

West End Stakeholder Meeting
December 7, 2016 (3:00 p.m. to 4:30 p.m.)

Organization Name(s)	Location + Date of Meeting	Meeting Format
PHC and VCH Team Representatives: <ul style="list-style-type: none"> • Paul Landry (PHC) • Wendy Hansson (PHC) • Miriam Stewart (PHC) • Jennifer Duff (PHC) • Jody Sydor Jones (PHC) • Alex Russell (PHC) • Laura Case (VCH) • Yasmin Jetha (VCH) 	Location: Coast Plaza Hotel, Comox Room, 1763 Comox Street, Vancouver Date: Wednesday December 7, 2016 Time: 3:00 p.m. to 4:30 p.m.	<ul style="list-style-type: none"> • 60-minute presentation • 30-minute Q & A session

Stakeholder Groups Invited:	Meeting Participants:
<ul style="list-style-type: none"> • West End Seniors Network • VCH Seniors Reference Group • West End Seniors Community Planning Table • Qmunity • Dr. Peter Centre • Spencer Chandra Herbert, NDP MLA Vancouver-West End • HIM (Health Initiative for Men) 	<ul style="list-style-type: none"> • Sheila Baxter, Resident • John Bell, Resident • Sara Wagner, Alzheimer Society • CJ Rowe, Qmunity • Carol Jerde, West End Seniors Roundtable • Trudi Shymka, The Bloom Group • Karl Tegenfeldt, The Bloom Group • Stacey Stewart, YMCA • Peter Toppings, YMCA • Anthony Kupferschmidt, West End Seniors Network • Spencer Chandra Herbert, NDP MLA Vancouver-West End • Greg Oudman, Health Initiative for Men

Main Themes of Meeting
<ul style="list-style-type: none"> • Discussion about the community health areas that Vancouver Coastal Health (VCH) serves, and how VCH defines the West End in terms of geographical boundaries • Desire to know more about the new Community Health and Access Centre in the West End, including the timing for opening the new centre • Discussion about the need for a public announcement about the new Community Health and Access Centre and other new/enhanced VCH services • Questions about funding for new VCH services • Questions about the Clinical Service Plan for the new St. Paul's and when it was submitted to government, and the next steps for the project • Desire for continued communication and engagement on health services in the West End and at the new St. Paul's, as well as about plans for redevelopment of the Station Street and the Burrard Street sites

Meeting Summary:

Project team presentation:

- *Welcomed participants and acknowledged traditional First Nations territory.*
- *Stated that the purpose of the meeting was to provide the community with an update on the planning for the new St. Paul's, with a specific focus on health services planning and responding to what was heard during spring 2016 community consultation.*
- *Roundtable introduction of participants and team members.*

Discussion:

- A participant asked about the difference between Vancouver Coastal Health and Vancouver Community.
- VCH responded that Vancouver Coastal Health (VCH) is the health authority that oversees all health services in Vancouver, Vancouver's North Shore, Richmond, the Sea-to-Sky Highway, Sunshine Coast, Bella Bella, Bella Coola, the Central Coast and surrounding areas, and that Vancouver Community is part of VCH. Vancouver Community provides community health services outside of hospitals in Vancouver. This includes services such as newborn baby check-ups, Three Bridges clinic, family doctors and more.
- A participant asked for clarification if those services were provided within the city of Vancouver or Metro Vancouver.
- VCH responded that it was within Vancouver.

Project team presentation:

- *Provided summary of the project's commitment to consultation and engagement and what has been done so far both on the new St. Paul's and on VCH's health services in the West End.*
- *Outlined key interests expressed about health services at the new St. Paul's and in the West End during spring 2016 consultation, and introduced the community consultation report.*
- *Summarized Ministry's vision for transforming B.C.'s health care system, and the related strategies that will change the way people access and receive care. Highlighted that this vision prioritizes patient- and family-focused care, the delivery of coordinated and integrated care, primary and community care to prevent hospitalization, and services for vulnerable populations (people with mental health and substance use issues, chronic disease, and frail seniors).*
- *Communicated that Providence Health Care (PHC) is working in close partnership with VCH to jointly design new ways to deliver care and better connections to services for patients and clients – from hospital-based services and residential care to primary, community and home-based care – with the new St. Paul's as a catalyst for this transformation work.*
- *PHC and VCH affirmed their commitment to ensuring that West End residents continue to have access to the health-care services they need now and into the future.*

Discussion:

- A participant asked for clarification on a diagram in the presentation.
- PHC explained that it represented the Ministry's new Target Operating Model and the associated network of health services across the spectrum.

