

New Westminster Health Services Community Profile

Presented by:

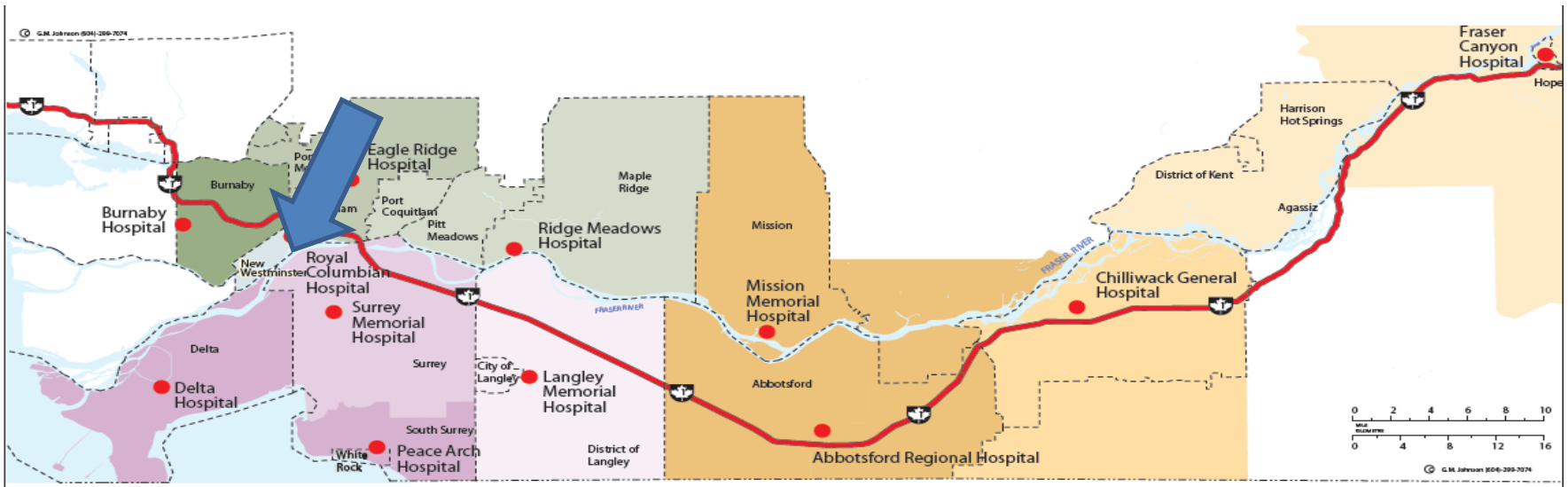
Darlene MacKinnon, Executive Director
Royal Columbian Hospital

Dr. Winston Gittens, Site Medical Director
Royal Columbian Hospital

June 14, 2017

Lisa Zetes-Zanatta
Executive Director, New Westminster, Tri-Cities Communities and Eagle Ridge Hospital

The Community We Serve



- City of New Westminster
- Population: 70,996 people (2014)
- 11% population growth is expected by 2024
- 53% growth in our aging population (65+ years old) by 2024

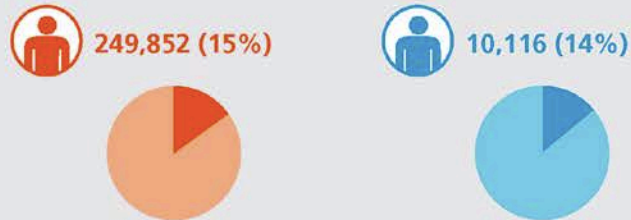
Data source: BC Stats and Fraser Health's Community Health Atlas

What I Do Matters.

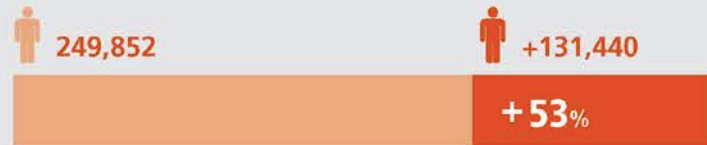


POPULATION STATISTICS¹

SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024



2014 ————— 2024



Data Sources

- 1. BC Stats, BC Ministry of Labour and Citizens' Services, PE 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



