

Mission Health Services Community Profile

Presented by:

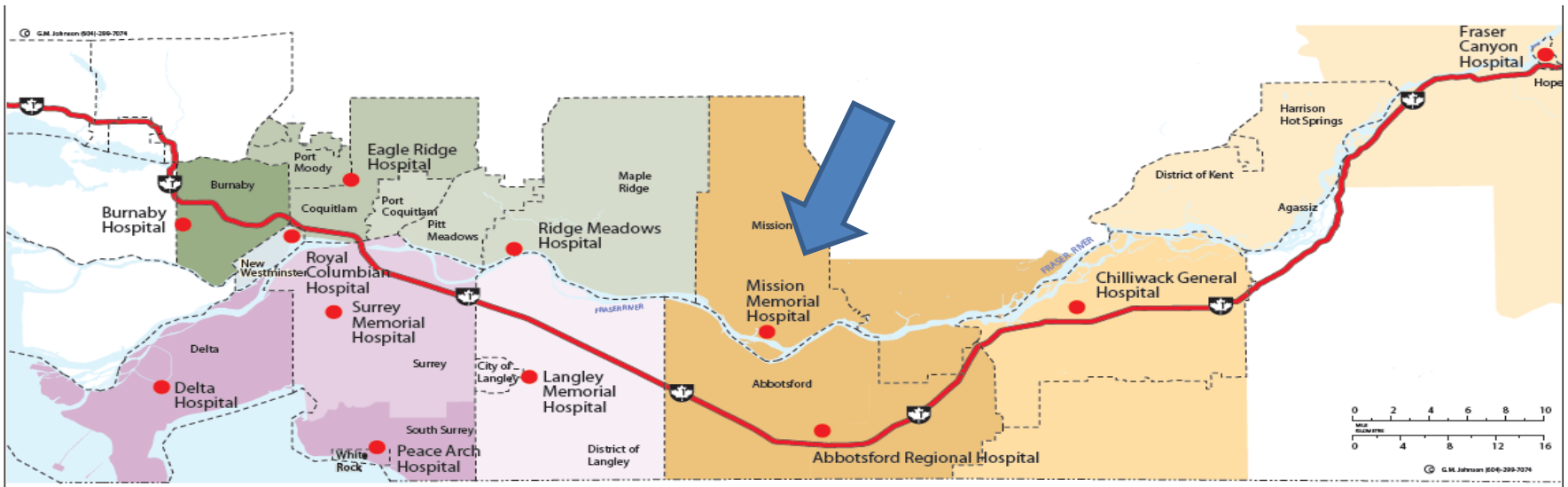
Valerie Spurrell, Executive Director
Mission Memorial Hospital

Dr. Andrew Edelson, Site Medical Director
Mission Memorial Hospital

Irene Sheppard, Executive Director
Abbotsford and Mission Health Services

February 15, 2017

The Community We Serve



- City of Mission
- Population: 43,176 people (2016)
- 10% population growth is expected by 2024
- 45% growth in the senior's population (65+ years old) by 2024

Data source: BC Stats and Fraser Health's Community Health Atlas

What I Do Matters.

Mission Community Profile

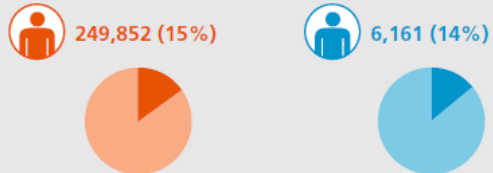
MISSION SENIOR COMMUNITY PROFILE



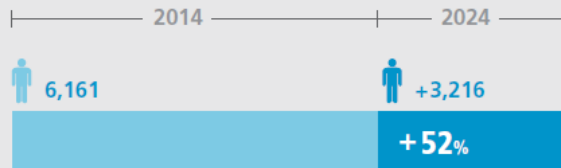
FRASER HEALTH MISSION

POPULATION STATISTICS¹

SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024



Data Sources

1. BC Stats, BC Ministry of Labour and Citizens' Services, P.E.O.P.L.E. 2013 projections
2. Statistics Canada Census, 2011
3. Statistics Canada National Household Survey, 2011, Low Income Measure-After Tax (LIM-AT)
4. Statistics Canada National Household Survey, Aboriginal Population Profile, 2011
5. Statistics Canada, Census 2011

