

South Surrey and White Rock Health Services Community Profile

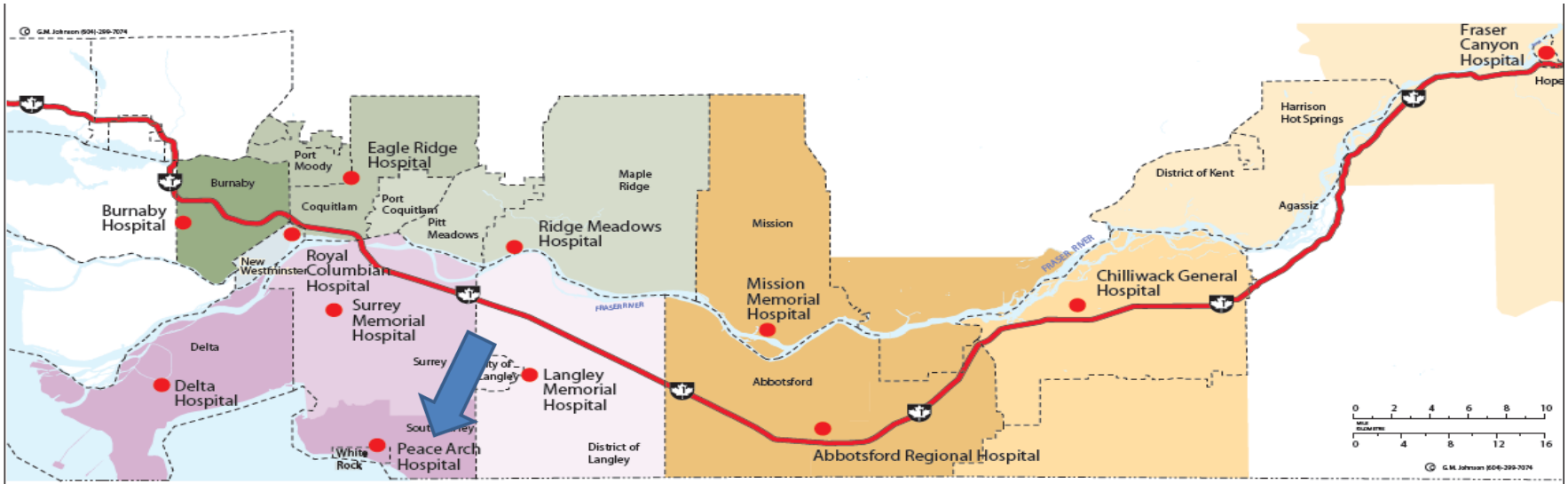
Presented by:

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Peace Arch Hospital, South Surrey and White Rock Health Services

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Peace Arch Hospital

February 7, 2018

The Communities We Serve



- City of White Rock and Community of South Surrey
- Population: 95,846 people (2016)
- 20% population growth is expected by 2024
- 33% growth in our aging population (65+ years old) by 2024

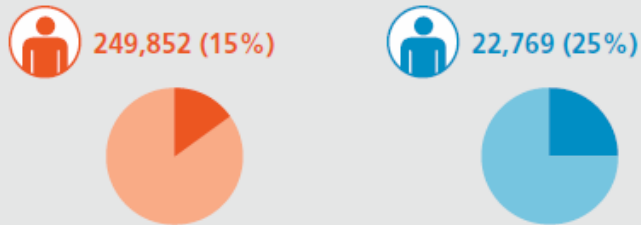
Data source: BC Stats and Fraser Health's Community Health Atlas

What I Do Matters.

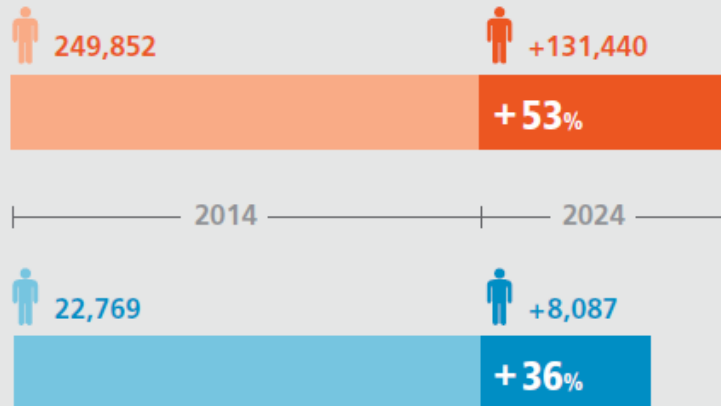
FRASER HEALTH **SOUTH SURREY/WHITE ROCK**

POPULATION STATISTICS¹

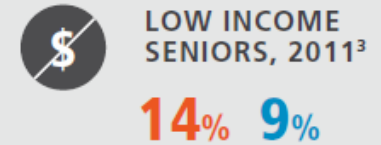
SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024

