

# Maple Ridge and Pitt Meadows Health Services Community Profile

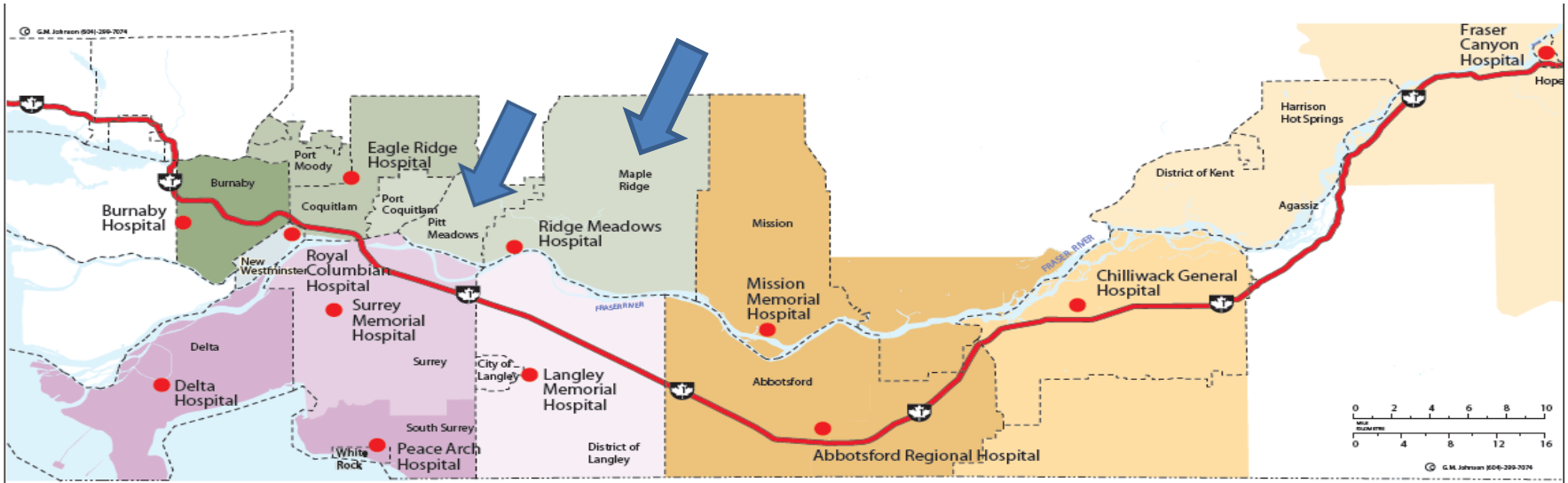
Presented by:

Lisa Zetes-Zanatta, Interim Executive Director  
Ridge Meadows Hospital, Maple Ridge and  
Pitt Meadows Health Services

Dr. Amyeen Hassanali, Site Medical Director  
Ridge Meadows Hospital

October 18, 2017

# The Communities We Serve



- Cities of Maple Ridge and Pitt Meadows
- Population: 103,381 people (2016)
- 15% population growth is expected by 2024
- 50% growth in our aging population (65+ years old) by 2024

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

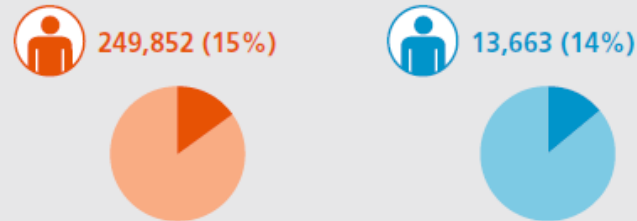
What I Do Matters.

# MAPLE RIDGE SENIOR COMMUNITY PROFILE

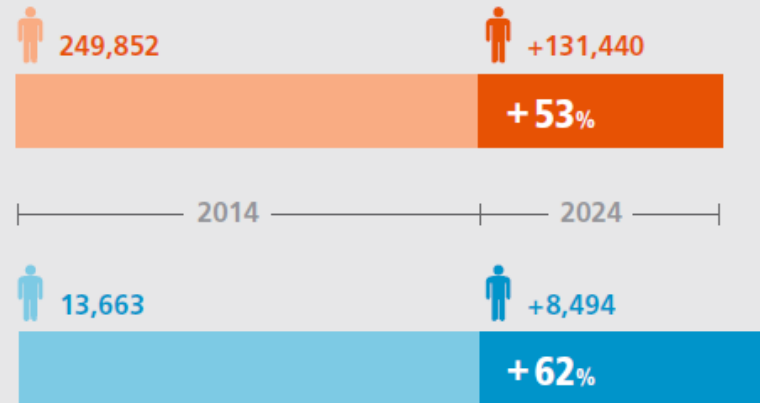
 FRASER HEALTH  MAPLE RIDGE

## POPULATION STATISTICS<sup>1</sup>

SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024



**Data Sources**

1. BC Stats, BC Ministry of Labour and Citizens' Services, P.E.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, 2011<sup>2</sup>

