

Tri-Cities Health Services Community Profile

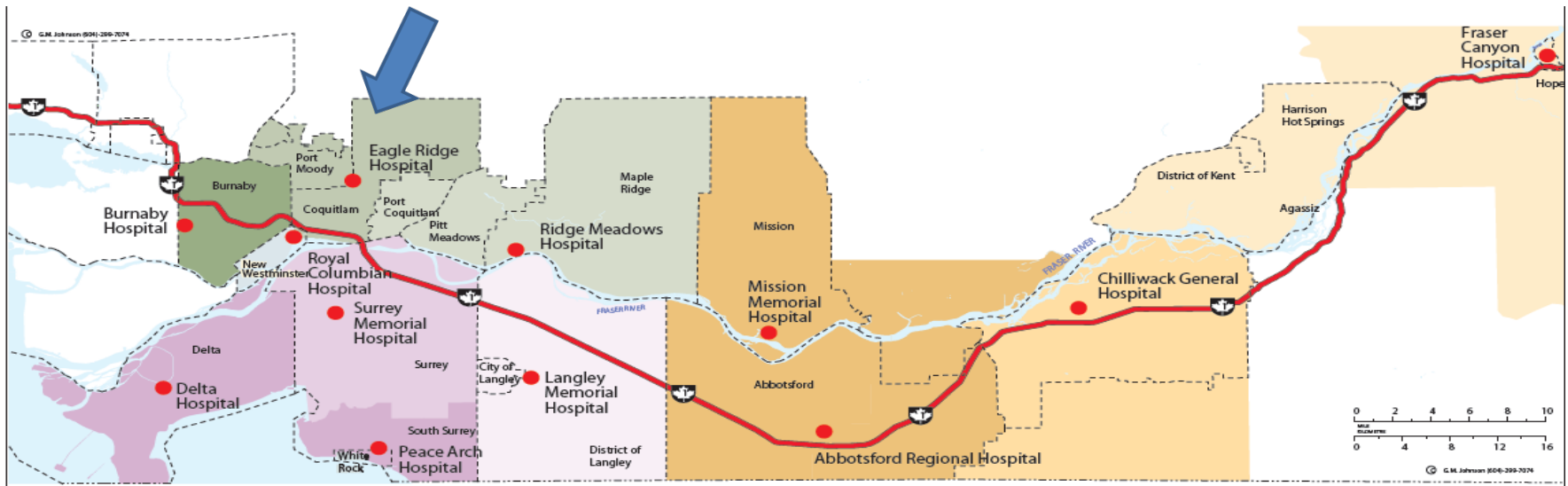
Presented by:

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Eagle Ridge Hospital, New Westminster and Tri-Cities Health Services

June 13, 2018

The Communities We Serve



- Coquitlam, Port Coquitlam and Port Moody (Anmore, Belcarra)
- Population: 242,515 (2015)
- 18% population growth increase is expected by 2025
- 69% growth in our aging population (65+ years old) by 2025

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)	Coquitlam (n=993)	Port Coquitlam (n=624)	Port Moody (n=304)
General health (excellent/very good)	47.5%	52.0%	46.9%	58.9%
Mental health (excellent/very good)	58.8%	59.0%	58.1%	63.0%
Obesity (BMI 30+)	27.2%	21.0%	31.6%	17.3%
High blood pressure	19.5%	15.0%	22.2%	18.7%
One or more chronic conditions	8.8%	6.0%	5.9%	-
Stress (extremely/quite stressed)	18.6%	19.5%	16.2%	14.7%
Arthritis	13.9%	10.7%	14.1%	9.5%
Mood or anxiety disorder	16.7%	14.0%	17%	17.7%

Tri-Cities

COMMUNITY-BASED SYSTEM FOR HEALTH



Tri-Cities Community Services

2017/018

Community

- 861 contracted residential care beds
- 75 Fraser Health operated residential care beds
- 2 Assisted Living Facilities
- 9 Complex Care Facilities
- 344,845 Home Health visits
- 1 Home Health Office
- 10 Hospice care beds (Crossroads)