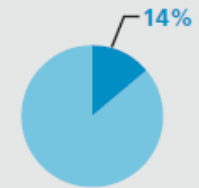
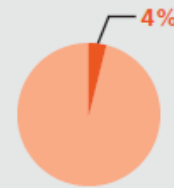


HOUSING & AFFORDABILITY

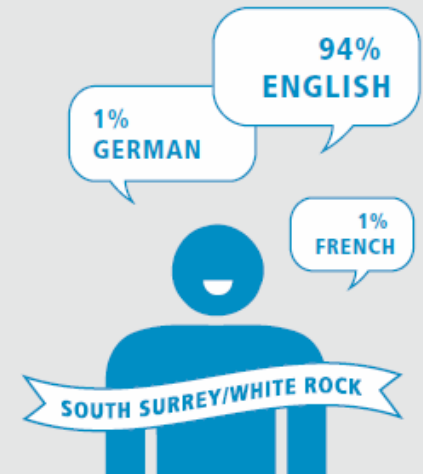


MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011⁴



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011⁵



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



HEALTHCARE UTILIZATION & MORTALITY

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



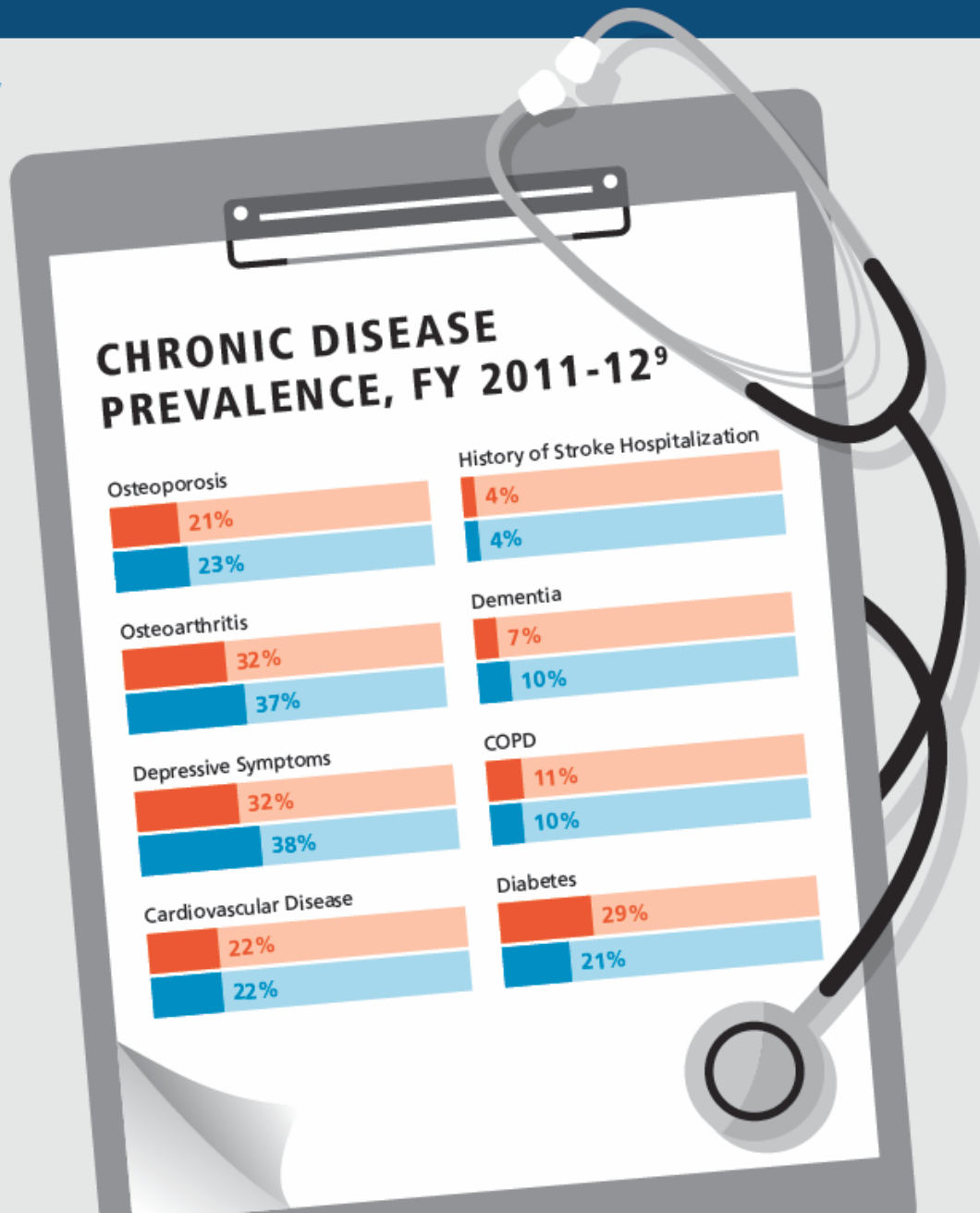
ⓧ SENIOR CANCER MORTALITY RATES PER 10,000 PERSONS, 2007-2011⁷



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



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



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, Medtech, FY 2012-13. P.E.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)	South Surrey and White Rock (n = 715)
✓ General health (excellent/very good)	47.5%	54%
✓ Mental health (excellent/very good)	58.8%	68%
✓ Obesity (BMI 30+)	27.2%	22%
High blood pressure	19.5%	23%
✓ One or more chronic conditions	30.6%	10%
✓ Stress – extremely/quite stressed	18.6%	18%
Arthritis	13.9%	18%
✓ Mood or anxiety disorder	16.7%	13%

South Surrey and White Rock COMMUNITY-BASED SYSTEM FOR HEALTH



South Surrey and White Rock Community Services

2016/2017

Community

- 234 Fraser Health operated residential care beds
- 672 contracted residential care beds
- 13 Assisted Living/Independent Living/Complex Care Facilities
- 26,444 Home Health visits
- 1 Home Health Office

Service Volumes

- Home Care Nurses provided visits to 879 clients