Project team presentation:

- *VCH provided a summary of the current primary and community care services it offers in Vancouver and the West End - one of six health services areas in Vancouver - and use of those services by West End residents.*
- *VCH outlined a vision for transforming primary and community care, including the introduction of “primary care homes”, where interdisciplinary care providers, including family doctors and specialists, would work together to support residents at a neighbourhood level.*
- *VCH introduced new services planned for the West End, including:*
 - *a new Community Health and Access Centre, which will integrate the current Three Bridges Community Health and West End Mental Health team at new site on Hornby Street next year. It will provide expanded access and service (7 days a week, after hour care, same day access and coordinated care);*
 - *more capacity for adult day programs, home health, home hospice and primary care services; and,*
 - *VCH commitment of approximately \$2.2m in new resources for the West End (\$9m across Vancouver).*
- *PHC provided summary of where St. Paul’s patients come from, and reviewed how West End residents currently use the hospital’s services.*
- *Provided update on what health care services are planned for the new St Paul’s.*
- *Provided update on the project status and the opportunity the project provides to rethink how a hospital is planned and to ensure those plans include strong connections to primary and community care.*
- *Thanked participants for coming and opened up the meeting for questions and discussion.*

Question and Answer Summary:

Topic: West End community health area

1. A participant asked about how the West End community health area was defined in terms of geographical boundaries and population.
 - VCH responded that it includes all of the West End, Coal Harbour, Downtown, up to Broadway (around Vancouver General Hospital) and as far east as about Cambie Street, and the boundaries are reviewed as part of health services planning as population shifts in the city.

Topic: Timing and funding of new/enhanced VCH health services

2. A participant asked about the timing of the new primary care home strategy and whether it would be implemented in all health areas at the same time or if West End would be first. And also asked what the timing was for the move of the Three Bridges Clinic into the new Community Health and Access Centre.
 - VCH responded that the work to develop primary care homes is underway and has been for the past year. It is a process that will happen over time and across all of the health areas, but it is envisioned that over the next couple of years VCH will be much closer to achieving its vision. VCH noted that it is hoped that all services will move into the new Community Health and

Access Centre on Hornby Street between August – November 2017. Planning is still underway so firmer timelines will be known shortly.

3. A participant asked what the hours would be for the new Community Health and Access Centre.
 - VCH responded that it would likely be 8:30 a.m. – 8:30 p.m.
4. A participant asked what the new Community Health and Access Centre would mean for the old Three Bridges building and about the timeline for the new centre.
 - VCH replied that all services currently at Three Bridges will be moved to new site and that it is anticipated that all services will be at the new site by late fall 2017. VCH's facilities department will need to decide what will happen to that site.
5. A participant asked when the lease is up for the current Three Bridges.
 - VCH replied that they did not have that information with them at the meeting.
6. A participant asked about the timing for the Adult Day Program and whether it would be located in the West End.
 - VCH replied that a Request for Proposal (RFP) will be coming out in the next couple weeks. The new adult day program would not necessarily be located in the West End, but the provider would be required to arrange for or provide transportation to the program.
7. A participant asked if PHC/VCH had heard from people who want to see more integration with existing community services and how the future health care in the West End would be integrated with community services.
 - VCH replied that that is done today but that it is an area that needs to be further developed.
8. A participant asked about funding for new services.
 - PHC replied that VCH and PHC are serving the same patients whether it's done in a hospital or in the community and that it's all part of the same overall funding envelope. It was noted that it is important to ensure that best care is provided in the right place at the right time, and achieving this objective requires the transformation of care work underway between VCH and PHC to locate services where they are best received. Having better support for community and primary care will help keep people out of the hospital and reduce hospital costs.
 - VCH responded that they are making a \$2.2m investment into West End health care services.