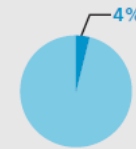
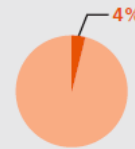
NOTE: Seniors defined as those 65 and older

HOUSING & AFFORDABILITY

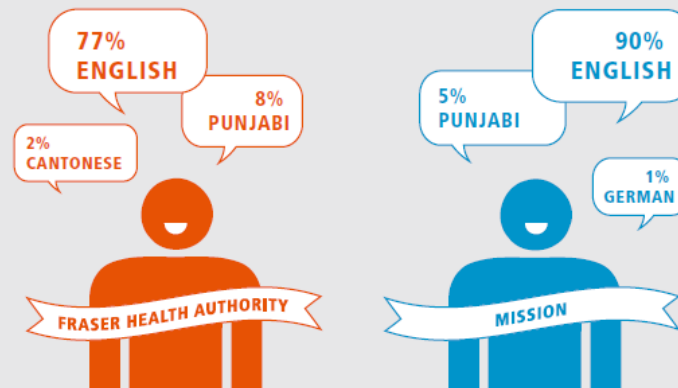


MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011⁴



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011⁵



Health Status

My Health My Community, 2013-14 Survey (self-reported)

	Fraser Health (n = 15,427)	Mission (n = 569)
✓ General health (excellent/very good)	47.5%	48.6%
Mental health (excellent/very good)	58.8%	58.1%
Obesity (BMI 30+)	27.2%	32.9%
High blood pressure	19.5%	23.0%
✓ Heart disease	5.0%	3.7%
Chronic breathing condition	7.3%	8.4%
✓ Cancer (lung, breast, prostate, colorectal)	3.0%	2.3%
✓ Diabetes	8.8%	7.9%
Mood or anxiety disorder	16.7%	28.2%

Mission

COMMUNITY-BASED SYSTEM FOR HEALTH



Mission Community Services (2015/16)

Community

- 200 Fraser Health operated Residential Care beds
- 6,707 Home Health visits
- 1 Home Health Office

Service Volumes (2015/16)

- Home Care Nurses provided 4,629 visits to 440 clients
- Community Care Professionals provided 1,515 visits to 425 clients
- 116,933 Home Support hours were provided to 225 clients
- Occupational Therapy provided 192 visits to 138 clients
- Physiotherapy provided 178 visits to 84 clients

Services Offered

- Long Term Care Case Management
- Home Care Nursing & Support Services
- Community Rehabilitation & Social Work
- Specialized Seniors Clinic
- Older Adult Day Programs
- Respite Care
- Specialized Palliative Care Team
- Residential Care and Assisted Living
- Mental Health and Substance Use
- Public Health and Environmental Health



Community Partnerships

- Mission Division of Family Practice
 - Collaborative Services Committee
- City of Mission
 - Community Wellness Committee
- Mission Community Services
 - Refugee Settlement
 - Volunteer Hub Partnership



Support For Our Community

- Frail Seniors Initiative
 - Home First
 - Expanded Response
- Community Health Centre
 - Primary Care Centre for Collaboration



Mission Memorial Hospital



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Mission Memorial Hospital

(2015-16)

Mission Campus of Care

- 45 funded acute care beds
- 200 bed residential care
- 10 bed hospice
- Community Health Centre
 - Home Health
 - Public Health
 - Mental Health

Service Volumes (2015-16)

- 20,124 Emergency Department visits
- 4,816 Ambulatory care visits
- 1,248 Endoscopy cases
- 1,383 Patients admitted to hospital

Services Offered:

- 24/7 Emergency Services
- Inpatient Units
- Outpatient Services
 - Cardiac Clinic
 - Pulmonary Function Testing
 - Endoscopy
 - IV Therapy
- Family Practice
- Diagnostics Services
 - Lab
 - Medical Imaging