**23%** **27%**

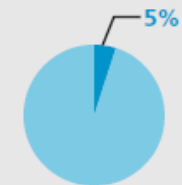
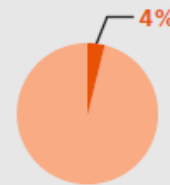


LOW INCOME SENIORS, 2011<sup>3</sup>

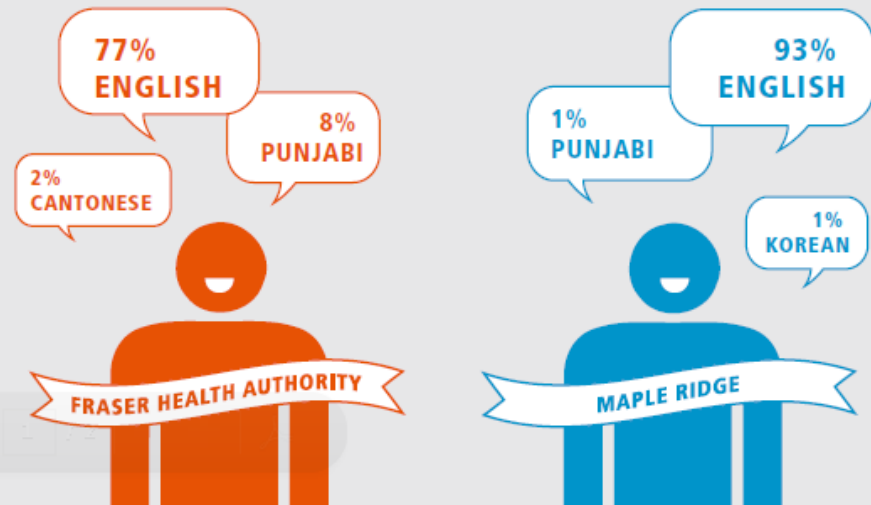
**14%** **13%**

## MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011<sup>4</sup>



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011<sup>5</sup>

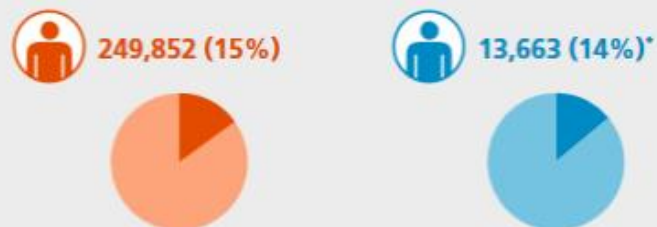


# PITT MEADOWS SENIOR COMMUNITY PROFILE

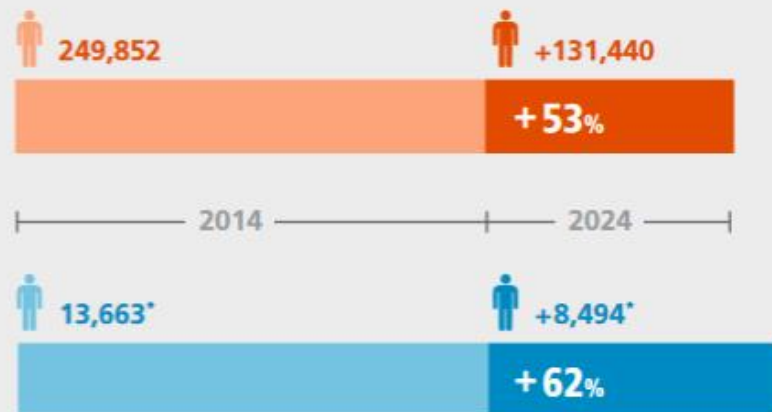
**FRASER HEALTH** **PITT MEADOWS**

## POPULATION STATISTICS<sup>1</sup>

SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024



\*Maple Ridge Local Health Area (LHA) data is shown due to unavailability of community level data from Pitt Meadows.

Data Sources

1. BC Stats, BC Ministry of Labour and Citizens' Services, PE.O.P.L.E. 2013 projections
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3. Statistics Canada National Household Survey, 2011, Low Income Measure After Tax (LIM AT)
4. Statistics Canada National Household Survey, Aboriginal Population Profile, 2011
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NOTE: Seniors defined as those 65 and older

