



Hospice palliative care is aimed at relieving suffering and improving the quality of life for persons who are living with, or dying from, advanced illness or are bereaved.

Palliative care is a special kind of health care for individuals and families who are living with a life-limiting illness. The goal of palliative care is to provide comfort and dignity for the person living with the illness as well as the best quality of life for both this person and his or her family. Families

also benefit from support when their loved one has an end-stage diagnosis, and after his or her death Palliative care meets not only physical needs, but also psychological, social, cultural, emotional, and spiritual needs of each person and family. Palliative care may be the main focus of care when a cure for the illness is no longer possible. Quality hospice palliative care neither hastens death or prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families facing problems associated with life-threatening illness. To learn more about hospice palliative care, visit our Hospice Palliative Care Video page: <https://www.hpcoc.ca/who-we-are/about-hospice-palliative-care/>

### Memory Clinic

As we get older, many of us notice some changes in memory, language, thinking or personality. About 750,000 Canadians suffer from dementia. Accurate, timely diagnosis is integral to getting the care a patient needs. But if memory loss or changes in language, thinking or personality starts to interfere with your daily activities and routines or those of someone you care about, you should speak to a doctor.

Some of the symptoms of memory loss can include:

- Changes in performing daily activities or changes in job performance
- Forgetting recent conversations
- Forgetting appointments, special occasions, or forgetting to take medications
- Difficulty finding the right word or losing one's train of thought in mid-sentence
- Regularly misplacing items, such as keys or wallet
- Difficultly looking after finances (writing cheques, banking or investing money)
- Getting lost in familiar areas
- Changes in personality; for example, feeling sad, irritable or less interested



#### What We Do

The memory clinic at Santé Manitouswage Health is made up of a group of health care providers dedicated to helping patients overcome and deal with cognitive changes that include disorders of memory, language, thinking, or per-

### Self Check-in

Santé Manitouswage Health—Medical Clinic has implemented a Self Check-in Kiosk. This kiosk will:

Reduce wait times and lines	Verify personal information	Protect your privacy
Assist in quality improvement	Aid the front desk staff	

Follow the Manitouswage Family Health Team on Facebook to stay up-to-date on the latest news and information! <https://>



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## Santé Manitouswage Health

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### Warm Welcomes and Sad Goodbyes



After 31 years of service to MGH/SMH, Jocelyn Bourgoin will work his last day on June 28<sup>th</sup> and retire to pursue other activities in Manitouswage. Jocelyn began working at MGH in 1982 as an “ambulance driver”/orderly. He became involved in many initiatives both locally, regionally and even provincially. In 2001, despite living in Manitouswage, he commuted to work weekly at the City of Thunder Bay where he was tasked in establishing Superior North EMS for the whole district. In 2007, he returned to MGH and in 2010, he became CEO of what is now called Santé Manitouswage Health. After 41 years in health care, Jocelyn will focus his energy towards some of his other passions. He will be

After much thoughtful deliberation the Board is confident in designating Mrs. Debbie Hardy as incoming CEO to replace Mr. Bourgoin. Mrs. Hardy has held progressive leadership positions with SMH where she began her nursing career in 1984 and has been Director of Patient Care Services and Chief Nursing Officer since 2006. She has 12 years of senior management experience and looks forward to



Annie Janveau has accepted a change in her position at SMH and will be assuming the Chief Nursing Officer Services effective July 1, 2019. Annie started her healthcare career at MGH in 2004 as an RN and transitioned to Nurse Manager in 2013 where she has been instrumental in many healthcare changes affecting the nursing unit, the client and delivery of some services. We wish her well



Lee joined MGH for part time work in Health Records under the tutelage of Linda Williams. She eventually replaced Linda as lead of Health Records. In 2008, MGH applied to create a Family Health Team in Manitouswage, and Lee was selected as it’s first director. As Manitouswage General Hospital transitioned into Santé Manitouswage Health, Lee was also tasked with the oversight of home care services, diabetes education, Meals On Wheels coordination, myRide, Primary Care Clinic operations, Public Health Promotions, Older Adults Programs, health recruitment, and had begun the development of an Assisted Living project. Lee retired on March 31<sup>st</sup>, 2019 and her energy and enthusiasm is already being missed. Although others are stepping forward to fill her “high heeled” shoes, she is missed for her ability to raise the bar and showcase who we are as an organization. Alt-



#### SMH Board of Directors invites residents to engagement session

The Board of Directors is inviting residents to a presentation on the State of SMH on June 17<sup>th</sup> at 1800 hours. Light refreshments will be provided. An opportunity for informal questions and answers will be provided after which the Annual General Meeting of the Corporation will be conducted and the annual meeting of the board following the AGM will be held. All



Megan Esarte has accepted the new role of Director of Community Programs. Megan began her journey in the healthcare system working as a receptionist in the Medical Clinic in 2006. She completed her RPN diploma in 2009 and began her nursing career at MGH. She then went on to complete her RN degree in 2016 and transitioned to the Family Health Team. She is looking forward to starting this



## Health Hub Happenings

### Go Green!

In an effort to contribute towards the **GREEN CAUSE**, the Wellness Committee at Santé Manitowadge Health has installed filtered water dispensers in the hallways of each entrance of the Health Center, as well as the cafeteria. This means we will be removing the water coolers and paper cups from the lobbies. Patients are encouraged to bring reusable water bottles from home to fill for FREE!