Topic: Communication and engagement about the new St. Paul's and VCH's health services in the West End

9. A participant asked if there would be a public announcement and news release about the new Community Health and Access Centre.
 - VCH replied that there would be a public announcement, probably in January. A participant noted that he would be sharing information about the new centre in the January newsletter for his organization.

10. A participant asked when this important information about the new and expanded VCH health services would be made public so that people could be engaged and provide comments.
- VCH pointed out that the information about the Community Health and Access Centre and other new/enhanced primary and community health services detailed on the fact sheet is very new, and some of it hasn't been shared internally yet. However, the information could be shared by the meeting participants with their organizations/constituents.
 - VCH responded that wider communication to the West End and the general public about the primary care home strategy is yet to come. VCH indicated public engagement regarding the new West End Community Health and Access Centre might occur in the spring of 2017.
11. A participant asked when the public will next be involved in the St. Paul's process and pointed out that there has been very little engagement or response from PHC since the spring consultation.
- PHC responded that comprehensive community consultation was completed in Feb/March to inform clinical planning (questionnaire, several forums, 1:1 meetings, etc.) and that the team has been quieter since that time to allow the clinical planning work to progress. However, PHC has continued to receive questions and comments from individuals and have meetings with stakeholder groups. PHC also referenced the City's parallel process to develop policies for the redevelopment of the Station Street site and that this process had involved comprehensive public and stakeholder consultation from March to June; many participants shared feedback in that process regarding health services even though that was not the focus of that engagement. All comments have been considered in the planning to date. Public engagement about the project, led by PHC and by the City, will continue as the planning progresses.
12. A participant asked if the Consultation Summary Report has been circulated to participants.
- PHC provided printed copies to all participants at the meeting. They confirmed that report had been sent out to internal and external stakeholders by email, and posted to the project website, at the end of November.
13. A participant asked how the Clinical Service Plan would be shared publicly, as people in the West End are interested in this information.
- PHC responded that although the CSP had been submitted to the Ministry in March, it is a very technical and confidential document. The project realizes that people are interested in knowing more about what the campus will look like and what services will be offered, and has summarized the key programs and services that are envisioned to be offered at the new campus in the consultation report and fact sheet provided. More information will be available once further direction has been received from the Ministry.

Topic: Planning for the new St. Paul's

14. A participant asked if the Clinical Service Plan been submitted to the Ministry of Health (MoH).
- PHC replied that a Clinical Service Plan has been tabled with the MoH and that it will be included as part of project plans to be submitted to the Ministry in the new year. It was also

noted that the Clinical Service Plan is a starting point and will be continue to be updated as planning continues over the next several years.

15. A participant asked if the Clinical Service Plan submitted reflects all of the information discussed today, including the transformation of care and VCH's plans around primary and community care.
 - PHC replied that the plan was submitted to the Ministry in March and that VCH was very involved its development. Since the submission, more work has been done, including between PHC and VCH to further identify opportunities to transform care and by VCH to map out its primary and community care work. This work will be included in PHC's submission to the Ministry in the new year.

Topic: Burrard Street Site

16. A participant asked about the future plans for the Burrard Street site and whether there would be health care services there.
 - PHC replied that all health services currently offered at St. Paul's would be relocated to the new campus at Station Street.
 - No decisions about the future use of the Burrard Street site have been made. PHC has established a real estate committee to look at options for the future use of the Burrard and the potential for commercial use of some areas of the Station Street site. The project has also been working with the City as to what they would like to see on the Burrard Street site. PHC needs to maximize the revenue potential by leveraging both sites in order to contribute the \$700+m it has committed to providing to fund the new campus.
17. A participant asked if there would be public consultation on the future use of the Burrard site.
 - PHC replied that there will be public engagement and consultation, as required by the City of Vancouver's redevelopment processes, at a later stage in the project.