## HOUSING & AFFORDABILITY



SENIORS LIVING ALONE, 2011<sup>2</sup>

**23%** **24%**

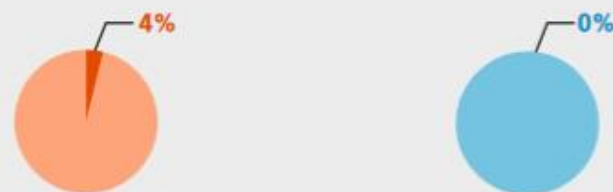


LOW INCOME SENIORS, 2011<sup>3</sup>

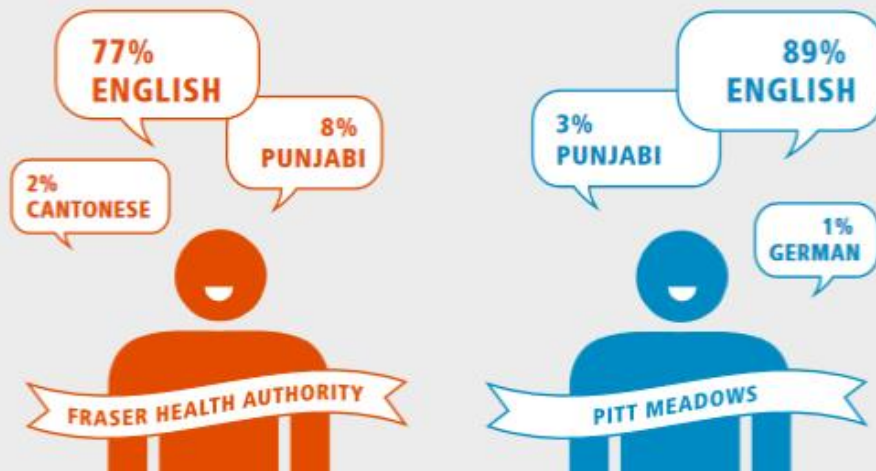
**14%** **13%\***

## MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011<sup>4</sup>



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011<sup>5</sup>



# MAPLE RIDGE SENIOR COMMUNITY PROFILE

 **FRASER HEALTH**  **MAPLE RIDGE**

## HEALTHCARE UTILIZATION & MORTALITY



SENIOR HOSPITALIZATION RATES PER 1,000 PERSONS, FY 2011-12<sup>6</sup>



232



256



SENIOR CANCER MORTALITY RATES PER 10,000 PERSONS, 2007-2011<sup>7</sup>



95



121



SENIOR EMERGENCY ROOM (ER) UTILIZATION RATES PER 1,000 PERSONS, FY 2012-13<sup>8</sup>



570

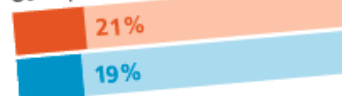


575

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 2011-12<sup>9</sup>

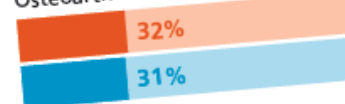
Osteoporosis



History of Stroke Hospitalization



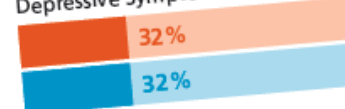
Osteoarthritis



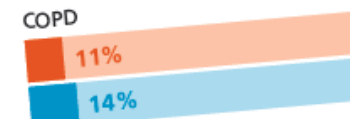
Dementia



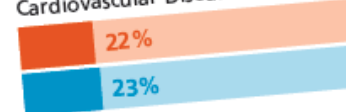
Depressive Symptoms



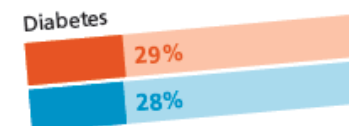
COPD



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.PLE 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

FRASER HEALTH PITT MEADOWS

## HEALTHCARE UTILIZATION & MORTALITY

SENIOR HOSPITALIZATION RATES PER 1,000 PERSONS, FY 2011-12<sup>6</sup>



SENIOR CANCER MORTALITY RATES PER 10,000 PERSONS, 2007-2011<sup>7</sup>



SENIOR EMERGENCY ROOM (ER) UTILIZATION RATES PER 1,000 PERSONS, FY 2012-13<sup>8</sup>



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

\*Maple Ridge Local Health Area (LHA) data is shown due to unavailability of community level data from Pitt Meadows.

Data Sources

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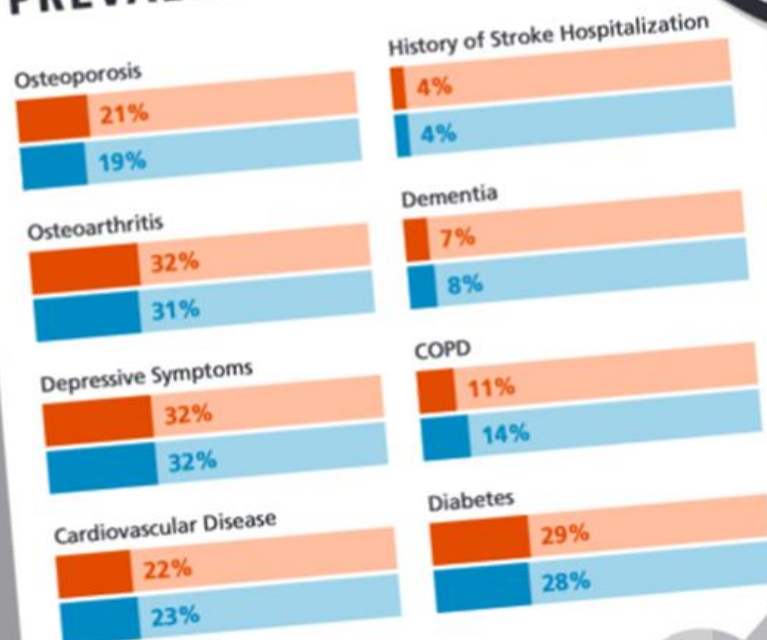
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9. 2013 Ministry of Health Chronic Disease registries, FY 2011-12

NOTE: Seniors defined as those 65 and older.