### 2019 Eye Van



This year, CNIB is pleased to announce that they will be launching a new Eye Van Unit for the 2019 Tour. The new Eye Van unit will offer improved privacy, accessibility for patients, and aging equipment has been replaced with new technology. They will have two Ophthalmic Assistant/Nurses and a Program Assistant/driver along with the Ophthalmologist delivering patient care.

Individuals who saw the Eye Van last year will be on the recall list for this year, unless the ophthalmologists recommended follow up in two years. Individuals who cancelled their appointment or did not have the opportunity to see the Eye Van will have to request an eye van appointment next year. We recommend you ask for an eye van appointment prior to July as we start booking appointments in June.

**Ophthalmologist does not provide eye glasses or prescriptions for eye glasses.**

**The Eye Van will be in Manitowadge September 9th—13th, 2019. If you would like an appointment (or unsure if you still have a standing annual appointment) please contact Courtney at 826-3251 to request a spot on**

### Wellness Symposium

The Eye Van Symposium is currently in the development process. Please stay tuned for the upcoming events! Once the event has been finalized we will post this on the Family Health

### Health System Transformation

As of this writing, the Government has not announced the five Ontario Health Teams that will be implemented in 2019-2020. They have received 158 applications from across the province. Santé Manitowadge Health continues to remain optimistic that our model of care will be the base from which other communities build upon towards a truly regional Ontario Health

### Chemotherapy

Santé Manitowadge Health is pleased to announce that chemotherapy is once again able to be administered in Manitowadge in a pilot project with North of Superior Health Care group (NOSH). The NOSH team will be mixing the chemotherapy in their facility, and the patient care to be delivered in Manitowadge where we have one trained registered nurse (RN) to administer the chemotherapy in town. Efforts to recruit additional RNs for chemotherapy administration training are ongoing.

### Nursing Recruitment and Training

The nursing shortage across Canada continues to challenge the provision of services in many communities including Manitowadge.

We currently have an openings for both RN and RPN positions that would start as soon as possible. Recruitment remains a top priority!

During their annual site visits, The Regional Critical Care Resuscitation team provided training to our doctors and nurses in caring for critical patients awaiting transfer. The team focused on latest best practice and review of using the equipment available to stabilize the patient until the air ambulance paramedics arrive for transport.



## Community Programs

### Preventative Care Program

Recently, we sent out letters to those who were due for preventative care (stools for fecal occult blood, mammogram, and pap) testing with a pre-scheduled appointment. Please note: the mammogram will not be performed at this appointment. If you received a letter please be sure to confirm your appointment **at least 1 week prior**, if not your appointment will be **automatically cancelled**. If you have any questions or concerns regarding the letter please contact Amanda at 807-826-3251 ext: 278.

The Screen for Life Coach will be visiting Manitowadge June 17-21, 2019. If you would prefer to have any of the above screening done there, please call **1-800-461-7031** to schedule your appointment, and cancel your appointment with the Family Health Team.

### myRide

Santé Manitowadge Health has partnered with the Township of Manitowadge and will be getting a new myRide van! The van will be purchased through a grant received by the Township of Manitowadge. The Family Health Team will continue to do the scheduling and sourcing of the volunteers!

The funding for the new van is limited for 4 years. With this limitation the myRide fee will be increasing to \$5.00 per ride to help ensure sustainability of the service after the funding has run out. There will be deals for some free rides! Just ask one of the Family Health Team receptionists for more info!

If anyone wishes to be a volunteer myRide driver please call the Family Health Team at 807-826-3251

### Chronic Pain Program Launch

Spring of this year, we partnered with the St. Joseph's Care Group in Thunder Bay to launch our Chronic Pain program. This intensive, six week program is a goal-oriented, team approach to self-management of chronic pain. The program aims to enable patients with chronic pain to enhance their ability to function in all aspects of their lives. This holistic program focuses on maintaining and improving physical, psychological, behavioural, recreational, spiritual, and vocational aspects of the individual's life. Our team consists of physiotherapists, social workers, nursing, and physicians. We are very excited for this first batch of participants, and wish them luck

### Foot Care Clinic

The foot care clinic continues to boom! With the summer holidays, wait times for foot care are increasing. If you are currently receiving foot care services and do not need your visits to be as frequent, please book a few weeks later to allow the more urgent cases earlier booking times. Individuals who score low risk on their foot assessment and are under 70 are charged \$25.00 per visits—Cash only—due at the time of



### Department Celebrations

In May we celebrated Nurses and Physiotherapists with National Nursing Week May 6th –12th, and Physiotherapy Month! Also from June 9th-15th is National Housekeeping week!

Times like these are important, as we take time to appreciate hard-working healthcare providers and staff of Santé Mani-

### Physician Recruitment

A physician has expressed intent to relocate to Manitowadge to fill the third position. Recruitment continues for future vacancies. Despite substantial efforts, we have not had full complements from more than a few months at a time. Having three physicians and a nurse practitioner at the same time would provide an excellent level of service to our residents.

### Caring Café Luncheon

Sponsored by Bethany Pentecostal Church

Will be happening in October 2019—  
Date pending

Keep an eye out for your invitation in



### Exercise with Wallace!

Restarting in the FALL

Classes run every Tuesday & Thursday 10AM—  
10:45AM in the Rec Centre Auditorium  
Exercises can be modified for all abilities