SENIORS LIVING ALONE, 2011²

23% **39%**

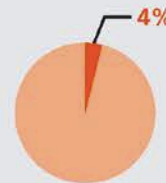


LOW INCOME SENIORS, 2011³

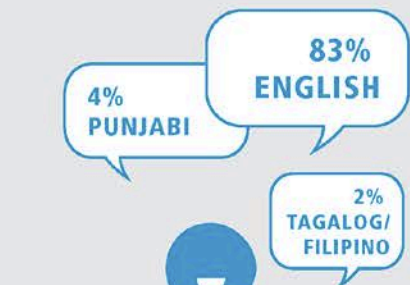
14% **16%**

MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011⁴



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011⁵





HEALTHCARE UTILIZATION & MORTALITY



SENIOR HOSPITALIZATION RATES PER 1,000 PERSONS, FY 2011-12⁶



232



260



SENIOR CANCER MORTALITY RATES PER 10,000 PERSONS, 2007-2011⁷



95



121



SENIOR EMERGENCY ROOM (ER) UTILIZATION RATES PER 1,000 PERSONS, FY 2012-13⁸



570

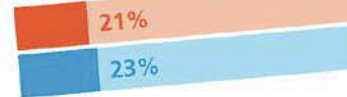


517

People may repeatedly visit an ER more than once a year. This may result in ER utilization rates greater than 1,000.

CHRONIC DISEASE PREVALENCE, FY 2011-12⁹

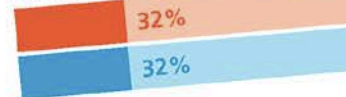
Osteoporosis



History of Stroke Hospitalization



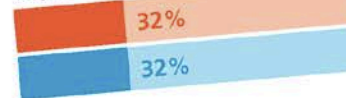
Osteoarthritis



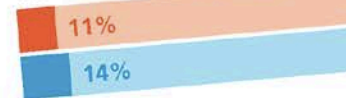
Dementia



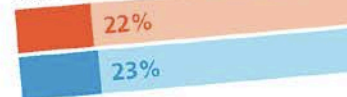
Depressive Symptoms



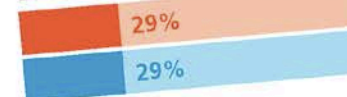
COPD



Cardiovascular Disease



Diabetes



FY = Fiscal Year

Data Sources

6. CHI Discharge Abstract Database, FY 2011-12. Includes patients hospitalized in non-Fraser Health hospitals

7. BC Cancer Agency 2011 Regional Cancer Report, 2007-2011

8. Fraser Health, Meditech, FY 2012-13. PE.O.P.L.E 2012 projections. Includes patients seen in non-Fraser Health hospitals

9. 2013 Ministry of Health Chronic Disease registries, FY 2011-12

NOTE: Seniors defined as those 65 and older

Health Status

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

	Fraser Health (n = 15,427)	New Westminster (n = 1,085)
General health (excellent/very good)	47.5%	46.0%
Mental health (excellent/very good)	58.8%	57.1%
✓ Obesity (BMI 30+)	27.2%	26.8%
✓ High blood pressure	19.5%	19.2%
✓ Heart disease	5.0%	4.7%
Chronic breathing condition	7.3%	7.9%
Cancer (lung, breast, prostate, colorectal)	3.0%	3.2%
Diabetes	8.8%	10.8%
Mood or anxiety disorder	16.7%	20.7%

New Westminster

COMMUNITY-BASED SYSTEM FOR HEALTH



New Westminster Community Services (2016/17)

Community

- 170 Fraser Health operated residential care beds
- 237 Contracted residential care beds
- 17,770 Home Health visits
- 1 Home Health Office

Service Volumes (fiscal year)

- Home Care Nurses provided 13,078 visits to 649 clients
- Case Managers provided 2,776 visits to 717 clients
- 186,041 Home Support hours were provided to support clients at home

Services Offered

- Home Care Nursing
- Home Support Services
- Transitional Care
- Specialized Palliative Care Team
- Residential Care
- Long Term Care Case Management
- Rapid response services



Community Partnerships

- Fraser Northwest Division of Family Practice
 - Collaborative Services Committee
 - Unified Clinical Information Network
- Primary Care Nursing Model
 - In and Out of Hospital Care Management Function Redesign
- Safety Net Clinic
- Chronic Pain Management Service

Royal Columbian Hospital



Coming in 2020



Coming in 2024

Royal Columbian Hospital

(2016)

Royal Columbian Hospital Campus of Care

- 450 funded acute care beds

Service Volumes (2013/14)