## CHRONIC DISEASE PREVALENCE, FY 2011-12<sup>9</sup>



Note: Maple Ridge LHA data shown

# Health Status

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

	Fraser Health (n = 15,427)	Maple Ridge (n = 757)
General health (excellent/very good)	47.5%	43.3%
Mental health (excellent/very good)	58.8%	51.7%
Obesity (BMI 30+)	27.2%	32.8%
High blood pressure	19.5%	19.5%
One or more chronic conditions	30.6%	33.3%
Stress – extremely/quite stressed	18.6%	26.3%
Arthritis	13.9%	15.8%
Mood or anxiety disorder	16.7%	25.8%



# Health Status

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

	Fraser Health (n = 15,427)	Pitt Meadows (n = 201)
General health (excellent/very good)	47.5%	45.3%
Mental health (excellent/very good)	58.8%	47.7%
Obesity (BMI 30+)	27.2%	31.1%
✓ High blood pressure	19.5%	17.7%
✓ One or more chronic conditions	30.6%	23.5%
Stress – extremely/quite stressed	18.6%	20.3%
✓ Arthritis	13.9%	7.4%
Mood or anxiety disorder	16.7%	18.2%



# Maple Ridge and Pitt Meadows COMMUNITY-BASED SYSTEM FOR HEALTH



# Maple Ridge and Pitt Meadows Community Services

2016/2017

## Community

- 148 Fraser Health operated residential care beds
- 213 Contracted residential care beds
- 26,654 Home Health visits
- 1 Home Health Office

## Service Volumes (2016/2017)

- Home Care Nurses provided 17,571 visits to 933 clients
- Case Managers provided 3,787 visits to 1,000 clients
- 210,005 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

- Ridge Meadows Division of Family Practice
  - Collaborative Services Committee
  - Rapid Response Nurse Initiative
  - Patient Health Hub Steering Committee
- Eldercare Committee
- Maple Ridge Shelter Committee
- Community Action Initiative
- Physician Recruitment and Retention - Red Carpet Program
- Maple Ridge Opioid Working Group
- Patient to Family Doctor
  - Find a Doctor Website - Doc to Doc Complex Care

# Ridge Meadows Hospital



# Ridge Meadows Hospital

(2016-17)

## Ridge Meadows Hospital Campus of Care

- 159 funded acute care beds

## Service Volumes

- 40,338 Emergency Department visits
- 7,475 inpatient cases
- 9,113 Surgical Day Care cases
- 93,082 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

# Our Health Care Report Card

## Ridge Meadows Hospital

Fiscal Period: FP04, 201718- Ending Jul 13, 2017

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
<b>QUALITY AND SAFETY</b>						
1	In-Hospital Clostridium Difficile Infection (CDI) Incidence	Apr-Jul 2017	6.0	3.6	●	↓
2	In-Hospital Methicillin-Resistant Staphylococcus Aureus (MRSA) Incidence	Apr-Jul 2017	7.0	13.4	◆	↓
3	Hand Hygiene Compliance	Apr-Jul 2017	80%	83.4%	●	↑
4	In-Hospital Sepsis Rate	2016/2017	2.6	3.0	◆	↓
5	Medication Reconciliation at Hospital Admission	2016/2017	75%	82.2%	●	↑
6	In-Hospital Acquired Pneumonia Rate (Age 55+)	2016/2017	16.6	19.2	◆	↓
7	In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	2016/2017	15.6	18.9	◆	↓
8	Hospital Standardized Mortality Ratio	Apr-Dec 2016	91	96	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Time Spent in Emergency by Admitted Patients	Apr-Jul 2017	35.5	62.8	◆	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Jul 2017	10.7	11.4	▲	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Dec 2016	0.95	0.95	▲	↓
12	Long Stay Patients	Apr-Jul 2017	N/A	30.3		↓
13	Alternate Level of Care Days	2016/2017	10.0%	18.3%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr-Jul 2017	95%	79.4%	◆	↑
15	Non-emergency Surgeries Waiting Less Than 40 Weeks	Apr-Jul 2017	95%	90.9%	▲	↑
<b>STAFF</b>						
16	Sick Time Rate	Apr-Jul 2017	5.0%	5.13%	▲	↓
17	Overtime Rate	Apr-Jul 2017	3.0%	2.45%	●	↓
18	WorkSafeBC (WSBC) Claims Rate	Oct-Dec 2016	7.0	13.0	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr-Jul 2017	1.000	1.026	▲	↓