- Case Managers provided visits to 1,266 clients
- Home Support hours were provided to support 1,024 clients at home

Services Offered

- Home Health
- Fracture Liaison Service
- Healthy Bones Clinic
- Specialized Palliative Care Team
- Maternity Clinic
- Residential Care
- Specialized Seniors Clinic



Community Partnerships

- White Rock, South Surrey Division of Family Practice
 - Collaborative Services Committee
 - Executive Directors monthly meeting
 - Peace Arch Hospital Employee Wellness Committee
 - Primary Care Collaboration
 - Patient Medical Home / Primary Care Home
- White Rock, South Surrey, Healthy Community Partnership Steering Committee
- Health Community Grant Committee
- Aboriginal Wellness Advisory Committee
- Physical Literacy
- Primary and Community Care Engagement
- Primary & Community Care Redesign
 - Primary Care Access Clinic is now on PAH campus



Peace Arch Hospital

Main Entrance



Emergency



Hospice and Residential Care 2019



Emergency and Operating Rooms 2021



Peace Arch Hospital

(2017)

Peace Arch Hospital

Campus of Care

- 171 funded acute care beds

Service Volumes

- 51,250 Emergency Department visits
- 9,438 inpatient cases
- 2,653 Surgical Day Care cases
- 119,438 Ambulatory Care visits

Services Offered

- 24/7 Emergency services
- Critical Care
- General and Internal Medicine
- General Surgery
- Level 1 Obstetrics
- Adult Psychiatry
- Acute Care for the Elderly
- Patient Assessment and Transition Home
- Outpatient services
- Diagnostic services