Our Health Care Report Card

Mission Memorial Hospital

Fiscal Period: FP08, 201617- Ending Nov 03, 2016

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
QUALITY AND SAFETY						
1	** In-Hospital Clostridium Difficile Infection (CDI) Incidence	Apr-Nov 2016	6.0	5.1	●	↓
2	In-Hospital Methicillin-Resistant Staphylococcus Aureus (MRSA) Incidence	Apr-Nov 2016	7.0	6.7	●	↓
3	Hand Hygiene Compliance	Apr-Nov 2016	80%	85.4%	●	↑
4	** In-Hospital Sepsis Rate	Apr-Aug 2016	1.7	0.0	●	↓
5	** Medication Reconciliation at Hospital Admission	Apr-Aug 2016	75%	84.7%	●	↑
6	** In-Hospital Acquired Pneumonia Rate (Age 55+)	Apr-Aug 2016	11.3	12.8	◆	↓
7	** In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	Apr-Aug 2016	8.4	12.8	◆	↓
8	Hospital Standardized Mortality Ratio	Apr-Jun 2016	90	61	●	↓
CAPACITY FOR CARE ACROSS ALL SECTORS						
9	Time Spent in Emergency by Admitted Patients	Apr-Nov 2016	35.5	27.3	●	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Nov 2016	3.0	1.3	●	↓
11	* Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2015	0.95	1.04	▲	↓
12	Long Stay Patients	Apr-Nov 2016	N/A	10.7		↓
13	* Alternate Level of Care Days	Apr-Aug 2016	10%	44.5%	◆	↓
STAFF						
14	Sick Time Rate	Apr-Nov 2016	5.0%	4.7%	●	↓
15	Overtime Rate	Apr-Nov 2016	3.0%	3.9%	◆	↓
16	WorkSafeBC (WSBC) Claims Rate	Jan-Mar 2016	7.0	3.3	●	↓
BUDGET ACCOUNTABILITY						
17	Budget Performance Ratio	Apr-Nov 2016	1.000	1.001	▲	↓

Mission Community

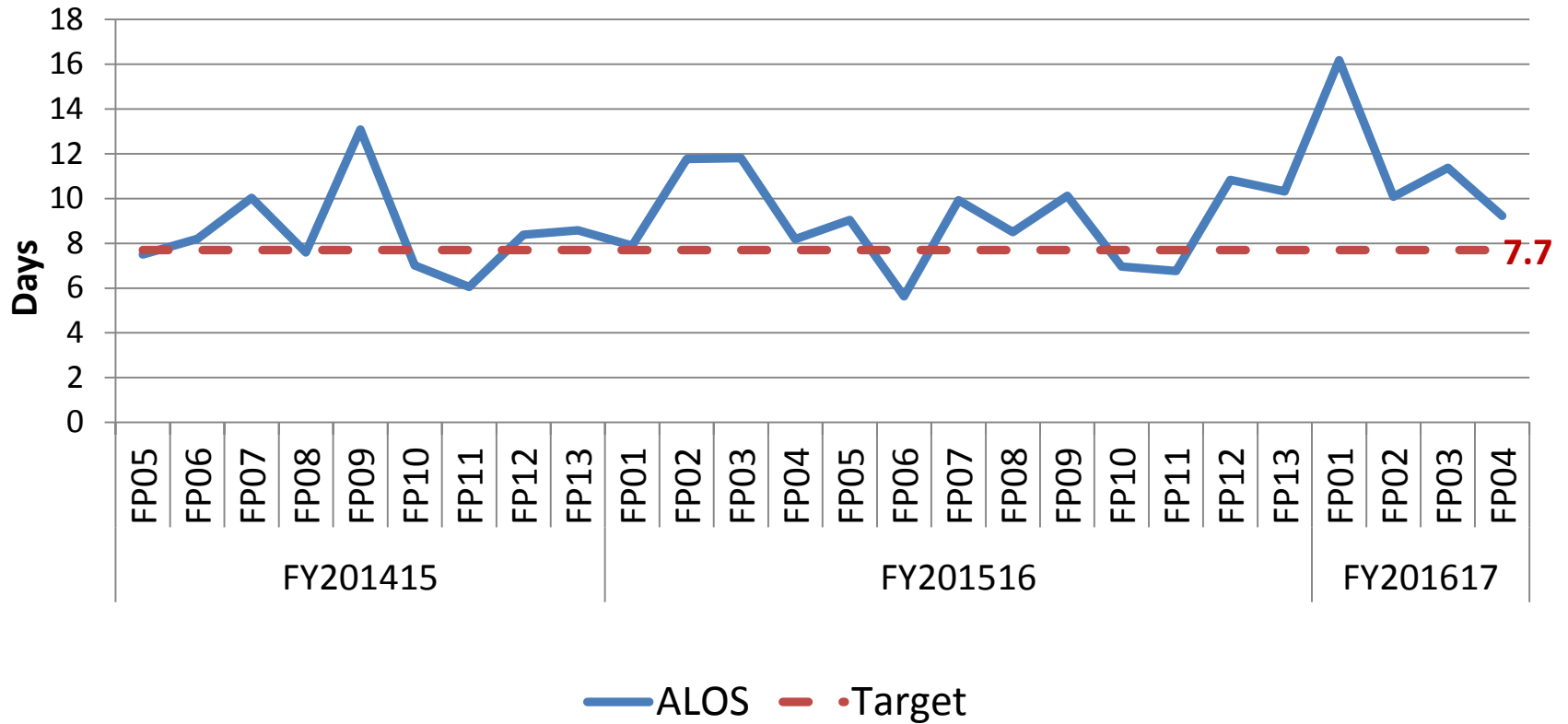
1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Jun 2016	2.0%	1.3%	●	↓
2	* Readmission Rates Utilization (Emergent/Urgent), All Causes	2015/2016	10%	10.0%	●	↓
3	* Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2016	12.4%	11.0%	●	↓
4	Low Acuity Emergency Visits by Community	Apr-Nov 2016	105.6	154.5	◆	↓
5	Home Health Services Provided Within Benchmark Time	Apr-Nov 2016	37%	41.5%	●	↑
6	Wait Time for Home Health Assessment	Apr-Nov 2016	30.0	26.6	●	↓
7	Admissions to Residential Care within 30 Days	Apr-Nov 2016	63%	48.5%	◆	↑
8	Emergency Visits by Home Health Clients	Apr-Sep 2016	75.8	118.0	◆	↓
9	Emergency Visits by Residential Care Clients	Apr-Sep 2016	33.0	58.4	◆	↓