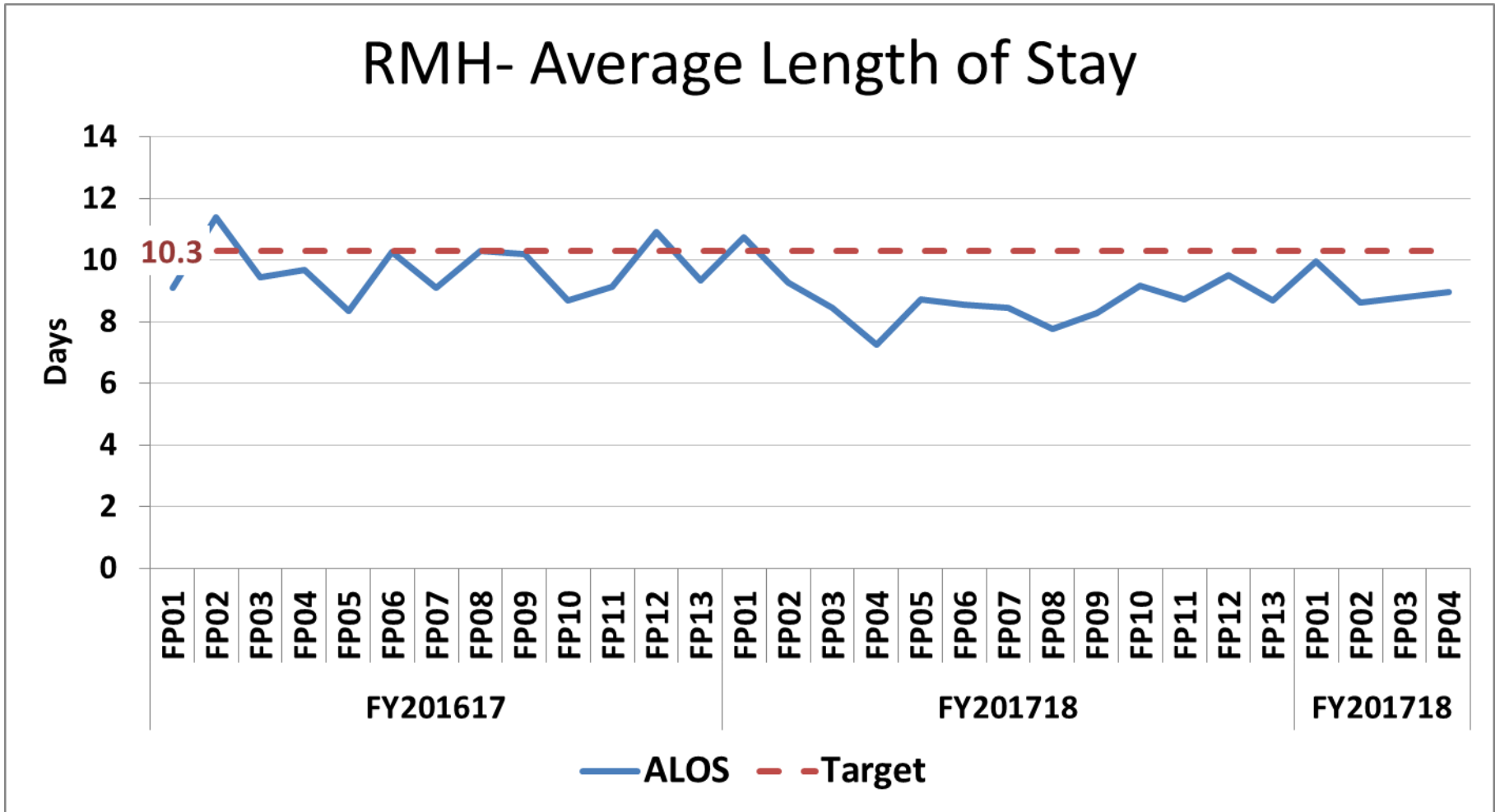
## Maple Ridge Community

1	Worsened Pressure Ulcer in Residential Care Facilities	2016/2017	2.0%	1.3%	●	↓
2	Readmission Rates Utilization (Emergent/Urgent), All Causes	Apr-Sep 2016	10.0%	9.1%	●	↓
3	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Dec 2016	12.4%	9.0%	●	↓
4	Low Acuity Emergency Visits by Community	Apr-Jul 2017	105.6	144.0	◆	↓
5	Home Health Services Provided Within Benchmark Time	Apr-Jul 2017	37%	37.1%	●	↑
6	Wait Time for Home Health Assessment	Apr-Jul 2017	38.2	51.0	◆	↓
7	Admissions to Residential Care within 30 Days	Apr-Jun 2017	63%	76.2%	●	↑
8	Emergency Visits by Home Health Clients	Apr-Jun 2017	75.8	98.00	◆	↓
9	Emergency Visits by Residential Care Clients	Apr-Jun 2017	33.0	51.63	◆	↓

