



BOARD OF DIRECTORS PUBLIC MEETING

MINUTES

February 26, 2019, 6:45 – 8:30 p.m.

Simon Fraser University – Surrey, BC

<u>Board</u>	<u>Staff</u>	<u>Recording Secretary</u>
Jim Sinclair (JS) Chair	Dr. Victoria Lee (VL)	Liana Kirby (LK)
Margi Blamey (MB)	Philip Barker (PB)-regrets	
Willie Charlie (WC) - regrets	Cameron Brine (CB)	<u>Guests</u>
Manpreet Grewal (MG)	Linda Dempster (LD)-regrets	Cathie Heritage
Inderjeet Hundal (IH)	Dr. Marten Lavoie (VL)	Michelle Lane
Jessie Lehal (JL)	Laurie Leith (LL)	Dr. Rob McDermid
Opreet Kang (OK)	Brenda Liggett (BL)	
Tom Kim (TK)	Dr. Roy Morton (RM)	
Joanne Mills (JM)	Naseem Nuraney (NN)	
Harry Sadhra (HS)	David Thompson (DT)-regrets	

Welcome

The Board Chair welcomed members of the public to the February 26, 2019 Public Board meeting.

The Board Chair summarized the process for the public Board meeting, acknowledging that we are conducting our business today on the unceded, shared territories of the Kwantlen (**Kwantlen**), Matsqui (**Mat-squee**) and Katzie (**KUT-zee**) First Nations and acknowledged their historical and present day use of this land.

Cathie Heritage, Executive Director, Surrey Memorial Hospital, Michelle Lane, Executive Director, Jim Pattison Outpatient Care And Surgery Centre and Dr. Robert McDermid Site Medical Director, Surrey Memorial Hospital were introduced.

Members of the Board introduced themselves and the Executive Team and new CEO Dr. Victoria Lee were introduced.

3.0 PRESENTATIONS/REPORTS

3.1 Surrey Community Profile

The Board received a presentation on Health Services in the Surrey Community from Cathie Heritage, Executive Director, Surrey Memorial Hospital, Michelle Lane, Executive Director, Jim Pattison Outpatient Care and Surgery Centre and Dr. Rob McDermid, Site Medical Director, Surrey Memorial Hospital.

Highlights of the presentation included:

The Community we serve: Surrey residents in addition to patients from across the Fraser Health Region. The Population of surrey is 478,562 (2017) which is expected to grow to 559, 818 by 2027. An aging population (65+ years old) expected to grow from 58, 981 (2017) to 94, 113 by 2027. 63.6% of surrey residents identify as visible minorities. 45.1% of Surrey's total population are immigrants and there were 4,631 births at Surrey memorial Hospital (2017/18).

Who we are: We support 167,452 emergency department visits and 35,989 individuals with overnight care at Surrey Memorial Hospital. We provide over 1,000,000 home support hours to 2,500 clients at home. We currently support 11, 159 Surrey residents with Community Mental Health and Substance Use services and provide homes to 1,613 individual in residential care and assisted living.

What we're proud of: The 2nd largest emergency Department in Canada. Our Pediatric and Mental Health Emergency Zones, Development of a Hematology Service, preparing

for management of biohazards at Surrey Memorial Hospital site, implementing a redesign of Home Health services that is centered on patient needs, General Practitioners and has strong linkages between acute and community care, and opening the first Urgent Primary Care Centre in Fraser Health.

Our areas of focus: Timely access to care and services for patients and their families, facilitating discharge through improved access to rapid-access specialized outpatient care (next day appointments in clinics and access brochure created), and expanding an re-aligning existing clinics to support acute and primary care needs.

Primary and Community Care: Hematology clinic located at Jim Pattison Outpatient Care and Surgery Centre, Urgent Primary Care Centre opened November 2018, Primary Care Network engagement with the Division of Family Practice, Home Health redesign and consultation with Public Health to identify primary and community care needs.

Healthier Community Partnership: Objectives include to gain a better understanding of health needs in Surrey, Identify priority areas of focus for the population and collectively develop strategies to address the social determinates of health. Current Projects include Live 5-2-1-0 Community of Practice, Balancing Our Minds Youth Mental health Event, Promoting a Healthy Drinking Culture Alcohol dialogues.

Patient-Centered Care: Aboriginal Wellness Committee, culturally appropriate care, "What Matters to You" initiative, Real-time patient surveys, patient representation on a variety of committees, Shared patient advisory council for acute and community sectors.