Our Health Care Report Card

Peace Arch Hospital

Fiscal Period: FP09, 201718- Ending Nov 30, 2017

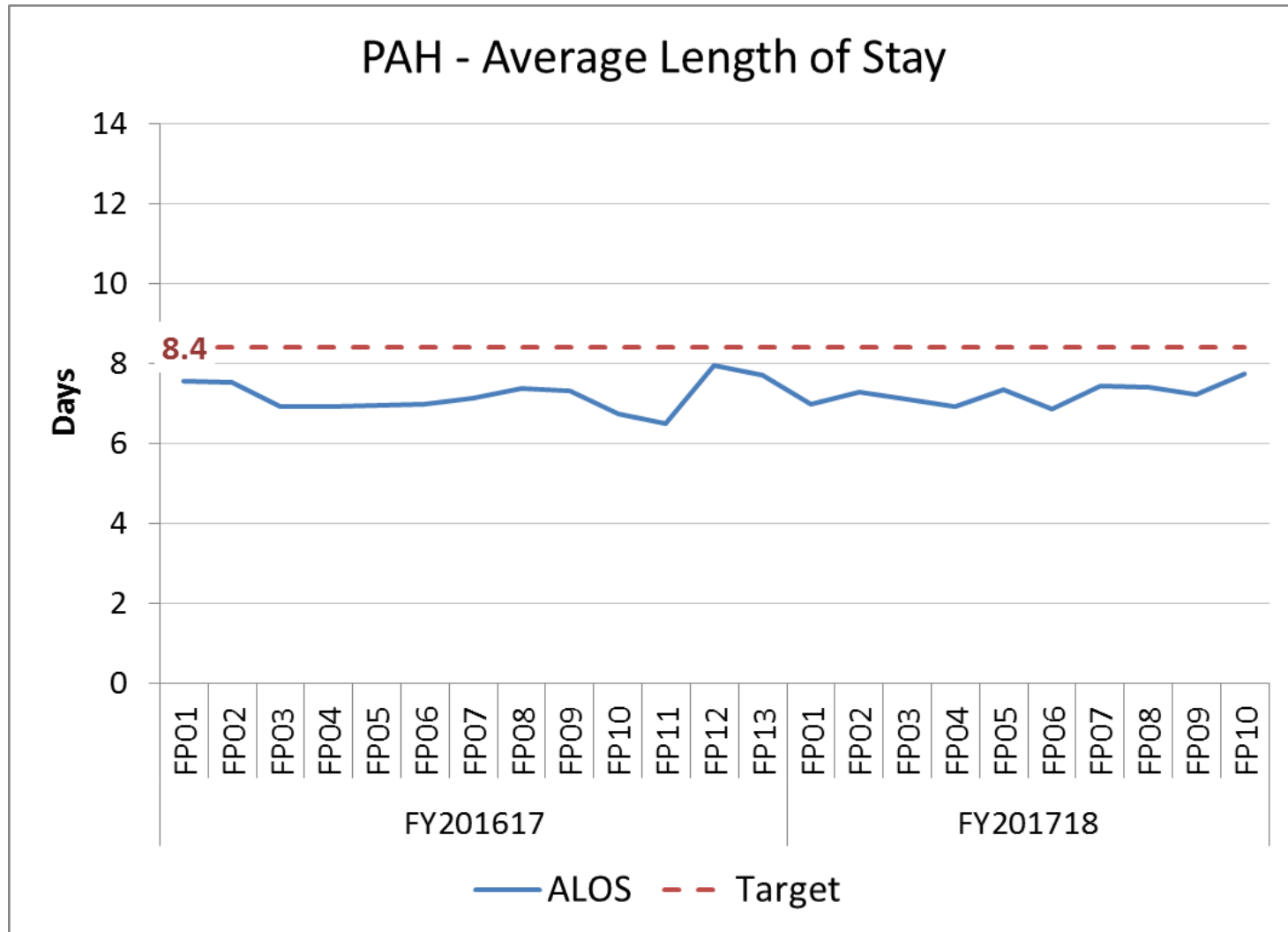
No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
QUALITY AND SAFETY						
1	In-Hospital Clostridium Difficile Infection (CDI) Incidence	Apr-Nov 2017	4.5	4.4	●	↓
2	In-Hospital Methicillin-Resistant Staphylococcus Aureus (MRSA) Incidence	Apr-Nov 2017	7.0	6.4	●	↓
3	Hand Hygiene Compliance	Apr-Nov 2017	80%	87.8%	●	↑
4	In-Hospital Sepsis Rate	Apr-Aug 2017	2.7	2.69	●	↓
5	Medication Reconciliation at Hospital Admission	Apr-Aug 2017	75%	87.3%	●	↑
6	In-Hospital Acquired Pneumonia Rate (Age 55+)	Apr-Aug 2017	8.0	15.8	◆	↓
7	In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	Apr-Aug 2017	18.2	14.7	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Jun 2017	91	75	●	↓
CAPACITY FOR CARE ACROSS ALL SECTORS						
9	Time Spent in Emergency by Admitted Patients	Apr-Nov 2017	35.5	40.9	◆	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Nov 2017	9.1	9.0	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Jun 2017	0.95	0.928	●	↓
12	Long Stay Patients	Apr-Nov 2017	N/A	32.6		↓
13	Alternate Level of Care Days	Apr-Aug 2017	10.0%	22.6%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr-Nov 2017	95%	78.4%	◆	↑
15	Non-emergency Surgeries Waiting Less Than 40 Weeks	Apr-Nov 2017	95%	88.3%	▲	↑
STAFF						
16	Sick Time Rate	Apr-Nov 2017	5.0%	5.14%	▲	↓
17	Overtime Rate	Apr-Nov 2017	3.0%	2.84%	●	↓
18	WorkSafeBC (WSBC) Claims Rate	Apr-Jun 2017	7.0	6.3	●	↓
BUDGET ACCOUNTABILITY						
19	Budget Performance Ratio	Apr-Nov 2017	1.000	1.023	▲	↓

