

**The new St. Paul's Public Consultation – Clinical Planning
Community Forums – Round Two Summary
March 1, 2016, St. Paul's Anglican Church, West End**

BACKGROUND

Providence Health Care (PHC) is planning a new St. Paul's hospital and integrated health campus on Station Street to transform the future of health care for British Columbians. The new St. Paul's will be designed with patients' needs at the centre to provide them with the highest-quality, seamless care at home, in the community or in the hospital - wherever their needs are best met.

In April 2015, the decision to move St. Paul's Hospital from its current site on Burrard Street to a new site on Station Street, approximately three kilometres away, was confirmed. The decision was to not rebuild on the current site due to disruption to patients, cost of renovations and the determination that even an investment of \$850 million would not yield best practice hospital care facilities.

The new St. Paul's will continue to be one of B.C.'s two most specialized hospitals for adults complete with world-class health care to treat people when they are the sickest and need specialized hospital care. It will remain an academic health sciences centre that will continue its strong teaching focus to ensure that medical research breakthroughs lead to direct clinical benefits for patients.

Guided by the Ministry of Health's vision for patient-centred care across the spectrum and improved overall population health, the new hospital will integrate with a number of primary care, community health services and support programs on the Station Street health campus and into the broader community with such partners as Vancouver Coastal Health (VCH) and other providers. By combining hospital-based care with community and primary care – on and off the health campus – the new St. Paul's will continue to meet the needs of patients from throughout B.C. and the local communities, including the West End and Downtown Vancouver.

Planning for the new St. Paul's will take place in the years before its expected opening in 2023. Currently, PHC is focused on the development of a business plan to submit to the provincial government in fall 2016. A key component of the plan, which is underway, involves identifying current care being delivered by St. Paul's to our patient populations and communities, their future health needs, which programs and services should be at the new St. Paul's, and how best to integrate new solutions into the broader community and primary care networks.

In addition to clinical planning, PHC is working closely with the City of Vancouver on a [redevelopment planning process](#) for the Station Street site. A Policy Statement will be prepared by the City to guide land use, transportation, density, building types and heights and associated public benefits. This process includes comprehensive public consultation, which is underway, before being presented to City Council in early fall for approval.

COMMUNITY ENGAGEMENT PROCESS

In February 2016, as part of its clinical planning for the new St. Paul's, PHC initiated a comprehensive community engagement process, in partnership with VCH, with stakeholders and local communities to understand their current and future health care needs and how the new St. Paul's can best support those. Feedback gathered as part of this process will be used to inform decision-making as the new clinical plan is developed. This community engagement process was designed as a stepping stone to continued engagement throughout various stages of project planning until the implementation on the new site.

As part of the consultation process, a series of community forums were held in the neighbourhoods near the current and new St. Paul's sites. Eight community forums – four per neighbourhood – took place in two waves in February and March.

In the first wave of community forums, PHC and VCH provided an overview of the project, including the project vision and objectives, milestones and planning details, and each organization's respective roles related to planning. Participants were asked to express what they are interested in, excited about or concerned about as the planning moves forward. The goal was to hear from residents and community groups what particular areas of interest they have relative to the project, and then to use those expressed interests and topics to progress to further discussion specifically focused on health care needs in the second wave of forums.

Although they were welcome to share it in the forums, participants who wanted to provide input specifically related to urban planning and land use issues were encouraged to also participate in the City of Vancouver's [concurrent planning process](#) on the redevelopment of the future St. Paul's site on Station Street.

The two first wave West End forums were held on February 16, 2016 in the morning from 10 a.m. to 12 p.m. and again in the evening from 6:30 p.m. to 8:30 p.m. A total of 79 people attended both forums. Feedback was captured and shared in a summary report that was circulated to participants by email on February 24, 2015 and made available on the [project website](#). This report was also shared with Ministry of Health, City of Vancouver planners, BC Emergency Health Services, Vancouver Coastal Health and the PHC redevelopment clinical planning team.

Two second wave West End forums were held on March 1, 2016 in the morning from 10 a.m. to 12 p.m. and again in the evening from 6:30 p.m. to 8:30 p.m. At these events, PHC and VCH asked participants to provide further input in three distinct areas related to their health care needs in both the current St. Paul's neighbourhood and at the site of the new St. Paul's hospital and health campus. Participants who wanted to share feedback specifically related to land-use issues and redevelopment were again encouraged to participate in the City's redevelopment planning process.

