

Chilliwack Health Services Community Profile

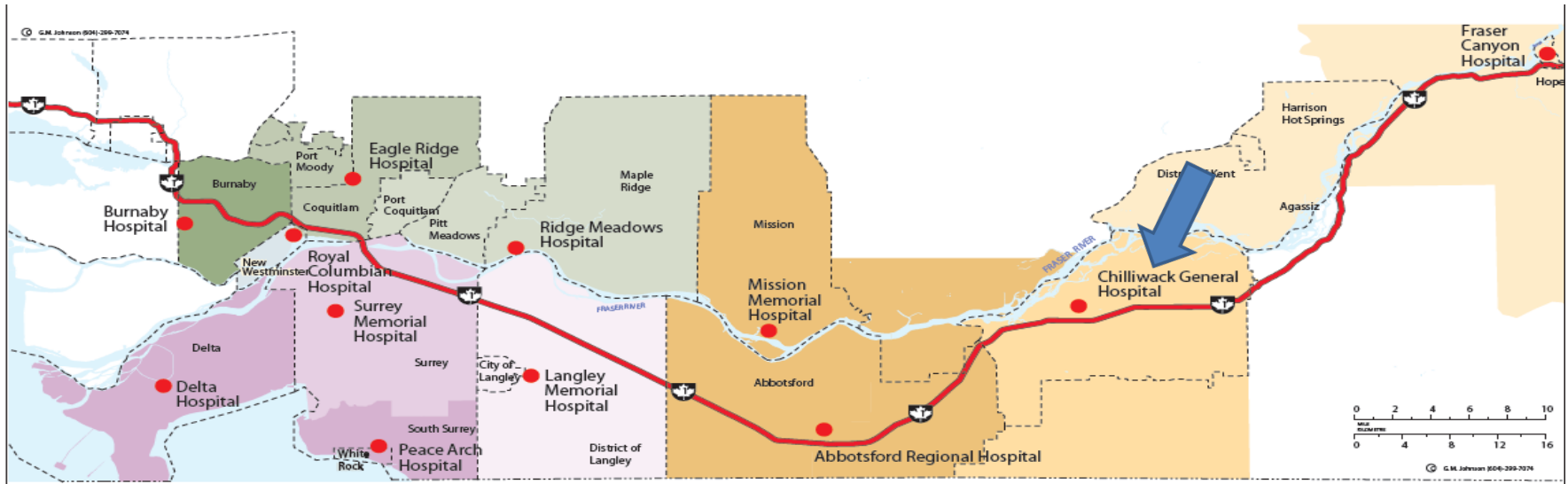
Presented by:

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Chilliwack General Hospital

April 11, 2018

The Communities We Serve



- City of Chilliwack
- Population: 102,003 people (2018)
- 18.4% population growth is expected by 2028 (120,754)
- 32.2% growth in our aging population (65+ years old) by 2028

Data source: BC Stats Population Projections P.E.O.P.L.E. 2018

Health Status

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

	Fraser Health (n = 15,427)	Chilliwack (n =906)
✓ General health (excellent/very good)	47.5%	48.6 %
✓ Mental health (excellent/very good)	58.8%	61.9%
Obesity (BMI 30+)	27.2%	36.7%
High blood pressure	19.5%	24.4%
One or more chronic conditions	8.8%	10.0%
✓ Stress – extremely/quite stressed	18.6%	17.5%
Arthritis	13.9%	19.7%
Mood or anxiety disorder	16.7%	19.8%