South Surrey/White Rock Community

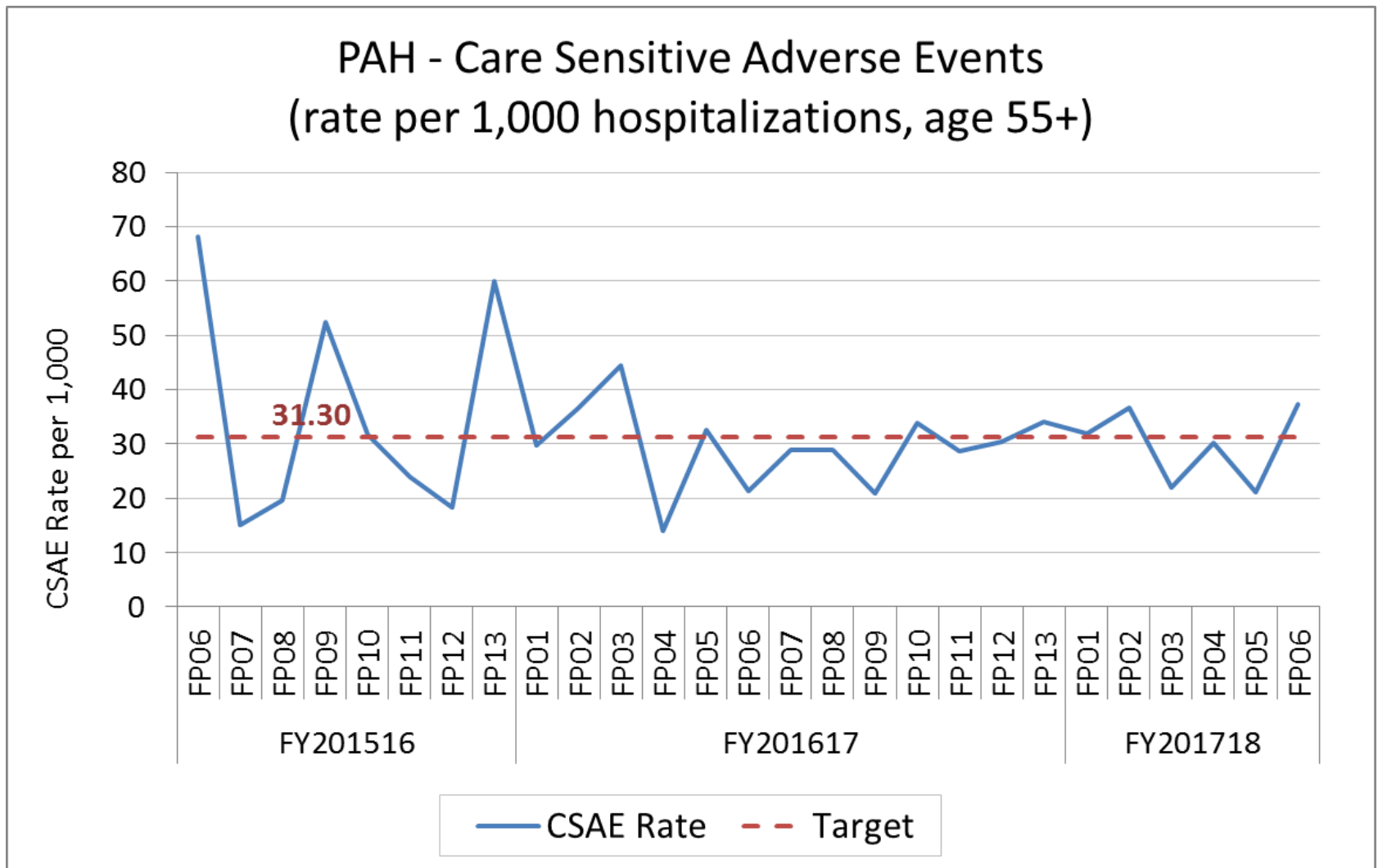
1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Jun 2017	2.0%	1.7%	●	↓
2	Readmission Rates Utilization (Emergent/Urgent), All Causes	2016/2017	10.0%	11.4%	◆	↓
3	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2017	12.4%	16.5%	◆	↓
4	Low Acuity Emergency Visits by Community	Apr-Nov 2017	105.6	99.1	●	↓
5	Home Health Services Provided Within Benchmark Time	Apr-Nov 2017	37%	40.4%	●	↑
6	Wait Time for Home Health Assessment	Apr-Nov 2017	38.2	45.6	◆	↓
7	Admissions to Residential Care within 30 Days	Apr-Nov 2017	63%	76.4%	●	↑
8	Emergency Visits by Home Health Clients	Dec2016-Nov2017	75.8	85.59	◆	↓
9	Emergency Visits by Residential Care Clients	Dec2016-Nov2017	33.0	31.51	●	↓