TOPIC 1 - Your Health Care - West End/Downtown

Participants were asked to think about what they'd heard about the vision for the new St. Paul's Hospital and VCH's planning for enhanced primary/community care in their community and discuss the following questions:

- What are the core health services or the services that are most important to you and will meet your needs?
- How do you see these services being better integrated into or becoming part of your community?
- What opportunities do you think exist for partnerships to achieve the identified health services (for example, a community group working in partnership with VCH on seniors' community health needs)?

TOPIC 2 - Your Health Care - future site and neighbourhoods (Strathcona, False Creek, Downtown Eastside, Chinatown)

Participants were asked to think about what they'd heard about the vision for the new St. Paul's Hospital and VCH's planning for enhanced primary/community care in their community and discuss the following questions:

- What health services are most important to you to be delivered at the new St. Paul's Hospital and health campus to best meet your needs?
- How do you see these services integrating into or becoming part of the community near the new hospital?
- What opportunities do you think exist for partnerships to achieve the identified health services? (for example, a community group working in partnership with VCH on needs of local residents with mental health and addiction needs)?

A total of 54 participants attended the second wave West End forums on March 1. The following is a summary of the discussion from the morning and evening forums.

SUMMARY of DISCUSSION

The following are services people want to have, and specific ideas that they shared for integration with community and opportunities for partnerships:

Morning forum

TOPIC 1 - Your Health Care - West End/Downtown

Important Health Services	Integration with Community	Opportunities for Partnership
<p><u>Emergency/urgent care</u></p> <ul style="list-style-type: none"> • Health care space open 24/7 • 24/7 emergency/urgent care with triage/referral capability • Ambulance station in West End/Downtown <p><u>Clinic or speciality services</u></p> <ul style="list-style-type: none"> • Specialist services • Palliative care • Family health services • Clinics physically grouped together, ideally on existing site <ul style="list-style-type: none"> ○ Heart clinic ○ Falls clinic ○ Geriatric services/ psychiatry ○ COPD clinic ○ Diabetes ○ Elder care ○ Fractures clinic ○ Lung clinic ○ Physio outpatient clinic • Labs open for public access • West End satellite clinics (connected to new St. Paul's programs) • Gay men's health and HIV care in community clinics vs. hospital setting 	<p><u>Primary care</u></p> <ul style="list-style-type: none"> • Concentrated in same area as physicians' offices, lab services • More GPs, primary care • Pharmacy open 24/7 with prescription delivery • Easy access to grocery stores • Health care brought to the patient <ul style="list-style-type: none"> ○ Doctors, physiotherapists doing house calls <p><u>Seniors care</u></p> <ul style="list-style-type: none"> • VCH home health services expanded, better organized and easier to access <p><u>Community</u></p> <ul style="list-style-type: none"> • Increased community-based programs and number of sites where they are offered • Easy access, ample parking • Repurpose Providence towers for health care services • Move outpatient clinics into community; do not have to be on Burrard site 	<ul style="list-style-type: none"> • Better access/ service for TransLink buses • Hotels with affordable rates • Hotels with dedicated rooms for discharged patients and families • Leverage volunteer services at West End Community Centres • Increase integration, partnerships with West End seniors groups • Don't have private/public partnerships; keep public health care public • BC Emergency Health Services should add more ambulance stations • Partner with developer to ensure there is space allocated for health care uses in whatever is developed at existing site • Ensure good communication about redevelopment plans to counteract rumours • Use Health Initiative for Men model for other populations to provide outreach services • Engage other groups to take on services that were at hospital • Partner with, extend VGH family and early childhood programs

<p>(more effective, comfortable for this population)</p> <ul style="list-style-type: none"> Wellness clinics with massage, exercise, dietitian, fitness, preventative focus that support people to make healthy choices Family/early childhood programs <p><u>Hospital Services</u></p> <ul style="list-style-type: none"> 15-20 floor hospital integrated into future development on Burrard site 		<ul style="list-style-type: none"> Partner with Vancouver School Board on services for children, families City of Vancouver partnership to expand community based wellness programs Increase partnership with Better at Home to provide more service, expedite referrals for West End seniors
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TOPIC 2 - Your Health Care - future site and neighbourhoods (Strathcona, False Creek, Downtown Eastside, Chinatown)