- 75,246 Emergency Department visits
- 24,833 inpatient cases
- 16,130 surgical day care cases
- 171,708 ambulatory care visits

Services Offered:

- 24/7 Emergency Services
- Level 1 Trauma with neurology, vascular and cardiac services
- Critical Care
- General and internal medicine
- General and specialized surgery
- Level 1 & 2 obstetrics
- Neonatal intensive care
- Adult psychiatry
- Outpatient services
- Diagnostics services

Our Health Care Report Card

Royal Columbian Hospital

Report Generated : February, 2017

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction	Trend
MONTHLY							
CAPACITY FOR CARE ACROSS ALL SECTORS							
1	Average In Hospital Length of Stay in Days	Apr2016-Jan2017	7.0	7.54	▲	↓	
2	Long Stay Patients Staying Over 30 Days	Apr2016-Jan2017	N/A	52.2		↓	
3	* Alternate Level of Care Days	Apr-Oct 2016	10%	4.8%	●	↓	
4	* Emergency Patients Admitted to Hospital Within 10 Hours	Jan,2017	55%	40.9%	◆	↑	
5	Number of Admitted Patients Awaiting Inpatient Bed Placement (Including Emergency Admits)	Apr2016-Jan2017	16.5	16.4	●	↓	
QUALITY AND SAFETY							
6	* Care Sensitive Adverse Events Rate per 1,000 Hospitalizations (Age 55+)	Jan-Sep 2016	31.3	31.78	▲	↓	
7	* Percent of Hip Fracture Fixations Completed Within 48 Hours	Apr2016-Jan2017	90%	85.0%	▲	↑	
8	Facility-Associated Clostridium Difficile Infection (CDI) Incidence	Apr2016-Jan2017	6.0	3.8	●	↓	
9	Facility-Associated Methicillin-Resistant Staphylococcus Aureus (MRSA) Incidence	Apr2016-Jan2017	7.0	6.1	●	↓	
10	Hand Hygiene Compliance (%)	Apr2016-Jan2017	80%	88.7%	●	↑	
STAFF							
11	Sick Time Rate	Apr2016-Jan2017	5.0%	5.24%	▲	↓	
12	Overtime Rate	Apr2016-Jan2017	3.0%	3.99%	◆	↓	
13	Difficult to Fill Vacancies	Apr2016-Jan2017	1.6%	1.26%	●	↓	
BUDGET ACCOUNTABILITY							
14	Budget Performance (Net Variance to Budgeted Expenditure Ratio)	Apr2016-Jan2017	1.000	1.035	▲	↓	
15	Direct Care Hours Per Patient Day (Acute Nursing Inpatient)	Apr2016-Jan2017	6.7	9.09	◆	↓	
16	Expenditures Per Separation (All Acute)	Apr2016-Jan2017	\$11,250	\$14,537	◆	↓	
QUARTERLY							
CAPACITY FOR CARE ACROSS ALL SECTORS							
17	* Average Length of Stay /Expected Length of Stay (ALOS/ELOS)	Apr-Sep 2016	0.95	0.90	●	↓	
QUALITY AND SAFETY							
18	Hospital Standardized Mortality Ratio	Apr-Jun 2016	90	104	◆	↓	
19	* Emergency Patient Experience	2014/2015	90%	70.6%	◆	↑	
STAFF							
20	++ WorkSafeBC (WSBC) Claims Duration	Apr-Jun 2016	28	30.9	◆	↓	
21	++ WorkSafeBC (WSBC) Claims / 100 FTE	Apr-Jun 2016	7.0	5.8	●	↓	
ANNUALLY							
STAFF							
22	Employee Engagement	2013/2014	3.75	3.47	▲	↑	

Status Legend:

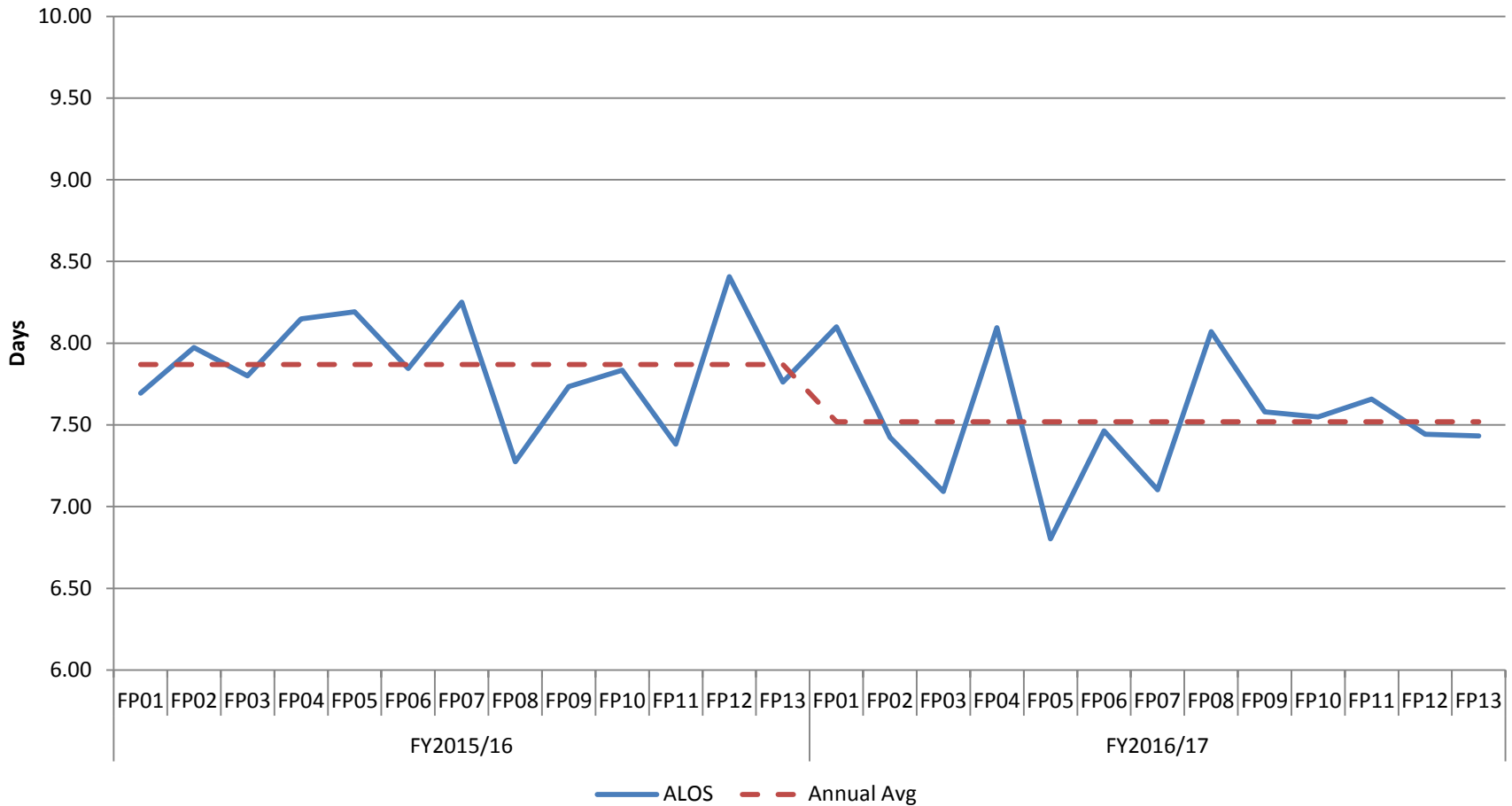
- Meeting Target
- ▲ Within 10% of Target
- ◆ Outside Target range by more than 10%