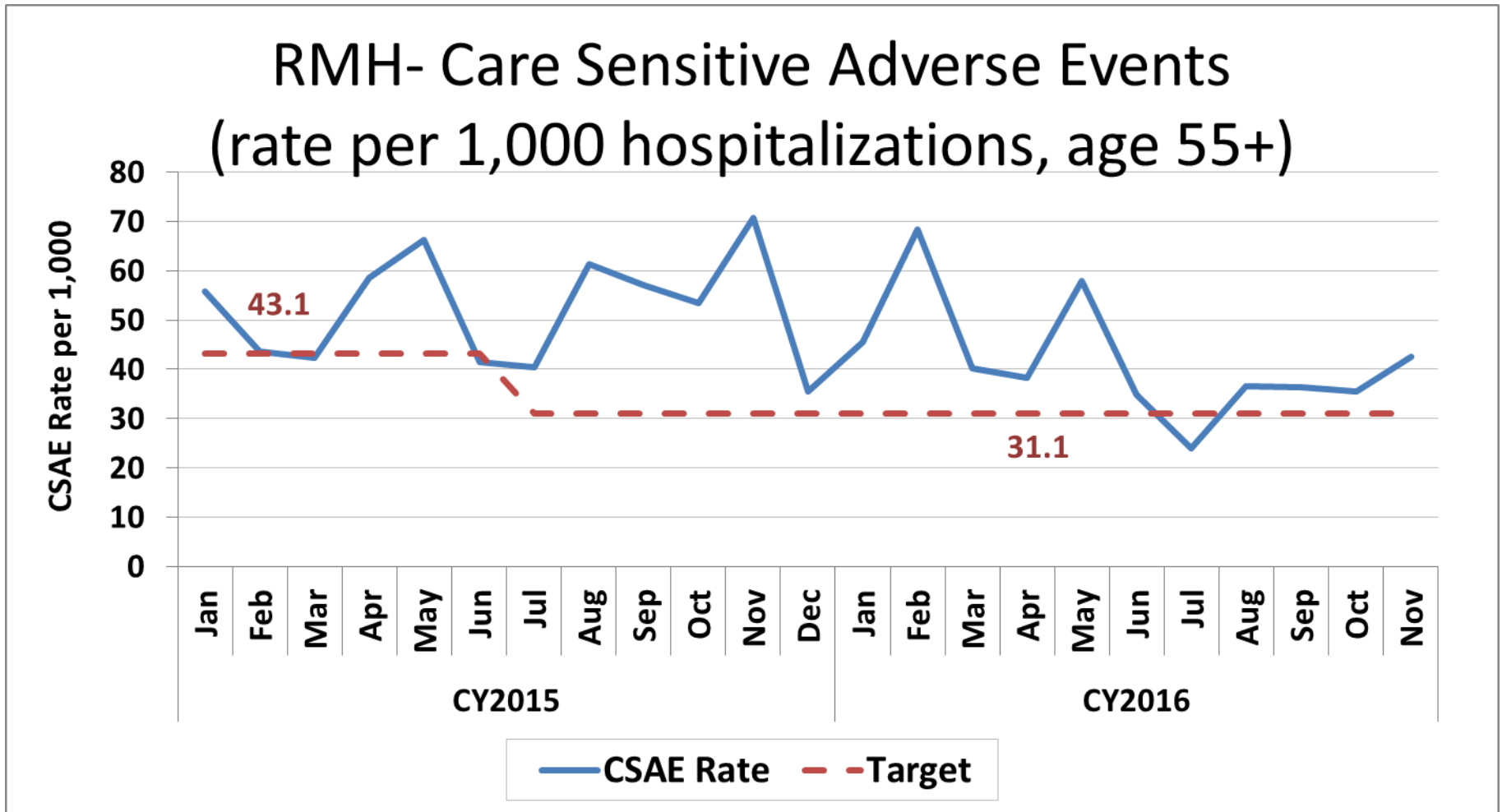
Meeting Target ● 14  
 Within 10% of Target ▲ 6  
 Not Meeting Target ◆ 7