Service Volumes

- Home Care Nurses provided visits to 13,700 clients
- Case Managers provided visits to 19,878 clients
- 3,232,558 Home Support hours were provided to support 14,562 clients at home

Services Offered

- Home Care Nursing
- Home Support Services
- Transitional Care
- Specialized Palliative Care Team
- Residential Care
- Public Health and Environmental Health
- Fraser Northwest Division of Family Practice



Community Partnerships

- Fraser Northwest Division of Family Practice
- Kwikwəłəm (Kwkwetlem) First Nations Community
- 51 Non-Government Community Organizations (NGOs)
- Royal Columbian Hospital
- RCMP
- 3030 Gordon Shelter

Primary Care Service *(formerly "Nurse Debbie")*



Primary Care Service

Patient-centered:
Population and client health needs determine the services delivered

Comprehensiveness:
Our team supports our patients with access to a range of quality primary care services

Integrated and seamless:
Streamlined services are provided through a single point of access under the primary care home structure

Inter-professional:
Our multidisciplinary team works collaboratively together to provide health services to our patients

Partnership amongst Fraser Northwest Division of Family Practice, Royal Columbian Hospital and New Westminster Home Health.

Our collaborative team consists of:

- Family Physicians
- Registered Nurses
- Licensed Practical Nurses
- Social Workers
- Administrative Staff

This facilitates the longitudinal relationship between the GP and the Team, and the RN and the patient.

Delivering quality care to patients who are 19 years or older, and meet the following criteria:

- Frail elderly
- Health-compromised
- Home bound

Eagle Ridge Hospital



Eagle Ridge Hospital

2017/2018

Eagle Ridge Hospital Campus of Care

- 175 acute care beds
- 75 Fraser Health operated residential care beds (Eagle Ridge Manor)

Service Volumes

- 52,817 Emergency Department visits
- 6,343 Inpatient cases
- 1,542 Surgical Acute Care cases
- 6,343 Surgical Day Care cases
- 76,060 Ambulatory Care visits

Services Offered

- 24/7 Emergency Services
- General and Internal Medicine
- Inpatient and Day Care Surgery
- Monitored Care Unit (Telemetry)
- General Rehabilitation
- Mental Health and Substance Use
- Family Practice
- Home Health and Home Support
- Diagnostic Services

Our Health Care Report Card

Eagle Ridge Hospital

Fiscal Period: FP12, 201718- Ending Feb 22, 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-Feb2018	4.5	2.5	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus Aureus</i> (MRSA) Incidence	Apr2017-Feb2018	7.0	4.8	●	↓
3	Hand Hygiene Compliance	Apr2017-Feb2018	80%	86.0%	●	↑
4	In-Hospital Sepsis Rate	Apr-Oct 2017	2.7	0.0	●	↓
5	Medication Reconciliation at Hospital Admission	Apr-Oct 2017	75%	95.6%	●	↑
6	In-Hospital Acquired Pneumonia Rate (Age 55+)	Apr-Oct 2017	14.0	8.7	●	↓
7	In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	Apr-Oct 2017	17.6	15.8	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Sep 2017	91	60	●	↓
CAPACITY FOR CARE ACROSS ALL SECTORS						
9	Time Spent in Emergency by Admitted Patients	Apr2017-Feb2018	35.5	27.1	●	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr2017-Feb2018	7.0	3.5	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2017	0.95	1.169	◆	↓
12	Long Stay Patients	Apr2017-Feb2018	N/A	40.4		↓
13	Alternate Level of Care Days	Apr-Oct 2017	10.0%	17.0%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2017-Feb2018	95%	86.7%	▲	↑
15	Non-emergency Surgeries Waiting Less Than 40 Weeks	Apr2017-Feb2018	95%	94.7%	▲	↑
STAFF						
16	Sick Time Rate	Apr2017-Feb2018	5.0%	5.02%	▲	↓
17	Overtime Rate	Apr2017-Feb2018	3.0%	3.09%	▲	↓
18	WorkSafeBC (WSBC) Claims Rate	Jul-Sep 2017	7.0	5.8	●	↓
BUDGET ACCOUNTABILITY						
19	Budget Performance Ratio	Apr2017-Feb2018	1.000	1.019	▲	↓
Tricities Community						
1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Aug 2017	2.0%	1.2%	●	↓
2	Readmission Rates Utilization (Emergent/Urgent), All Causes	2016/2017	10.0%	9.6%	●	↓
3	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Sep 2017	12.4%	10.9%	●	↓
4	Low Acuity Emergency Visits by Community	Apr2017-Feb2018	105.6	88.3	●	↓
5	Home Health Services Provided Within Benchmark Time	Apr2017-Feb2018	37%	42.6%	●	↑
6	Wait Time for Home Health Assessment	Apr2017-Feb2018	38.2	47.1	◆	↓
7	Admissions to Residential Care within 30 Days	Apr2017-Feb2018	63%	74.9%	●	↑
8	Emergency Visits by Home Health Clients	Dec2016-Nov2017	75.8	89.38	◆	↓
9	Emergency Visits by Residential Care Clients	Dec2016-Nov2017	33.0	35.08	▲	↓