KPI Count By Status

Meeting Target	●	15
Within 10% of Target	▲	2
Not Meeting Target	◆	8

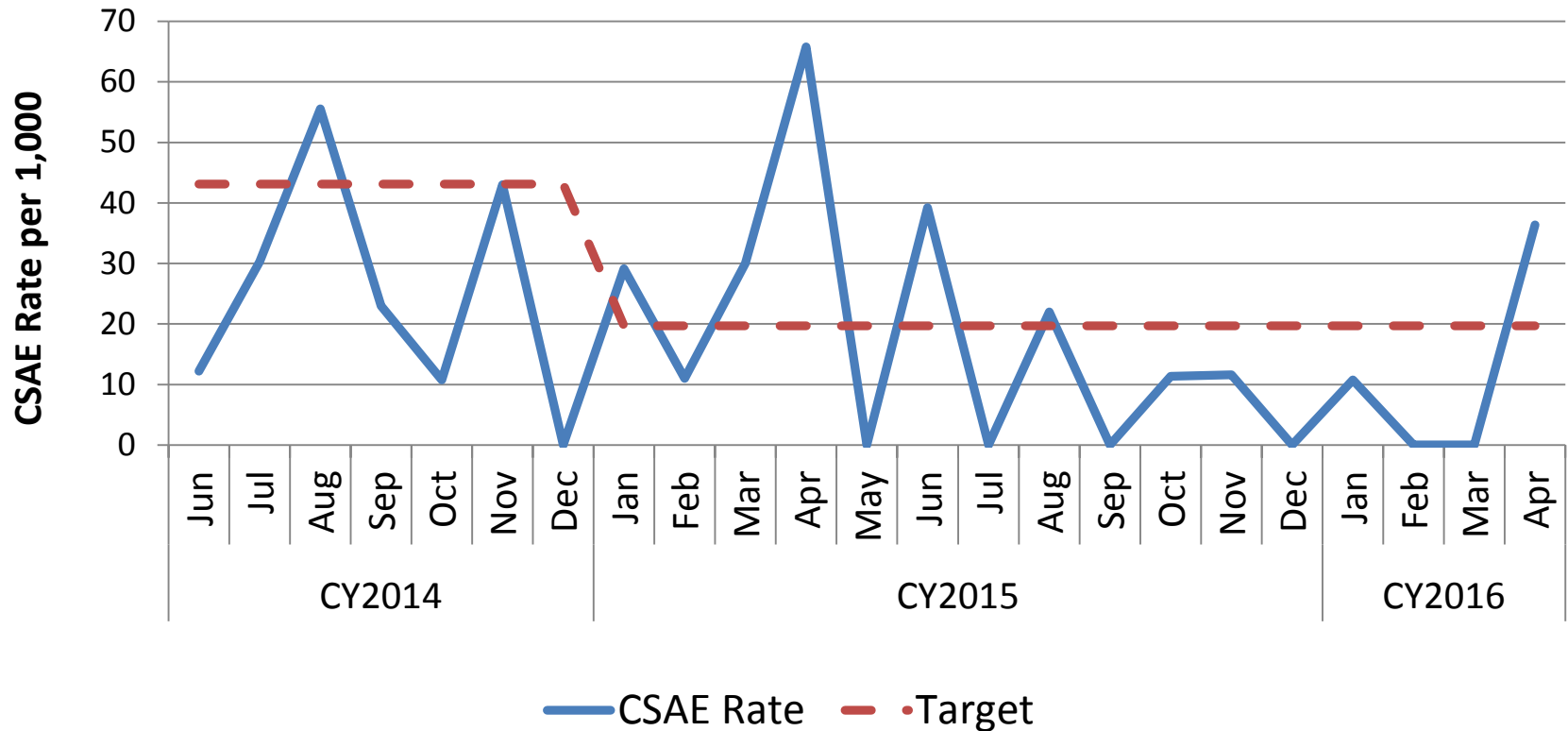
Improving Capacity

Mission Memorial Hospital- Average Length of Stay