Meeting Target ● 14
 Within 10% of Target ▲ 6
 Not Meeting Target ◆ 7

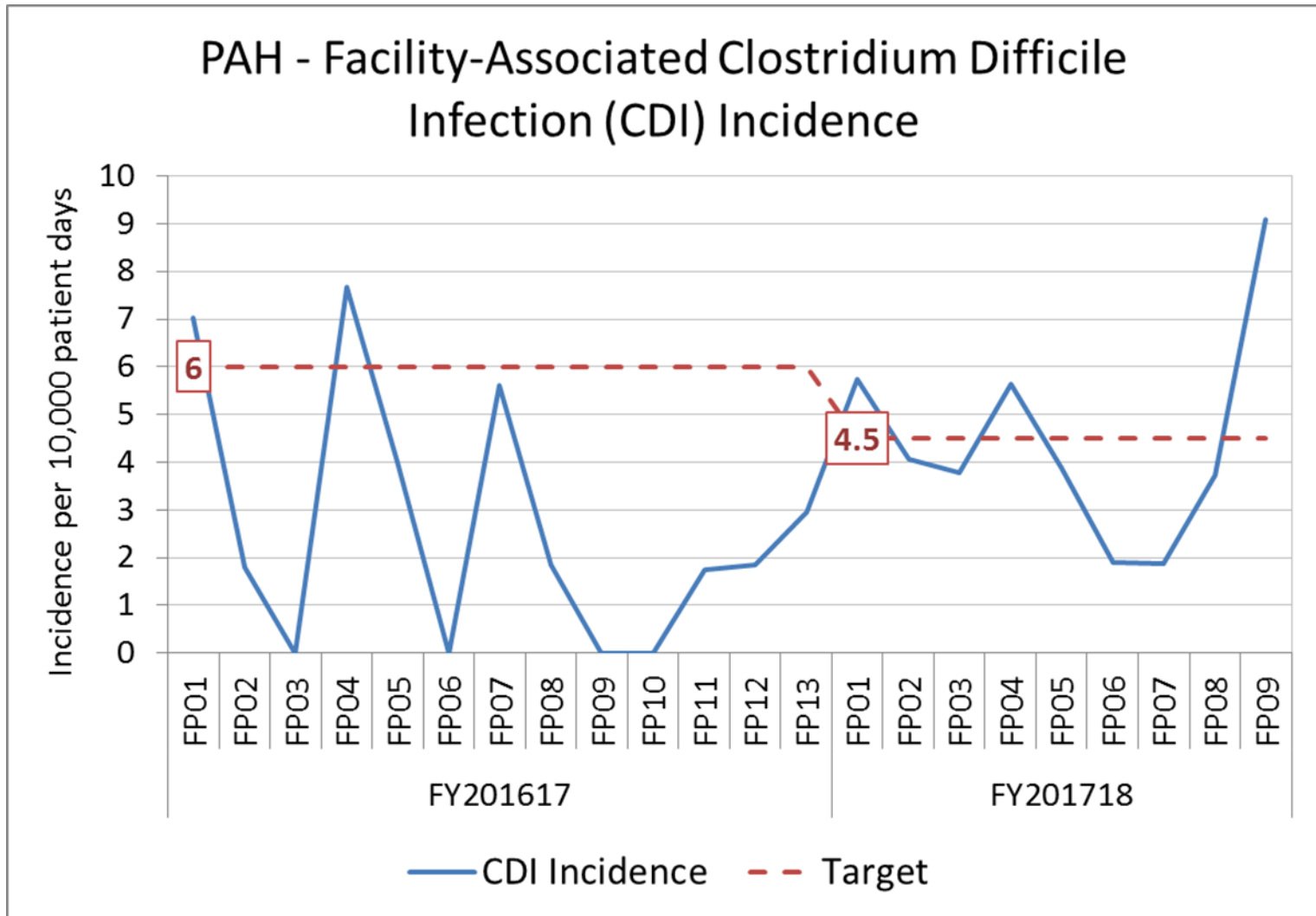
Improving Capacity



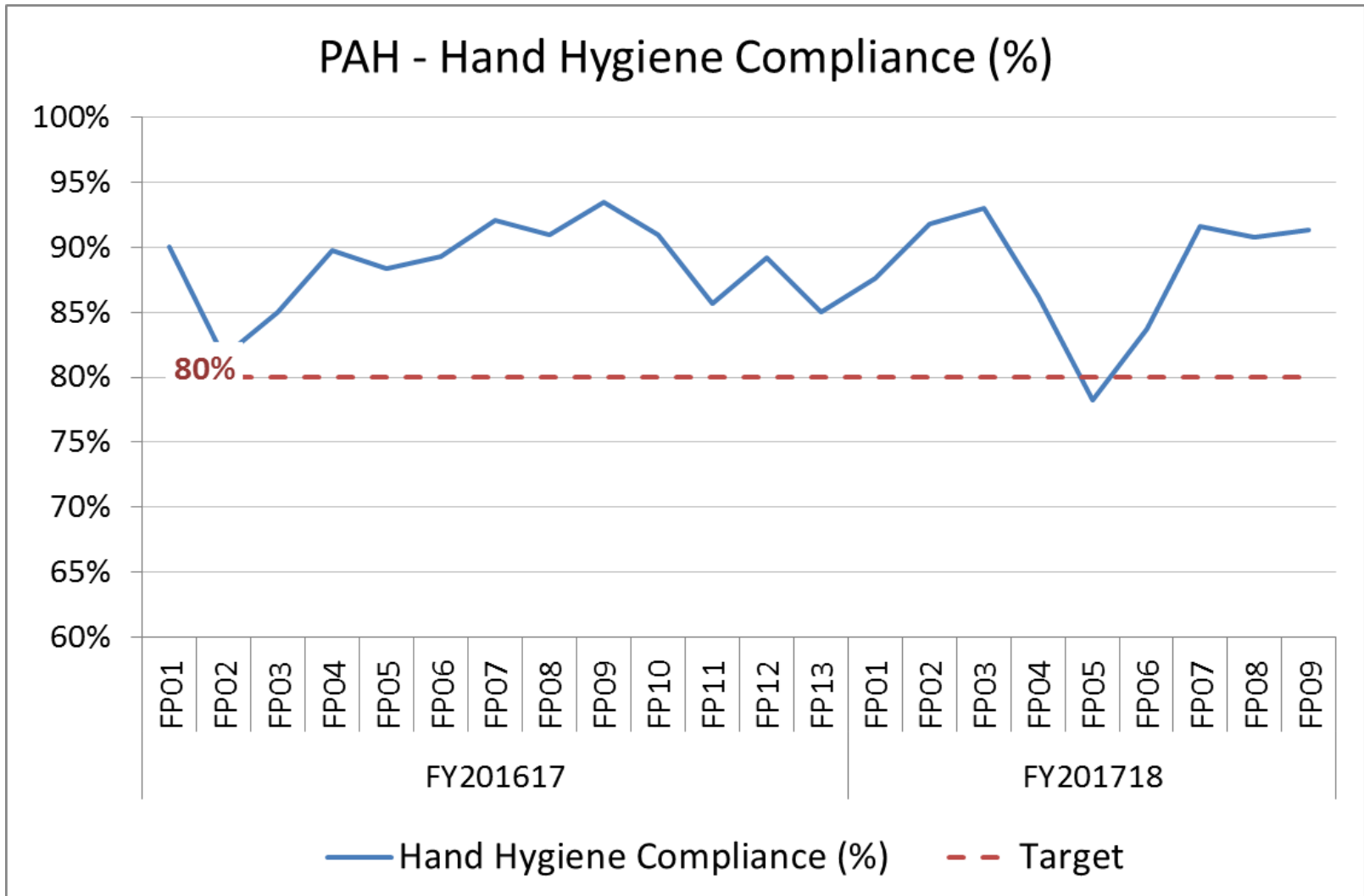
Improving Quality and Safety



Improving Quality and Safety



Improving Quality and Safety



South Surrey and White Rock Mental Health and Substance Use Services

Regional Services

- Withdrawal Management in Surrey
- Tertiary Mental Health Services
- Crisis team for children and adults

Local Services

- White Rock/South Surrey Mental Health Centre
- Psychiatric Liaison Nurses, Emergency Department
- Inpatient Psychiatry Unit
- Acute Home Treatment Program
- Future Mental Health and Substance Use zone (New Emergency Department 2019)

Partnerships

- Local Community Action Network
- Peace Arch Foundation
- Joint Care Plan Committee with Peace Arch Hospital, local agencies and service providers
- Primary Care Network with Division of Family Practice and Home Health

South Surrey and White Rock Mental Health and Substance Use Services

Community Mental Health and Substance Use Services