# Improving Capacity

## RMH- Average Length of Stay



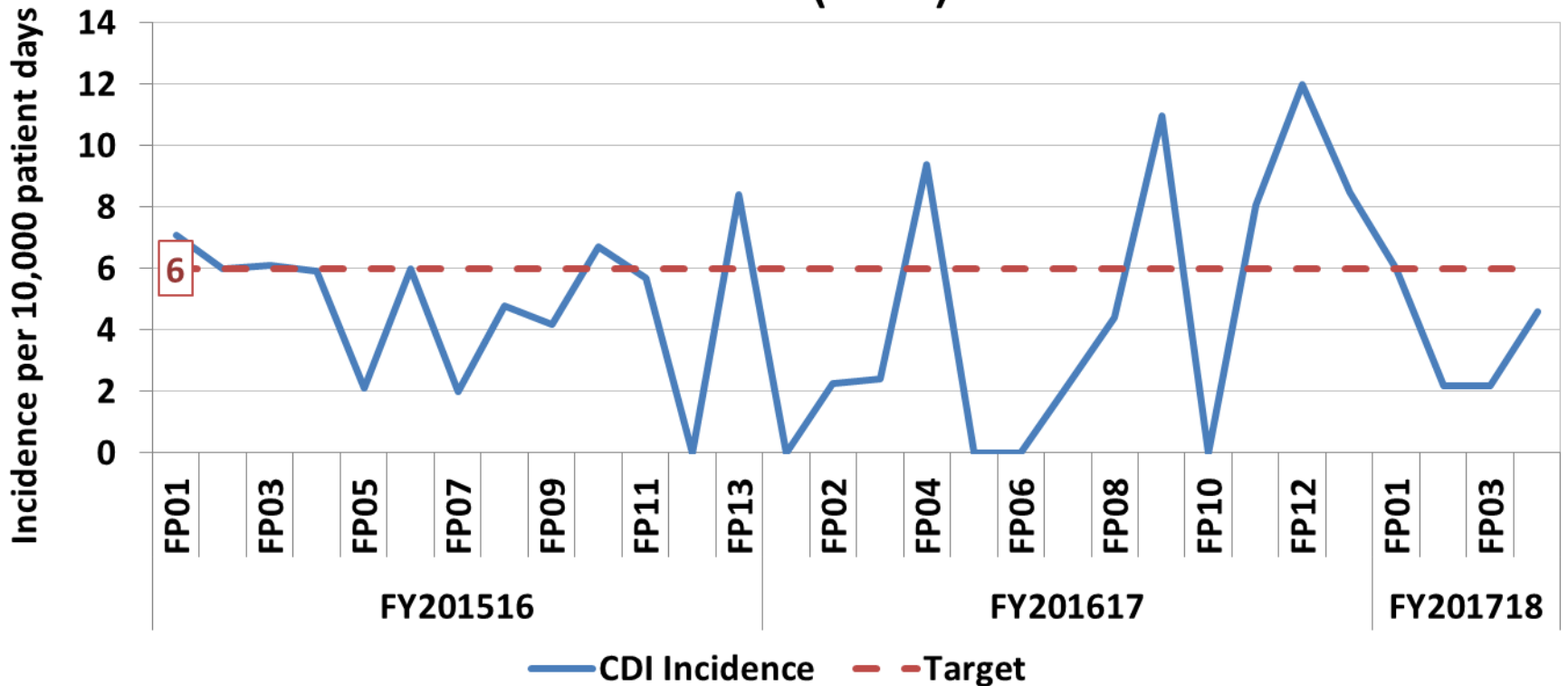
# Improving Quality and Safety



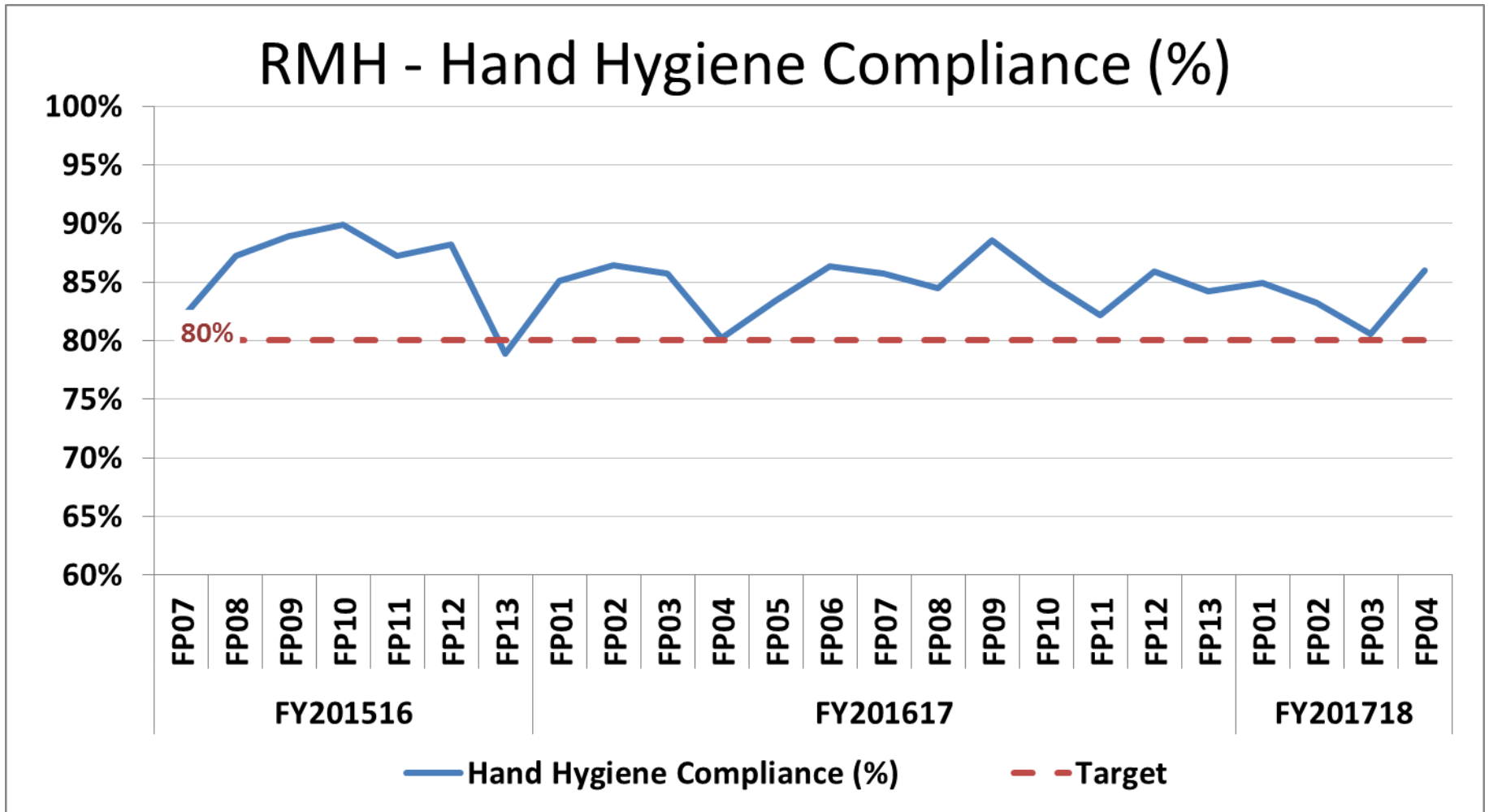


# Improving Quality and Safety

## RMH - Facility-Associated Clostridium Difficile Infection (CDI) Incidence



# Improving Quality and Safety



# Maple Ridge and Pitt Meadows Mental Health and Substance Use Services

## **Ridge Meadows Hospital**

- Emergency Department (Psychiatric Liaison Nurses, Psychiatrist Consultation)
- Psychiatric Inpatient Unit
- Psychiatric Consultation Services
- Psychiatric Outpatient Services

## **Partnership with the Division of Family Practice**

- Rapid Access to Psychiatric Consultation service to be implemented as part of Adult Mental Health Shared Care Project
- Chronic Pain Project
- Patient Medical Home Project
- Youth Wellness Centre

# Maple Ridge and Pitt Meadows Mental Health and Substance Use Services

## **Community Mental Health and Substance Use Services**

- Mental Health and Psychiatric Assessment
- Individual counselling and group therapy
- Case management and outreach
- Psychosocial Rehabilitation
- Specialized services for older adults
- Residential and Assisted Living Mental Health resources
- Intensive Case Management Team (Raincity Housing)
- Outpatient Substance Use Counselling (Alouette Addictions Services)
- Opioid Agonist Therapy (Alouette Addictions Services)

# Ridge Meadows Hospital Investments

- MRI - \$5.5M