Important Health Services	Integration with Community	Opportunities for Partnership
<p><u>Emergency/Urgent Care</u></p> <ul style="list-style-type: none"> Full scope of emergency services Medical imaging within emergency Central emergency hub with surrounding services Admissions unit <p><u>Clinic or Specialty Services</u></p> <ul style="list-style-type: none"> Offer the full complement of current SPH services MRIs delivered on-site 24/7 triage services Multiple clinics functioning on campus Education/research Mental health facilities on campus Addiction treatment facilities including detox facilities – important because Vancouver’s existing detox facilities are overcrowded, insufficient beds Geriatric clinic, older adult mental health services on new site but important for this to also exist in West End Centre for excellence in seniors care 	<p><u>Primary care</u></p> <ul style="list-style-type: none"> Well-connected services on/off campus with seamless info sharing among health care providers Plan site with wellness/holistic approach <p><u>Population specific</u></p> <ul style="list-style-type: none"> Employ First Nations (FN) to help with programs, especially Aboriginal Health Ongoing consultation with FN population Create Board or committee with representatives from various community/partner organizations who advise/consult on services, operations Ideally keep Mount St. Joseph’s Hospital open but if it has to close, ensure services are transferred to St. Paul’s and culturally relevant services are provided Provide training to ensure inclusive, respectful approach to care especially for marginalized populations 	<ul style="list-style-type: none"> Partnerships must be with non-profit agencies and groups Emulate approach of good partners like Neighbourhood Houses because they work with vulnerable populations, e.g. First Nations, seniors, new immigrants, etc. Immigrant settlement services centre soon to be opened at Victoria and 10th Ave. West End Seniors Network should remain key partner as well as other seniors groups Other new groups may emerge, look for opportunities to partner with them Community clinics like Evergreen, Mid-Main who provide important health services to vulnerable populations Care Point, other existing clinics who are already part of broader health system Eastside treatment facilities who have expertise operating addiction treatment facilities in community like Chrysalis, Recovery House, Together We Can