All measures reported on YTD (Year-to-Date) basis

- * Ministry of Health Measure
- ++ Measures Reported by Single Quarter

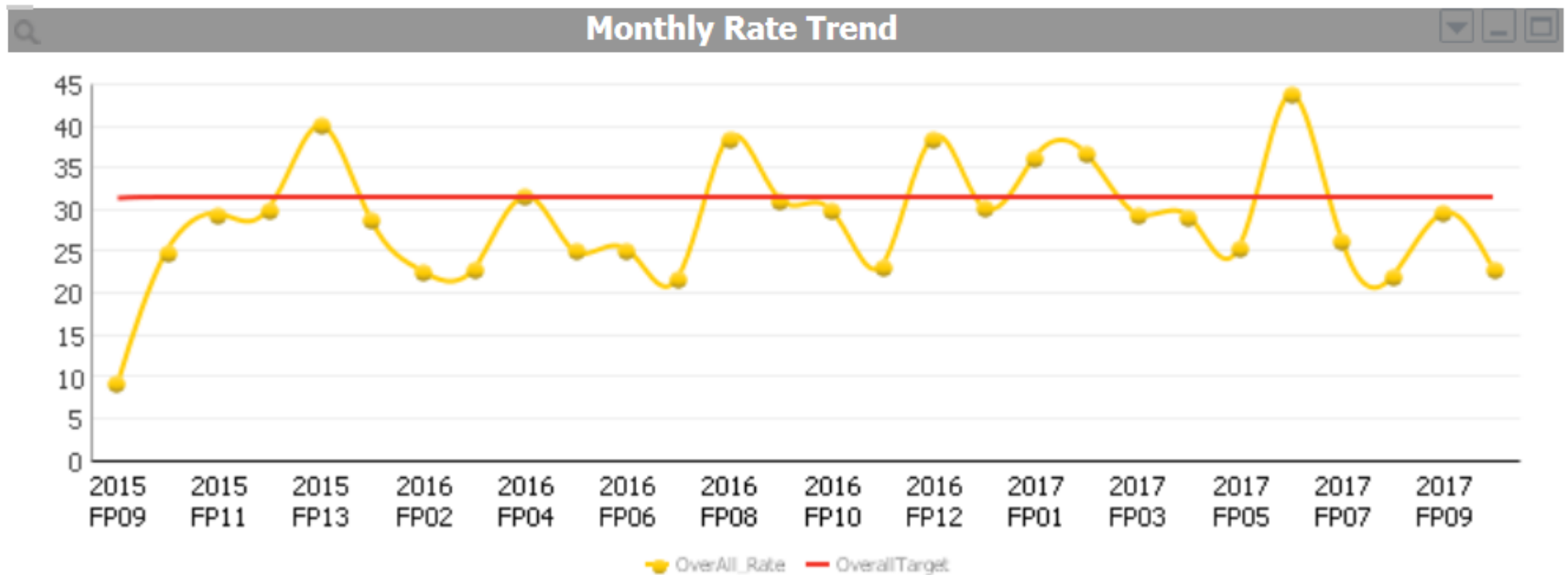
Improving Capacity

Royal Columbian Hospital - Average Length of Stay



Improving Quality and Safety

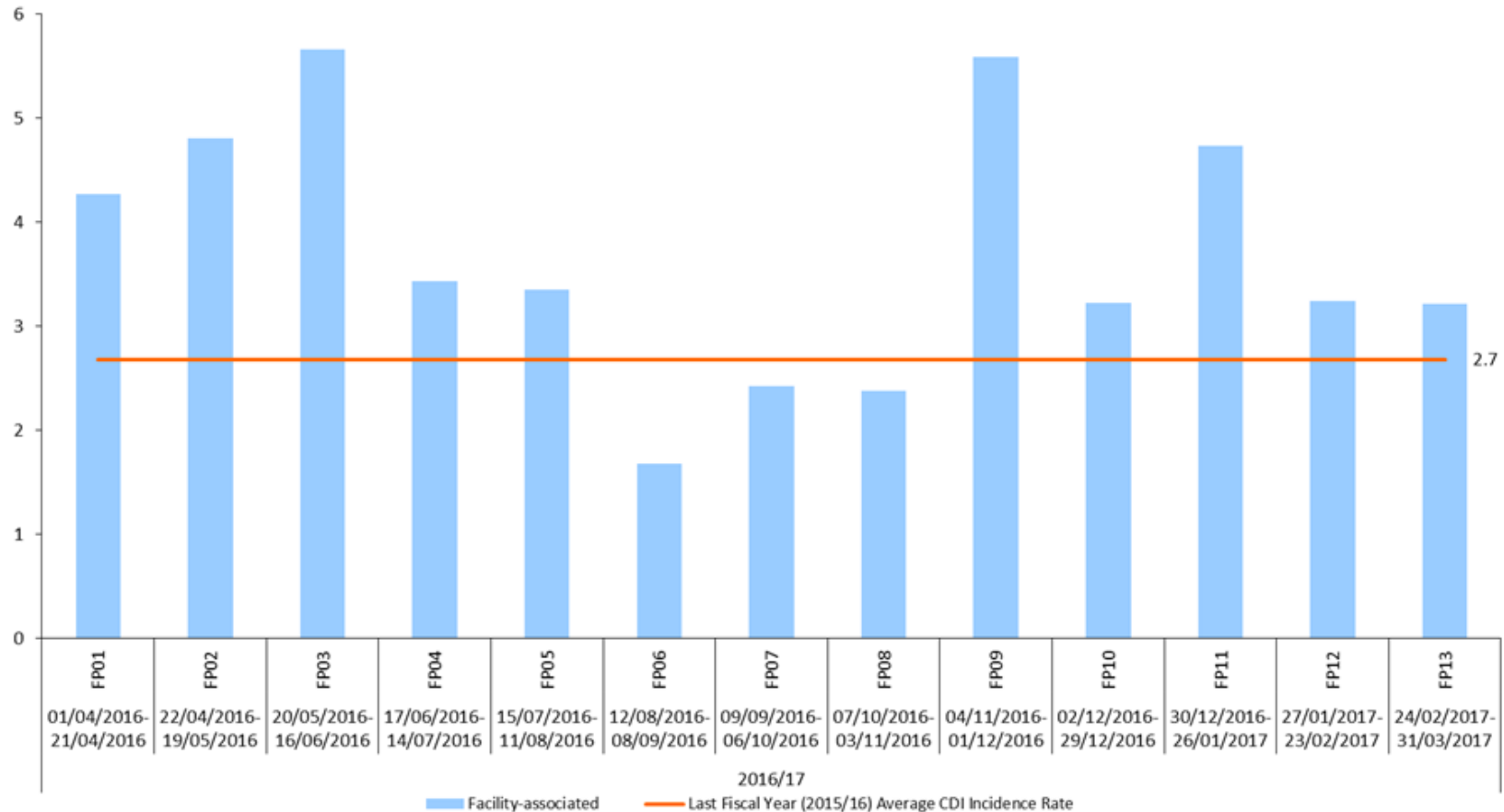
Royal Columbian Hospital Care Sensitive Adverse Events (rate per 1,000 Hospitalizations, Age 55+)