Surrey Investments: opened the Surrey Urgent primary Care Centre, opening the Mental Health and Substance Use Urgent Care Response Centre, Added a 2nd MRI at Jim Pattison Outpatient Care and Surgery Centre, Completed Surrey Memorial Hospital Infrastructure upgrades, complete inpatient psychiatric renovations and opened 24 new residential care beds.

Our Partnerships include: Surrey Memorial Hospital Foundation, Surrey Memorial Hospital auxiliary, Volunteer Resources, Division of Family Practice for Surrey/North Delta, City of Surrey, RCMP, BC Housing, Simon Fraser University and Ministry of Children and Family Development.

3.2 President and CEO Report

Jim Sinclair introduced Dr. Victoria Lee.

The President and CEO thanked everyone for coming and extended apologies for everyone who had difficulties finding the room and noted that Fraser Health is exploring different options for venues such as academic centres as well as First Nations Communities when possible.

An update on primary and community care, seniors, mental health and substance use, involving patients, capital projects, MRI and surgical expansion, and electronic health record – Meditech expansion was provided.

Highlights:

Primary and Community Care:

Surrey has expanded primary care services including opening the Surrey Urgent Primary Care Centre and redesigning the Jim Pattison Centre with extended hours of service to increase access.

Seniors:

We are benefiting from a \$24 million dollar investment in our residential care homes as part of a three-year plan to provide more care time for seniors who live in residential care facilities. This investment impacts 67 residential care homes throughout Fraser Health and will provide 556,000 more care hours.

The Older Adult Program is adding 369 new spaces across our Health Authority and increased weekend spots as well as caregiver supports.

Mental Health and Substance Use

We have made significant changes to our services to improve access and availability through a 24/7 crisis line.

Involving Patients

Across the region we have started to conduct surveys with patients and their families in hospitals as well as in the community. We have conducted over 3100 surveys which gives us real time feedback on how we can improve our services and address concerns.

Capital Projects

Regionally, Royal Columbian's redevelopment will increase capacity by 50 per cent with 75 additional beds for Mental Health and Substance use. We have announced expansion for Peach Arch Emergency Department as well as Langley Memorial Hospital and Eagle Ridge Hospital. Surrey specific areas of work include the Urgent Primary Care Centres, Substance Use Response Centre as well as the Jim Pattison Outpatient Centre and the second hospital in surrey.

MRI Expansion

We are increasing the number of MRI machines in our region from 7 to 12 providing up to 95,500 scans which is a 52 per cent increase of our MRI Scans.

Surgical Expansion

We have increased the number of hip and knee replacements in surgeries by 33% in 2018/19 and have increased the number of colonoscopies, endoscopies and dental surgeries. We are using a central intake system that enables people to book the surgeries by first available surgeon.

Electronic health record expansion - Meditech Expansion

We are working to ensure we have an electronic health record. The expansion looks at how we connect the currently dived electronic health information as well as new technologies and innovation.

**PUBLIC PRESENTATION/QUESTION AND ANSWER PERIOD
OF FRASER HEALTH PUBLIC BOARD MEETING
February 26, 2019**

PRESENTATIONS

The Public Board meeting provides a forum for members of the public to make presentations to the Board. One group made application in advance to present to the Board.

QUESTION AND ANSWER PERIOD

Members of the public were provided an opportunity to ask questions of the Board in writing and verbally.

Q: What is the timeline for the second hospital in Surrey?

A: The announcement was made in December 2017 and we are currently working on a concept plan to submit to the Ministry in the upcoming months. From there, the decisions will be made about timelines of build and location etc.

The time from the beginning of planning to the time the doors open is approximately 7 to 8 years.

Q: How will increased senior care hours be enforced in care facilities?

A: We have a proactive reporting system with contracted care provider agencies, we review the staffing levels and have ongoing discussion with them on a quarterly basis.

Q: Please provide clarification with the new systems for surgery going to the first available surgeon. My understanding is that you have to wait for that surgeon to get operating room time?

A: We have made significant improvements with our system having first in and first out, meaning the first people on the list actually get the first surgery, which has improved the experience at the regional level.

Q: A big concern for the population is the high cost of hospital parking and this cost is not equally spread across the board. It varies from region to region. Why can't hospital parking for treatment plans directed by doctors and surgeons be claimed on your income tax and why do some hospitals have free parking and some parking is exorbitant?

Q: For all the facilities in surrey including hospitals, outpatient clinics, surgery centres, and primary care centres, what ideas have the Board explored to eliminate emergency parking charges? Patients and their caregivers are under stress arriving for primary care. Seniors and those at risk should be exempt from this burden while experiencing a medical emergency or required health procedure.