<ul style="list-style-type: none"> • Residential care for seniors • Health services for Aboriginal population • Full range of services should be provided (e.g. physician-assisted death, abortion) since PHC is publicly funded • Enough operating rooms for surgical procedures like hip/knee replacements as population ages • Important to offer programs that help people return to health - physio, rehab, exercise/education program - plus continue to offer physio/rehab in West End • More orthopedic surgery/services • Neurology/neurosurgery • Expanded services for seniors (aging population) • Leave pediatrics at BC Children's, link to Children's Hospital • COPD, other lung health programs/clinics • Multi-culturally-focused health services that cater to patients/families who speak other languages, include other approaches to care i.e. Chinese Traditional Medicine • Programs, services for families when on-site to support patients • Chapel/pastoral care • Hospice/end-of-life care <p><u>Research Services</u></p> <ul style="list-style-type: none"> • Strong research presence <p><u>Site and Community Services</u></p> <ul style="list-style-type: none"> • Helipad • Ensure recovery supports developed in community for patients post-op – i.e. rehab/home support, physio, OTs going to 	<ul style="list-style-type: none"> • Consider many unique community needs (e.g. transient population, lower literacy, more complex health needs) <p><u>Community</u></p> <ul style="list-style-type: none"> • Engage with those outside of Vancouver who use SPH, not only with immediately affected residents • Create emergency traffic lane for ambulances • Provide accommodation for out-of-town families that includes food services • Integrate with VGH and services around it • Bring community into hospital • Very important to do economic, social needs assessment of community's needs to minimize impacts • Communicate about existing community programs (establish a Community Coordinator role) • Hotels/places for people to stay around hospital • TransLink should expand transit to new site • Walkability of site can increase community integration • Create environmentally-friendly site • Have roof gardens, promote nutrition/education on healthy eating • Keep good connection to West End community by linking ambulance services • Gardens/green space to sit, walk on site; plant lots of trees • Safety, access needs to be considered, built into design of new site 	<ul style="list-style-type: none"> • Organizations that work with offenders (John Howard Society, Elizabeth Fry Society) because many offenders have extreme health issues including mental health, addictions • First Nations organizations e.g. FN Health Authority, other First Nations groups • Retailers e.g. coffee shops • Coordinate with existing services such as rape relief; ask them how to best partner together • Develop mechanisms now to ensure proactive engagement/planning happens with external groups – don't wait, do deep engagement with them now • Ensure St. Paul's Foundation offices are in prominent location, easy to access • Make arrangements with hotels for reduced rates like SPH does with Century Plaza –affordable accommodation • University partnerships; create more obvious educational links • Partner with community groups, organizations to educate public about health, wellness • Partner with arts community like new McGill University Health Centre has done • LGBT community • Many community organizations delivering health services in DTES • Create more multicultural hospital – partner with nearby Chinese population in Chinatown
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<p>patients in their homes, offering treatment at community clinics</p> <ul style="list-style-type: none"> • Facilities on site or nearby to house visitors, patients • Patient transfer network • Consider growing/changing needs of different populations – transgender, kids/adults, First Nations, gay, mental health, addictions, multicultural populations • Information/referral service (in-person, via web, by phone) to provide info about services people can access in community, plus follow-up to see if issue being resolved/whether resources provided were helpful, i.e. 811, 311, 211 • Bridge services in community with services at new site e.g. continue to offer Healthy Heart program but offer transportation support for people who can't physically get to hospital • Services for out-of-town patients/families (information, pastoral care, social work, etc.) • Services/space for caregivers • Coffee shops, gift shop • Provide useful local info to out-of-town patients • Functional outdoor space/green space – engage staff, patients, families to create it • Pharmacies like Shoppers Drug Mart but that also offer integrated holistic treatments like Finlandia • Medical marijuana dispensary • Medical equipment rental/purchase 	<ul style="list-style-type: none"> • New site should enhance surrounding community, build sense of community in area • Ensure lots of services are wrapped around site to support local population, community • Make new St. Paul's a "destination" • Rejuvenate, build community by allowing access to surrounding neighbourhoods 	
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<ul style="list-style-type: none"> • Avoid duplication between new, old sites (but duplicate where appropriate) 		
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Evening forum

TOPIC 1 - Your Health Care - West End/Downtown

Important Health Services	Integration with Community	Opportunities for Partnership
<p><u>Emergency/Urgent Care</u></p> <ul style="list-style-type: none"> • Fully functional 24-hour emergency/triage with ancillary services, e.g. medical imaging, etc. • Urgent care centre as second option to ED • Urgent services for “minor” stuff like broken arms, etc. <p><u>Specialty Services</u></p> <ul style="list-style-type: none"> • Immigrant health services • HIV clinics • Surgery, recovery/convalescent services • Mental health crisis support • Long-term mental health services not sited in institutional environment – repurpose existing buildings at current SPH site • Mental health services for youth • Drop-in mental health services • Dental services for low-income population • HIV services • Pharmacy • Community hospital • New ambulance station • Convalescent beds for recovery • Healthy Heart program • Immigrant health services • Dialysis services • More GPs • Short-term stay addictions/detox services 	<p><u>Primary care</u></p> <ul style="list-style-type: none"> • Better access to GPs • Nurse educator, nutritionist, primary care team to support community • Chronic disease management <p><u>Seniors care</u></p> <ul style="list-style-type: none"> • Help seniors to connect socially in central space • Step-up residential care: independent, assisted living, long-term care • Connecting seniors who need help with home support/other programs • Seniors network – connect health services, social programs to increase opportunities for health benefits <p><u>Population specific</u></p> <ul style="list-style-type: none"> • Integration of regional programs/providers especially between health authorities • New families in Canada need help to navigate health care system • Connecting vulnerable, isolated <p><u>Community</u></p> <ul style="list-style-type: none"> • Outreach to neighbourhood health clinics to co-locate services, strengthen reach to residents • Integrate with Better at Home services already being offered • Labs 	<ul style="list-style-type: none"> • BC Ambulance should establish ambulance station in West End/Downtown • Repurpose current SPH conference rooms, theatres, meeting space to be used by community, City of Vancouver • Childcare/daycare providers • Partner to develop social housing/co-ops • Church partnerships/spiritual component are already solving some of our social problems • Repurpose hospital kitchen for community food program • Partner with historical societies, architectural firms to preserve, acknowledge historical significance/heritage/architecture of current St. Paul’s Hospital • Build “disaster preparedness” volunteer pool to connect community members to emergency shelter, health care services in event of disaster • Form networks for health care providers based on where they live, not just work (in case they can’t get to work in event of natural disaster) • Health Initiative for men • Connect with LGBTQ community to understand needs, capacity to partner