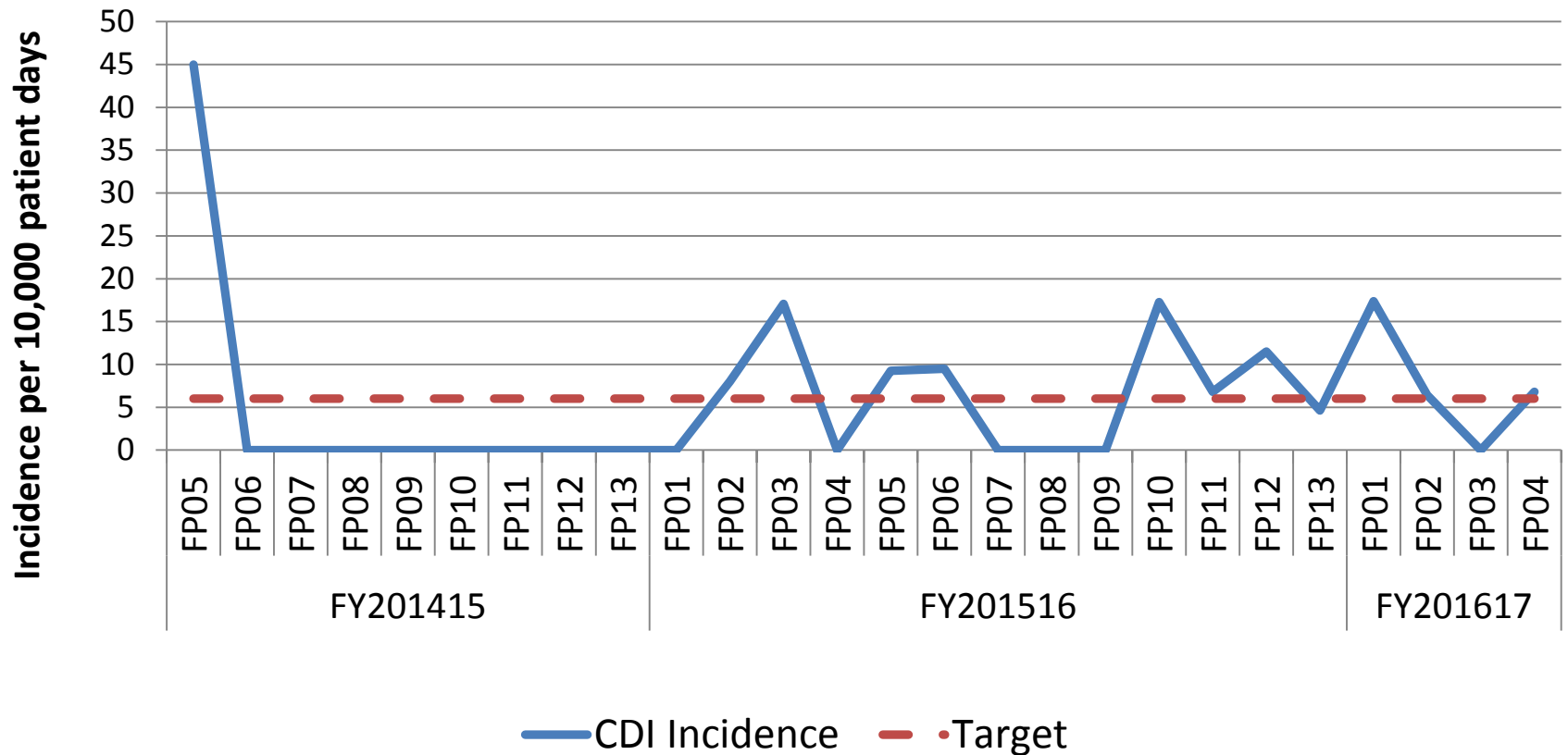
Improving Quality and Safety

Mission Memorial Hospital- Care Sensitive Adverse Events
(Rate per 1,000 Hospitalizations, Age 55+)