KPI Count By Status

Meeting Target	●	17
Within 10% of Target	▲	6
Not Meeting Target	◆	4

Successes and Challenges

Successes

- 12 quality metrics shifted to positive targets
- Reduction in number of admitted patients in the Emergency Department from 11 to 3 per day
- Increase in regional collaboration on chronic disease management, pain management and seniors care
- \$3M shift which achieved a balanced budget

Challenges

- Increase in number of patients going to Emergency from Assisted Living or Independent Living. This is the next area of focus for the community.
- Challenges with psychiatry coverage has opened up discussions of new model of care

Mental Health and Substance Use

- Assertive Community Treatment Team (ACT) in operation since January 2015, currently provides services to 107 clients from Tri-Cities and New Westminster
- Tri-Cities psychiatrists provide consultation services to patients in the Emergency Department and on medical units at Eagle Ridge Hospital, Monday to Friday
- Partnership between Port Moody Police Department and Tri-Cities Mental Health and Substance Use
- 3030 Gordon Avenue opened in Coquitlam in December 2015 to serve those accessing shelter beds

Mental Health and Substance Use

- Opened Nicola Lodge (Port Coquitlam) in April 2016, 26 new licensed tertiary mental health beds
- The Integrated Transition of Care Team (ITCT) was launched in July 2016
- Centralized Access to mental health for referrals from Fraser Northwest Division of Family GPs
- Rapid Access Clinic to support GPs with specialized psychiatric consultations
- Future planning to benefit the Tri-Cities include:
 - New Mental Health & Substance Use facility with 45 additional acute psychiatric beds, as part of Royal Columbian Hospital Redevelopment, scheduled to open April 2020

Tri-Cities Investments

2017-2019

- \$29M Emergency, Cardiology, and Ambulatory Centre
- Creation of \$2M Primary Care Team
- \$1.5M increase for Home Support and Day Program
- \$500K site refresh, painting and infection control approved chairs for common seating areas

Eagle Ridge Hospital Volunteer Resources

2017/2018

*Eagle Ridge Hospital currently has **393 active volunteers** providing over 32 diverse services including:*

- Guest Services
- Gift Shop
- Palliative Care Visits
- VolunTEENs
- Medical Imaging Host
- Coffee Program
- Main Registration Volunteer
- Emergency Room Volunteer
- Pet Therapy



In only one month Eagle Ridge Hospital volunteers:

- Walked with 16 patients
- Provided 61 care visits to patients in the Emergency Department
- Supported 84 residents at mealtime
- Supported 24 recreation activities
- Made 37 palliative care visits

Eagle Ridge Hospital Foundation

Serving the community since 1982, the Eagle Ridge Hospital Foundation's mission is to enhance the delivery of health care to our community through philanthropy and advocacy.



EAGLE RIDGE
HOSPITAL
FOUNDATION

Recent accomplishments:

- Campaigning to raise \$5.0M toward the ERH expansion, with \$2.7M already raised
 - Including a \$1.0M naming gift toward the cardiology expansion
- Recent successful campaigns totaling \$500,000 purchased a Portable Ultrasound, Cardiac Echo, Transport Monitor and Ventilator.



THANK YOU