- Prenatal care
- Specialist offices to remain downtown
- Center of excellence in some specialities

Site and Community Services

- Concentration of services for West End in one space: lab, clinics, extended hours
- Satellite facility but not institutional
- Services that are quickly accessible
- Use space at current site as staging area, supply storage for disaster preparedness
- Quality of care, access to remain
- Proximity to laboratory, pharmacy
- Linkage to other care
- West End needs full-service hospital
- Rapid access clinic, patient navigators (surgical, neurology, etc.)
- Maintain services that have community feel of St. Paul's
- Same existing services but pared down
- Existing clinics remain, cluster them downtown/West End (COPD, Diabetes, Falls, OT, PT)
- Family doctors to stay in community
- Something to serve growing population, transient population, tourists, those attending events
- More than "clinic"
- Services should be sustainable, part of new plan for St. Paul's
- Affordable transportation to new site
- Best practice to have hospital in downtown core; bad planning to take hospital out
- Budget "nest egg" for West End services

Older Adults

- Community gardens
- Better information sharing between community programs/non-profits, VCH/PHC (ex. when someone is falling through cracks)
- Medical equipment services
- Services for families, children i.e. daycares, schools, libraries
- Mechanisms to stay active, healthy in community

- TransLink/Handy Dart
- Develop partnerships with universities to prepare more nurses, nurse practitioners
- AIDS services organization
- Partner with Three Bridges to develop more space for this Community Health Centre
- Ambulatory Clinic should be sited at Haro Park or Millennium tower
- Community centres
- West End Seniors Network, community groups
- Partner with Better at Home to increase services
- Friends for Life
- Qmunity
- Coast Mountain Health
- Gathering Place
- Kettle Friendship Society
- Food Banks
- Community Gardens
- Collaboration with existing services for FN
- Directions (organization for at-risk youth)

<ul style="list-style-type: none"> Seniors care services delivered where seniors live Support for independent living Services to keep elders in homes Public long-term seniors care facility Geriatric services Extended hours for home care In-home care offered 24/7 Day clinics that provide respite care <p><u>Families</u></p> <ul style="list-style-type: none"> Young families need access to GP for children’s services, referrals to specialists, school nurses, vaccines, etc. Youth-focused health services at King George High school 		
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TOPIC 2 - Your Health Care - future site and neighbourhoods (Strathcona, False Creek, Downtown Eastside, Chinatown)

Important Health Services	Integration with Community	Opportunities for Partnership
<p><u>Emergency/Urgent Care</u></p> <ul style="list-style-type: none"> Emergency 24/7 trauma (include pediatric) Big, spacious ER where patients don’t have to wait too long and that has security, fast track service, good triage process Pager system to alert patients when it’s their turn to be seen <p><u>Speciality Services</u></p> <ul style="list-style-type: none"> Operating rooms Robotics/nanotechnology Remote surgery Psychiatric services Health education Geriatric services Long-term care Transition unit Centre for excellence in telehealth 	<p><u>Community</u></p> <ul style="list-style-type: none"> Secure travel to/from SkyTrain Shuttle service Access/transportation Work to minimize noise from ambulances or helipad “People mover” capacity for easy commute from SkyTrain to hospital Elevated walkway from SkyTrain Create campus environment with public areas and lots of trees, greenery Residential facilities for patients to stay on site Current zoning should be reviewed to allow development of short-term housing for patients and visitors 	<ul style="list-style-type: none"> Hotels to partner to provide accommodation Day care provision (subsidized for staff) Central Station integration – shopping services Local food security groups to establish community gardens Research and training partnerships with UBC Companies that provide wellness services such as spas Community groups to provide education Research collaboration with UBC First Nations agencies, community clinics West End Seniors Network Loving Spoonful