- Youth Clinic and Early Psychosis Intervention
- Group Therapy Services and Family Support Group
- Rapid Access Clinic and Mental Health Services component of Primary Care Access Clinic
- Adult Short-Term Assessment and Treatment (counselling, psychiatric treatment)
- Adult Community Support Services (case management, psychiatric treatment)
- Supported Housing and Residential Program
- Psychiatric Treatment Optimization Program
- Access to Rehabilitation and Recovery Services (occupational therapist, peer support, club house)
- Access to Substance Use Services (Sources Community Resources Centres)

Peace Arch Hospital Investments

- Peace Arch Hospital Renewal (Operating Room, Emergency Department, Medical Device Reprocessing and Physician Lounge) - \$65M
- New Energy Centre - \$6.2M
- WiFi Dr. Al Hogg Pavilion - \$184K
- Minor Capital Improvements - \$83K

Peace Arch Hospital Volunteer Resources (2016/17)

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

- Emergency Department Ambassadors
- The Peace Arch Perk
- Surgical Daycare
- Residential Care
- Wayfinders

Community Partners:

- Peace Arch Hospice Society
- Vine Youth Clinic
- Hospital2Home Volunteer Drivers

Over **700 volunteers** provide over 67,700 hours of service per year.



Peace Arch Hospital Auxiliary Society

Since 1948, the Peace Arch Hospital Auxiliary Society has been fundraising for equipment and patient programs at the Hospital.

- Superfluity Shop
- Hospital Gift Shop
- Bursaries for youth volunteers pursuing healthcare careers

2017 Contributions include:

- Emergency Department Expansion - \$1.5M
- Capital Equipment - \$350K
- Residential Care Support, including Music Therapy Program - \$12K



Peace Arch Hospital Foundation

Since 1988, Peace Arch Hospital Foundation with the support of generous donors, has raised a staggering **\$140 million** for capital projects, medical equipment and community health programs.

Contributions include:

- New Digital Radiography Suite
Opened in October 2017 - \$750K
- New Hospice and Residential Care Building
Opening 2019 - \$64M



THANK YOU