Q: In light of the fact that the budget for Fraser health was 3.5 billion and paid parking income was 14.5 million which is .43 per cent of the total budget, and the fact that we support health care through taxes and to date MSP premiums, why are we in some jurisdictions required to pay the added cost of parking at hospitals as well as 96 Avenue when we go to the specialists? Also, knowing how unpopular this is to lower income families and seniors, why did the health authority go forward with a new 5 year contract giving the parking companies control of all violations allowing them to prey on people who had no choice in the decision to be at the hospitals?

A: As a Board we looked at how we could make it better for British Columbians to go to the hospital. We accept that it is a hardship and we have a very liberal hardship policy. We return several thousand payments a year to people who express hardship. We will be putting up posters and information at the entrance to better advertise the policy.

Dialysis patients get free parking as they need to be there regularly.

The parking fines can be appealed and reversed. 4,000 fines were reversed last year.

We are currently waiting for a report with a recommendation on how we can bring in pay as you go parking not paying before parking, allowing you to pay for only the time you are in hospital which eliminates fines served to those who stay longer than they paid.

Q: Under those recommendations can you ensure the board includes seniors on fixed incomes?

A: Yes, absolutely. Seniors can contact us for hardship request.

Q: Surrey Memorial Hospital used to have an attendant there so someone has changed the system that created the problem. You did pay when you left. You also have not advertised enough. People go to hospitals when they are under stress and do not see the signs and no one knows they can claim a hardship. Jim Pattison is fairly expensive, I believe \$4.50 for the first hour and 3.75 for the second and not consistent with other communities.

A: Thank you. The board will ensure people know how to claim hardship and appeal tickets. We will also look into paying as you leave.

Q: Employees at Peace Arch Hospital are on waitlists for several years for a parking spot.

A: A shuttle bus is available from the sky train to Surrey Memorial Hospital and we are looking at this at other facilities as well to facilitate other ways in which people can get to the hospital besides taking their car. This is a free service.

Q: How to ensure home support service is provided appropriately based on the assessment of the patient made by the assigned case manager?

A: Home support is a critical part of community medical health. We are looking at how we can do this better. The province is giving more money to provide more hours and we are committed to providing more home care.

Q: Why can't home support files be transferred between communities? Transferring files is something that should be looked at.

A: There is a lot of wisdom out there. We need to listen to it and incorporate it in what we do. As we reform the system there has to be opportunity for the public to have input into that. It is a big system and it moves slowly but it needs to move in a different direction because our world is changing around us and we have to change with it and we need to do that respectfully.

Q: Where does the shuttle leave from and to what sky train station?

A: The shuttle stops at both sky train stations in Surrey (central city and King George). It does stop at Jim Pattison and SMH as well and operates every day. The schedule is posted on our website. We also started the shuttle service in Burnaby.

Q: Concerns expressed regarding the Madison residential facility and questions raised about policy and procedures. Can the patient's Bill of Rights be posted on the wall or on the website for families?

A: Everyone that goes to residential care that we fund has a right to know what their rights are. Provide us with the names of the licensing officer that you spoke with and Dr. Lavoie can go into the specifics and details of how we can improve this process in communication as well as what is available. Inspection results are available on-line for all of our facilities.

Esther Hsieh, Umbrella Multicultural Health Co-op

Esther Hsieh, Executive Director, Umbrella Corporation shared a presentation on equitable healthcare for immigrants and refugees noting barriers newcomers face when accessing health services in Fraser Health and how Umbrella Co-op is using the community health centre model to address primary care and social determinants of health for this population.

Highlights:

- UMHC is a registered charity and is supported through project revenues, private donations and grants.
- UMHC was incorporated in 2010 and was founded with the administrative support of the BC Multicultural Services Society (BCHMSS), an organization dedicated to promoting access to healthcare and health equity for immigrants and refugees.
- The creation of UMHC was a response to a desire from newcomer communities for empowerment and choice around their healthcare.
- Cooperative Community Health Centre includes community governance, health promotion, health equity/social justice, team-based primary health care and addresses social determinants of health.
- A video was shared Cross Cultural Health Broker? <https://youtu.be/DalTqpS1EtI>

Jim Sinclair shared appreciation for the presentation noting the Umbrella Co-op does fabulous work.

Discussion and suggestions regarding advertising of Public Board meetings and how we can improve.

Appreciation was expressed for all the comments this evening and the public was thanked for being present.