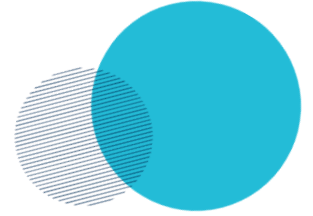


The Visiting Nursing Program at St. Joseph's Home Care exhibited excellent compliance rates in the Home and Community Support Services (HCCSS) quality improvement initiative within their children's health programs.

HCCSS implemented standardized forms such as an Initial Head to Toe Assessment, Medication Reconciliation and Emergency Medical Plans for all child clients. These standard documents allow for a wholesome picture of the child and ensure the plan of care matches their needs.

In addition, a new diabetes pathway was developed to encourage age appropriate independence that engaged the child, their families and a nurse. The pathway is a guide to independence and helps in the understanding of a lifelong condition. St. Joseph's Home Care cared for 10 school-aged children equaling 1600 school visits in 2022.

The St. Joseph's Home Care Visiting Team takes pride in this program as they have the honour of watching these children participate in regular activities such as attending school, which is crucial to their overall childhood development.



Long Standing Nurses & PSWs

In December 2022, The Honourable Sylvia Jones presented some of our long standing Nurses and Personal Support Workers (PSWs) with certificates of appreciation for their years of service.

The staff that were recognized are as follows:

- Danielle Fox, RN
- Denise Harvey, RPN
- Maureen Switenky, RN
- Theresa Hastings, RN
- Arlene Marcon, PSW
- Dhaiwantie Kisson, PSW
- Josephine Hazewinkel, PSW
- Lita Deguzman, PSW



Our long standing staff have been at the heart of our service since the early days of our organization. Now, our Nurses and PSWs play a crucial role in our organization, with our partners and in our patient's lives. We are extremely grateful to all of our staff for their dedication, hard work, and selflessness in providing compassionate care for our patients and in living the legacy through their daily work.

Our Services

Nursing Services

Visiting Nursing

- IV hydration
- Medication administration
- Wound care
- Injections
- Pain and symptom management for Palliative
- Chronic disease management
- Health teaching
- Peritoneal dialysis
- School children
- Foot care



Integrated Comprehensive Care Program

- Chronic COPD
- Surgical Stream
- In Home Dialysis



Shift Nursing

Pediatric Care

Assisted peritoneal and hemodialysis

Palliative care

Community Support Services

Home Maintenance

Food Services

Supportive Housing at Gwen Lee, First Place, Park Street, Wellington Terrace, and Neighbourhood Model (Seniors at Risk)

First Place Retirement Home, Transitional Care Beds and Specialty Unit (Memory Care)

Safety at Home Falls Prevention

SJHC staff several units within SJHH

Stay Connected

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