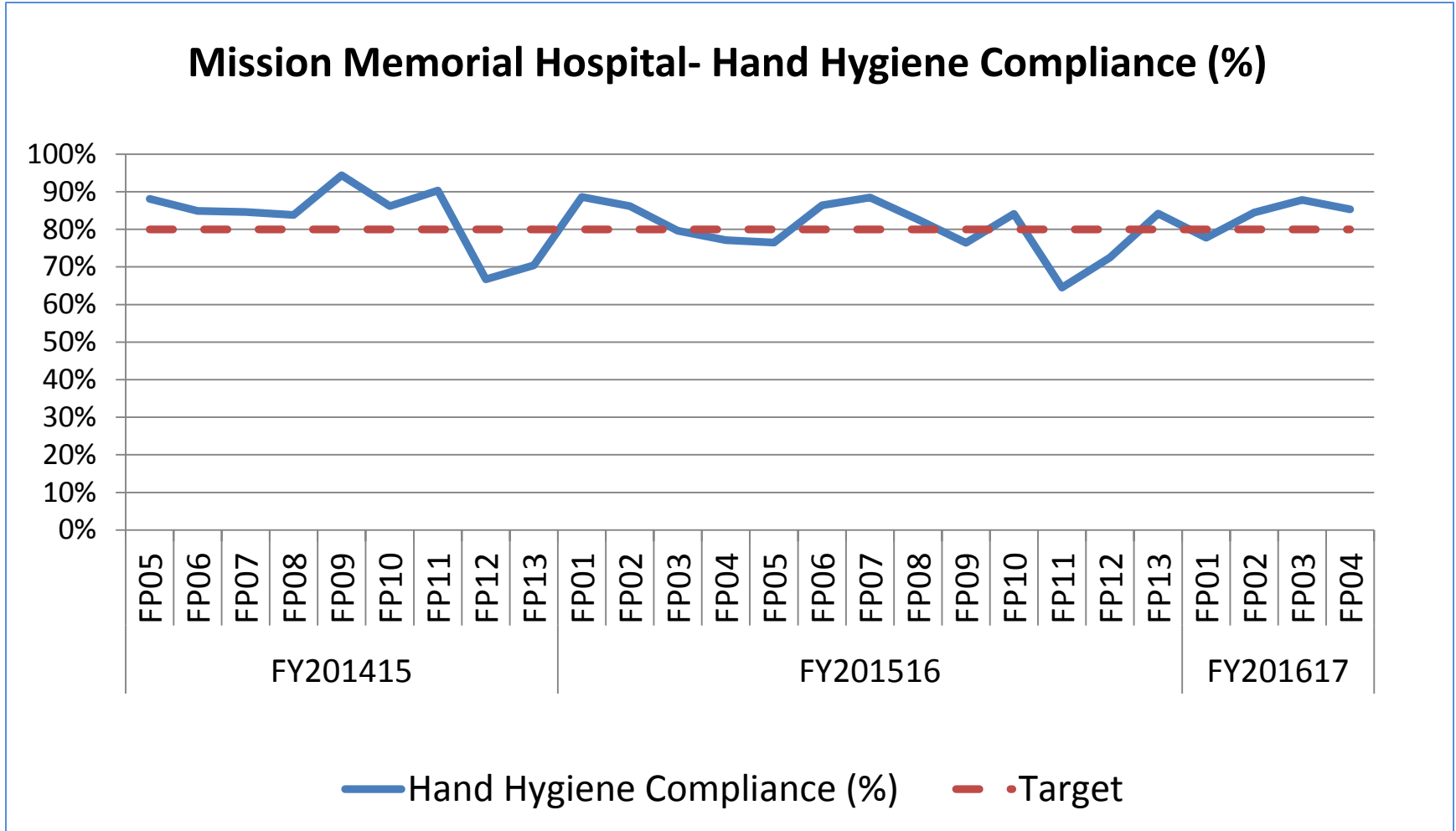


Improving Quality and Safety

Mission Memorial Hospital- Facility-Associated Clostridium Difficile Infection (CDI) Incidence



Improving Quality and Safety



Mission Mental Health and Substance Use Services

Emergency Department:

- Psychiatric Liaison Nurse
- Psychiatrist Consultation

Community Mental Health Services include:

- Assertive Community Treatment Team
- Short Term Assessment and Treatment for Depression and Anxiety
- Group Therapy Services
- Case Management Services for clients with serious and persistent mental illness
- Mental Health Services to Older Adults
- Psychiatric Urgent Response Clinic to support Family Physicians
- Licensed Residential and Assisted Living Mental Health resources in Mission
- Outpatient Addictions Counselling
- Access to detox services through the Riverstone Home and Mobile Detox Program

Mission Hospital Investments

- New medication room and Pyxis machine – approx. \$100,000
- Ceiling lift installations in inpatient units and Emergency Department – approx. \$200,000
- Fire Alarm upgrade – \$280,000