Improving Quality and Safety

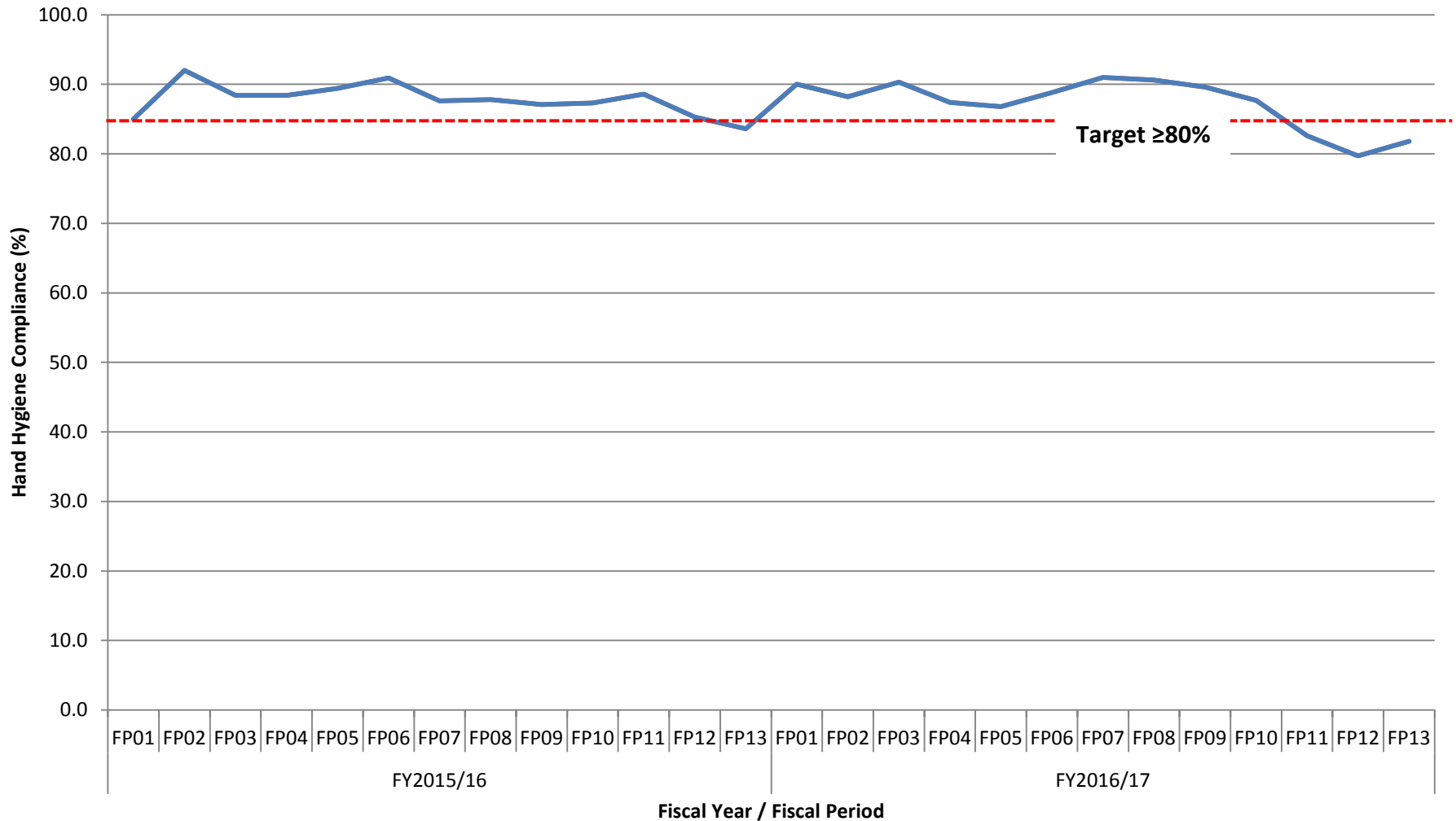
Facility-associated Acute Care CDI Incidence per 10,000 patient days, RCH