Chilliwack

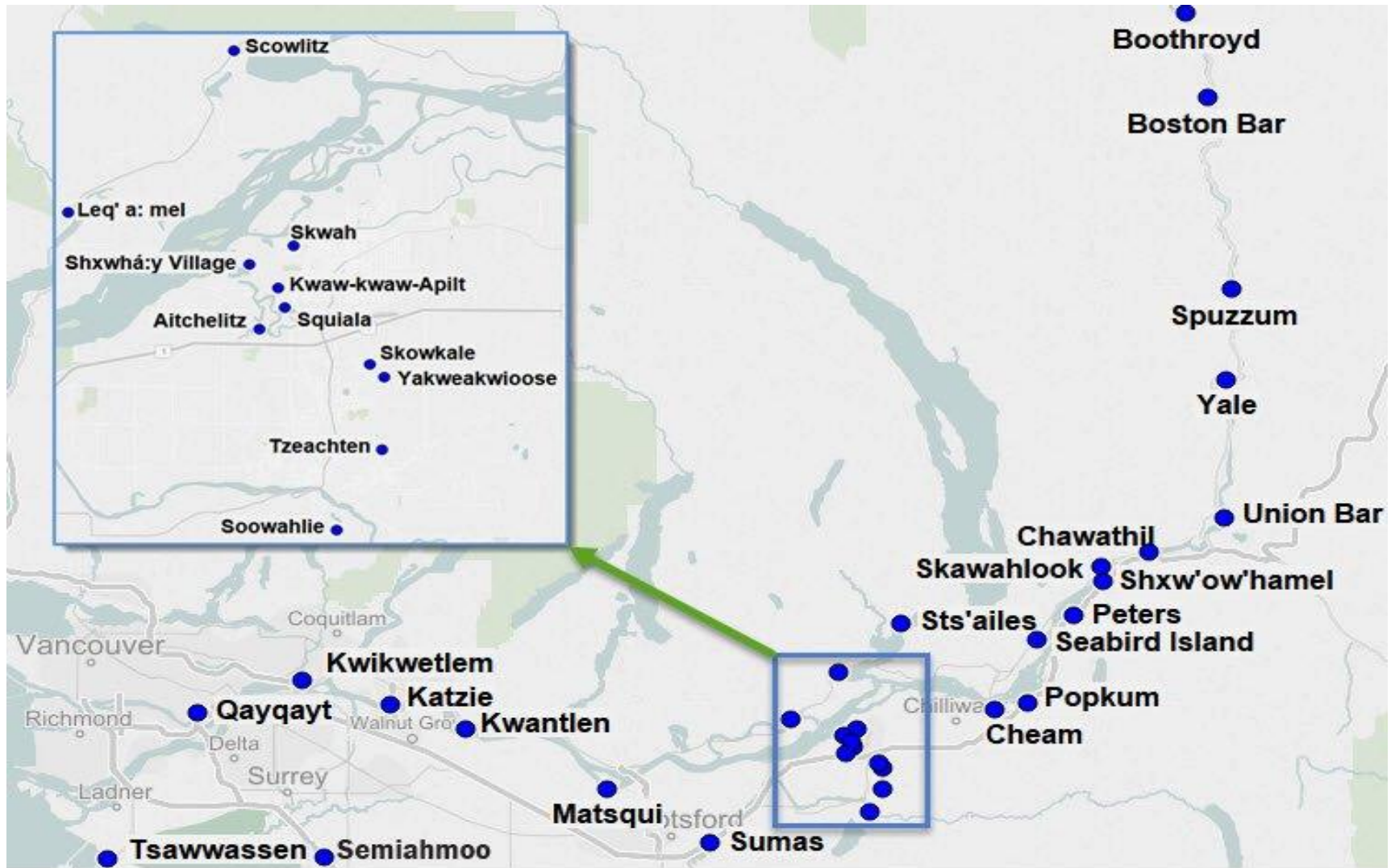
COMMUNITY-BASED SYSTEM FOR HEALTH



Community Partnerships

- Chilliwack Division of Family Practice
- Chilliwack Fraser Cascade Aboriginal Wellness Advisory Committee
- Overdose Local Action Team
- Salvation Army | Ruth and Naomi's Mission
- COPD Planning Service
- Eldercare Committee
- Chilliwack Healthier Community
- Mini-Med School
- Neighbourhood Learning Centre
- Sto:lo Nation (Historical Impact Training)

Chilliwack Fraser Cascade Aboriginal Wellness Committee



● First Nations Communities

What I Do Matters.



Primary and Community Care Integration

The Challenge

- Our current health care system

The Change

- Simplifying the health care journey
- Creating a consistent team
- Transitioned into the new model
- Collaborating with 26 GPs

The Improvement

- Building teams and relationships
- Team-based care
- Improves health outcomes
- Early evaluation and results

Chilliwack General Hospital

Main Entrance



Emergency Entrance



Front Lobby / Info Desk



Chilliwack General Hospital

2017/2018

Chilliwack General Hospital

Campus of Care

- 143 funded acute care beds

Service Volumes

- 61,000 Emergency Department visits
- 8,874 Inpatient cases
- 2,022 Surgical Day Care cases
- 23,250 Ambulatory Care visits

Services Offered:

- 24/7 Emergency services
- Critical Care
- General and Internal Medicine
- General Surgery
- Level 1 Obstetrics
- Adult Psychiatry
- Outpatient services
- Diagnostic services
- Echocardiography Program
- Regional Eye Centre
- Elder In Residence
- Hot Stroke Protocol
- Pediatric Observation Unit
- Transportation Nurse

Our Health Care Report Card

Chilliwack General Hospital

Fiscal Period: FP11, 201718- Ending Jan 25, 2018

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
QUALITY AND SAFETY						
1	In-Hospital <i>Clostridium Difficile</i> Infection (CDI) Incidence	Apr2017-Jan2018	4.5	5.6	◆	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus Aureus</i> (MRSA) Incidence	Apr2017-Jan2018	7.0	4.0	●	↓
3	Hand Hygiene Compliance	Apr2017-Jan2018	80%	85.1%	●	↑
4	In-Hospital Sepsis Rate	Apr-Sep 2017	3.4	3.1	●	↓
5	Medication Reconciliation at Hospital Admission	Apr-Sep 2017	75%	87.6%	●	↑
6	In-Hospital Acquired Pneumonia Rate (Age 55+)	Apr-Sep 2017	11.4	5.8	●	↓
7	In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	Apr-Sep 2017	12.0	7.8	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Jun 2017	91	69	●	↓
CAPACITY FOR CARE ACROSS ALL SECTORS						
9	Time Spent in Emergency by Admitted Patients	Apr2017-Jan2018	35.5	44.3	◆	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr2017-Jan2018	8.9	10.8	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2017	0.95	0.942	●	↓
12	Long Stay Patients	Apr2017-Jan2018	N/A	25.0		↓
13	Alternate Level of Care Days	Apr-Sep 2017	10.0%	11.6%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2017-Jan2018	95%	85.9%	▲	↑
15	Non-emergency Surgeries Waiting Less Than 40 Weeks	Apr2017-Jan2018	95%	98.2%	●	↑
STAFF						
16	Sick Time Rate	Apr2017-Jan2018	5.0%	5.12%	▲	↓
17	Overtime Rate	Apr2017-Jan2018	3.0%	4.28%	◆	↓
18	WorkSafeBC (WSBC) Claims Rate	Apr-Jun 2017	7.0	5.2	●	↓
BUDGET ACCOUNTABILITY						
19	Budget Performance Ratio	Apr2017-Jan2018	1.000	1.048	▲	↓

Chilliwack Community

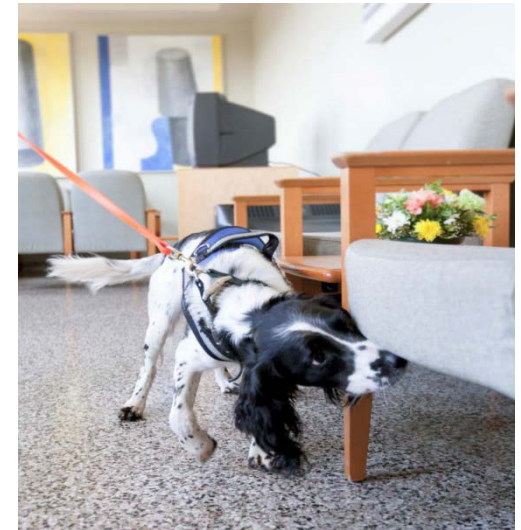
1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Aug 2017	2.0%	1.6%	●	↓
2	Readmission Rates Utilization (Emergent/Urgent), All Causes	2016/2017	10.0%	11.1%	◆	↓
3	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Sep 2017	12.4%	13.2%	▲	↓
4	Low Acuity Emergency Visits by Community	Apr2017-Jan2018	105.6	196.5	◆	↓
5	Home Health Services Provided Within Benchmark Time	Apr2017-Jan2018	37%	19.8%	◆	↑
6	Wait Time for Home Health Assessment	Apr2017-Jan2018	38.2	39.7	▲	↓
7	Admissions to Residential Care within 30 Days	Apr2017-Jan2018	63%	87.3%	●	↑
8	Emergency Visits by Home Health Clients	Dec2016-Nov2017	75.8	132.52	◆	↓
9	Emergency Visits by Residential Care Clients	Dec2016-Nov2017	33.0	42.59	◆	↓