- Energy & greenhouse gas emission reductions – \$741,000
- Pleasant View Campus of Care (MHSU) - \$1,765,000
- Community Health Centre Expansion - \$2,730,000
- The Residence in Mission (TRIM) – \$32,387,000

Mission Hospital Auxiliary Volunteers

The Mission Hospital Auxiliary was formed in 1920 and provides many services including:

- Ambulatory Day Care reception, Candy Strippers, emergency wear kits, equipment loans, gift shop, TV rentals, The Cottage Thrift Store, tray favours and visitor reception desk

They have donated \$340,000 for equipment and renovations in 2015.

In 2015, 132 Auxiliary volunteers provided 27,349 hours of service.

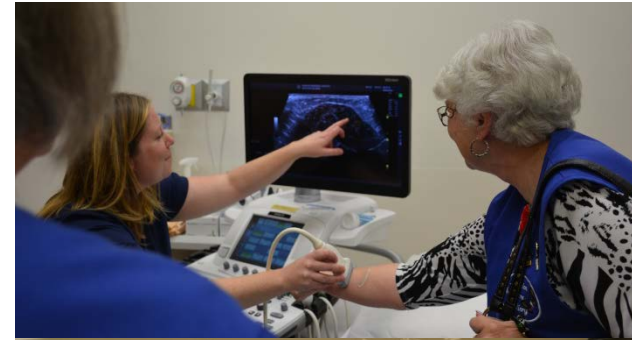


Fraser Valley Health Care Foundation

Mission: The Fraser Valley Health Care Foundation works with the community to support the local hospital and programs run by Fraser Health.

Since 2000, The Fraser Valley Health Care Foundation has raised over \$4.1 million to help improve the care and well-being of the Mission Community.

- In 2016 we have allocated \$288,806 to Mission for scopes and related equipment.



What I Do Matters.



THANK YOU