Incidence Rate



Improving Quality and Safety

Hand Hygiene Compliance for Royal Columbian Hospital by Fiscal Period and Fiscal Year



New Westminster Mental Health and Substance Use Services

Royal Columbian Hospital

- Psychiatric Emergency Zone (Psychiatric Liaison Nurses, Psychiatrist Consultation)
- Psychiatric Urgent Response Clinic for patients diverted from the ED
- Consultation clinics: General Psychiatry, Reproductive Mental Health, Adolescent Psychiatry
- Regional Neuropsychology Services
- Group therapy services
- Early Psychosis Intervention Program (for those between 13 to 30 years old)
- Psychosis Treatment Optimization Program (provides additional supports for individuals living with psychosis who have not responded well to previous treatments)

New Westminster Mental Health and Substance Use Services

Community Mental Health & Use Services

- Assertive Community Treatment Team (ACT)
- Integrated Transition Care Team (for patients discharged from inpatient psychiatric units)
- Short Term Assessment and Treatment for depression and anxiety
- Group Therapy Services
- Case Management services for clients with serious and persistent mental illness
- Short-term assessment and treatment for older adults with psychiatric issues
- Rapid Access to Psychiatric Consultation
- Community Rehabilitation services
- Residential and Assisted Living Mental Health resources
- Outpatient Addictions Counselling Services

Royal Columbian Hospital Investments

- RCH Phase 1/2/3 Redevelopment - \$1.35B
- Emergency Room Renovation (Trauma, MHSU) - \$5.5M
- Cardiac Cath Lab (Equipment and Reno) - \$3.3M
- Bronchoscopy Suite - \$300,000
- Operating Room Renovations - \$1.0M
- Infection Control Renovation - \$1.5M
- Pneumatic Tube System Replacement - \$1.3M
- Pharmacy Department Renovation - \$1.7M
- Automated Drug Distribution System - \$6.8M
- Elevator Upgrades - \$3.5M

Royal Columbian Hospital Volunteer Resources

(2016/17)

RCH volunteers perform a variety of services and activities to improve the patient experience including:

- Gift Shop, Lottery Booth
- New to You Thrift Store
- Information/Wayfinding
- Pet Therapy Program
- VolunTEEN
- Over 18,000 heart pillows for post cardiac surgery patients

Over 350 volunteers provide approximately 38,000 hours of service per year.



Royal Columbian Hospital Foundation

- Foundation is working with donors to make a substantial multi-million contribution in support of the hospital's redevelopment
- This includes a \$9.1 million fundraising goal for mental health redevelopment. BMO Financial Group has come on board with a \$1 million pledge
- The Foundation also recently funded a \$3.3 million upgrade to the cardiac catheterization lab – the busiest in the province.



THANK YOU