KPI Count By Status

Meeting Target	●	12
Within 10% of Target	▲	5
Not Meeting Target	◆	10

Challenges

- **Hand Hygiene Audits**
 - ✓ *Harvey* the Champion Gnome
- **C. difficile Infection Incidents**
 - ✓ *Angus* the C. difficile sniffing canine
 - ✓ Ultraviolet Germicidal Irradiation LightStrike Robot
- **Recruitment and Retention**
 - ✓ 5th Anaesthetist
 - ✓ Home Support Workers
 - ✓ Return of Service Agreement
- **In-Hospital Care Program**
 - ✓ GP/NP Team-Based Care Model



Opioid Overdose and Response

- 24 Overdose deaths in 2017 (100% increase from 2016)
- Expansion of harm reduction: naloxone, supply distribution, needle recovery
- Expansion of treatment: Opioid Agonist Treatment, Intensive Case Management Team
- Awareness Campaign



Chilliwack Mental Health and Substance Use Services

Regional Services

- Early Psychosis Intervention Program
- Tertiary Mental Health Services
- START: Child and Youth Mental Health Crisis Team
- Eating Disorder Services

Chilliwack Mental Health and Substance Use Services

Local Services

- Chilliwack Mental Health Centre
- Psychiatric Liaison Nurses, Emergency Department
- Inpatient Psychiatry Unit
- Youth Clinics: Sto:lo Health Services and Chilliwack Neighbourhood Learning Centre
- Opioid Agonist Treatment Service
- Riverstone Home and Mobile Detox and Treatment Services
- Chilliwack Outreach Team

Chilliwack Mental Health and Substance Use Services

Enhancements

- Enhanced outreach services 12 hours per day, 7 days per week
- Opioid Agonist Treatment Clinic opened late February 2018
- Enhanced capacity of Early Psychosis Intervention Program
- Increased acute care inpatient psychiatry capacity with General Psychiatric Unit increasing from 19 to 21 beds
- Increased Psychiatrist capacity
- Initiated Mental Health and Substance Use provincial Emergency Room protocol and web-based tools to support Emergency Room physicians and staff

Chilliwack Mental Health and Substance Use Services

Partnerships

- Local Community Action Network
- Fraser Valley Health Care Foundation
- Primary Care Network with Chilliwack Division of Family Practice
- Pacific Community Resources Society (PCRS)
- Chilliwack Community Services

Looking Ahead

- Establish Intensive Case Management Team
- CALM waiting room space for children and youth with Mental Health needs coming to Emergency
 - Partnership with Fraser Valley Health Care Foundation, Mental Health and Substance Use Team and CGH Emergency Department
- Youth Addiction Facility (20 beds)

Chilliwack Investments

(2017 - 2019)

Direct Care:

- Omnicell
- Echocardio Rooms
- Seclusion Rooms
- Tub Room Upgrades
- Bradley Centre Nurse Call System
- Pediatric Observation Unit

Total: \$3.9M

Building Infrastructure:

- Menholm Building Envelope
- Chiller and Cooling Tower Replacement
- WiFi
- Energy Upgrades: Mechanical and Lighting
- Electrical Sub-panel Replacement
- HVAC replacements

Total: \$6.2M

Chilliwack General Hospital Volunteer Resources

(2017/18)

345 volunteers provide over **29,000 hours** of service per year.

Volunteers perform diverse services and activities to improve the patient experience including:

- Information Desk and Wayfinding
- Surgical Day Care
- Patient Access Transition Home
- Emergency Department
- IV Therapy
- Residential Care
- Pet Therapy
- NetCare Adult Day Program



Chilliwack General Hospital Auxiliary and Service League

CGH Auxiliary and Service League have been fundraising for equipment and patient programs at the hospital for over 50 years.

Auxiliary

- Community Thrift Shop
- Knitting Case
- Bursary for Grade 12 Student

Service League

- Hospital Gift Shop
- 50/50 Weekly Draw
- Bake Sales

2017 Contributions

Hypo/Hyperthermia
Blanket Warmer
Cystoscope | Endoscope
Crash Carts
Chest Compressor
Bariatric Patient Bed

Chilliwack Hospital Foundation

- Laparoscopic Video System - \$243K
- Ambulatory Care Scoping Equipment - \$213K
- Endoscopy Cart - \$80K
- Transport Defibrillator - \$35K



Fraser Valley Health Care Foundation

- Regional Eye Centre Campaign - \$600K
- Echocardiogram - \$150K
- Stretcher Beds - \$110K
- Bradley Centre Chairs - \$12K



THANK YOU