<ul style="list-style-type: none"> • More operating rooms • Fire Alarm Aspiration Sensing Technology • Invest in cutting-edge technology • Single-patient rooms at no extra cost, especially important for mental health • Outpatient services for mental health, low-income patients • Respite care on-site • SPH should have hub-and-spoke model with integration into community • Opportunity for SPH to be centre of excellence for mental health and research • Features like state-of-the-art beds • Psychiatric mental health beds • Spacious design • Patients seen quickly • Avoid duplication of services at VGH site • Establish diabetes clinic, Healthy Heart, etc. but also keep these in West End by offering satellite groups <p><u>Site and Community Services</u></p> <ul style="list-style-type: none"> • Transitional centre with better transfer system to get people from hospital to other levels of care • Labs offering extended hours on weekends and 24/7 walk-ins for testing • Parking system that is simple, easy to access, affordable • Hospital bus • Diagnostic imaging • Food services 24/7 • Park and garden secure for mental health patients • University services and research on campus 	<ul style="list-style-type: none"> • Ensure homeless and hard-to-house not pushed out of area because of gentrification and higher cost of living due to hospital development • Integrate mental health outpatient services with community so people aren't removed from community • Site well integrated with transit system • Walking, wheelchair-friendly paths for those with disabilities and that minimize conflict with cyclists • Analyze trips/routes/travel time with ambulances to decide best travel routes to/from new site • Carnegie Community Action Project insists City, province take strong action (by buying or leasing SRO hotels in vicinity of new hospital) to prevent displacement of low-income SRO hotel residents in Ivanhoe, Cobalt, other SRO hotels <p><u>Population specific</u></p> <ul style="list-style-type: none"> • Consider unique needs of homeless, FN 	<ul style="list-style-type: none"> • Social workers need to be connected to community-based services to better support patients, residents • Friends for Life – support services • Partnerships need to be separated – infrastructure partnerships, health care delivery partnerships • Be open to corporate sponsorship for construction of facilities • Contract out non-patient services, have good business model • Corporate sponsorship • Connect with UBC/SFU researchers in geography, urban planning, transportation, planning, logistics who will analyze data impartially/for free, complementing advice PHC will get from City
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- Centralized “one-stop-shop” primary care centre
- Waiting area/flex space
- Patient paging system
- Automated robotic supply delivery method to units throughout campus
- User-friendly site
- Free coffee available where appropriate
- Have food available in waiting area
- Common areas, family areas, common kitchen areas
- Volunteers to greet, help patients
- Streamlined intake
- Ensure planning for expansion on site
- Protect free space on site for health care and don’t give it up to other groups/uses as PHC will need it for future expansion
- Design new hospital services taking into consideration unique needs of neighbourhood near Station Street site - SPH may not be as familiar with these
- Plan this to be flagship hospital for Vancouver and province
- State-of-the-art hospital with all “bells and whistles”

Older Adults

- Centre for excellence for seniors care including inpatient services, clinics, research, teaching, all in one building
- Transitional residential beds on site that connect to larger residential system
- Connect acute care to residential/transitional care better, faster

Families

- Family accommodation

The feedback gathered at the eight community forums will inform the clinical planning process going forward. There are still ways to share input and inform the planning process for the new St. Paul's, including:

- Answering a short question of the week on project website: <http://thenewstpauls.ca>
- Scheduling a one-on-one meeting or interview by contacting: thenewstpauls@providencehealth.bc.ca
- Sending a question or comment by email: thenewstpauls@providencehealth.bc.ca or by mail
Attn: The new St. Paul's
c/o Providence Health Care Communications and Public Affairs
1190 Hornby Street
Vancouver, B.C. V6Z 2K5

There is also an opportunity to participate in the City of Vancouver planning process for the development of the new site.
<http://vancouver.ca/newstpauls>

For the latest news and updates on the new St. Paul's please visit: thenewstpauls@providencehealth.bc.ca

Prepared by: St. Paul's Redevelopment Project Team
Vancouver Coastal Health Community Engagement
March 9, 2016



in partnership with