- Medical Device Reprocessing Expansion - \$5M
- Medicine Unit Renovation – \$850, 000
- Chiller Replacement (multiple locations) - \$650,000
- Roof Replacement - \$400,000
- Rapid Response Nurse - \$120,000
- Additional Ceiling Lifts Installation - \$100,000
- Macerator Replacements - \$60,000
- Operating Room Renovation - \$35,000

# Ridge Meadows Hospital Volunteer Resources (2016/17)

RMH volunteers offer steadfast support in a variety of roles that enhance the patient care experience including:

- Wayfinding
- Health Information Resource Centre
- Golden Ears Gift Shop
- Economy Cottage
- VolunTEEN Program
- Code K9
- Walking Program
- TLC Visiting Volunteer
- Special Events
- Volunteer support to: Emergency, Ambulatory Care, Medical Imaging, Pediatrics, Maternity, Intensive Care and Recreation

Over **500 volunteers** provide approximately *37,000 hours* of service per year.



What I Do Matters.

# Ridge Meadows Hospital Foundation

**Mission:** Investing in better health through community partnerships. Together, we are supporting the best in health.

**Since 1985**, Ridge Meadows Hospital Foundation has raised over \$25 million to purchase equipment and high priority needs for Ridge Meadows Hospital, fund programs in the community that encourage healthy living, and provide research and educational opportunities for medical staff.

Ridge Meadows Hospital Foundation contributed \$765,000 to complete renovations on Unit 2 West.



**THANK YOU**