

New St. Paul's Hospital and Health Campus

Summary Report - Community Forums

FEBRUARY TO MARCH 2016



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THE NEW  STpaul's


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The New St. Paul's: Transforming Health Care for British Columbians

“St. Paul's Hospital is world-renowned for its care, research, and teaching. We're making sure it remains a hub of innovation, excellence and compassionate patient care. It will be the model for the transformation of health care to serve British Columbian families far into the future.”

– HON. DR. TERRY LAKE, MINISTER OF HEALTH

A new vision for provincial health services with St. Paul's as the catalyst

The B.C. Ministry of Health has a new vision for delivering the best health care to British Columbians, which places the patient at the centre and calls for the delivery of co-ordinated health care services where and when people need them most. Providence Health Care is at the forefront of helping to realize that vision through the redevelopment of St. Paul's Hospital.

Integrating hospital, primary and community care

The new St. Paul's is a bold plan to establish a brand new state-of-the-art health care, research and teaching centre that will continue to deliver excellence in acute, emergency and critical care to meet the needs of patients throughout B.C. and in local communities.

Located less than three kilometres from its existing site on Burrard Street in Vancouver, the new St. Paul's will offer an integrated care model by blending

hospital-based services with a number of primary care and community health services, both on the new campus and in the broader community in partnership with Vancouver Coastal Health and other providers.

Right care, right time, right place

By integrating programs and services, the new St. Paul's will enable smoother transitions for patients at home, in the community, in the new hospital or elsewhere on the new campus, allowing them to receive the right care at the right time and in the right place. Research and teaching will be integrated throughout the campus, enabling world-class care providers and researchers to work side-by-side, rapidly bringing medical breakthroughs to our patients at the bedside and in the community.

This integrated model will help healthy people stay healthy, while providing high-quality critical care when they are very sick. It will also result in reduced wait times, better quality care, better health outcomes, a better experience for our patients and their families and improved value for health care dollars.

Designing the most innovative models of care in partnership with our stakeholders

Throughout the entire planning process for the new St. Paul's, Providence is committed to engaging with patients and their families, local communities, care providers, Aboriginal communities and groups, and other key stakeholders to hear their ideas and consider their input to help shape the plans.

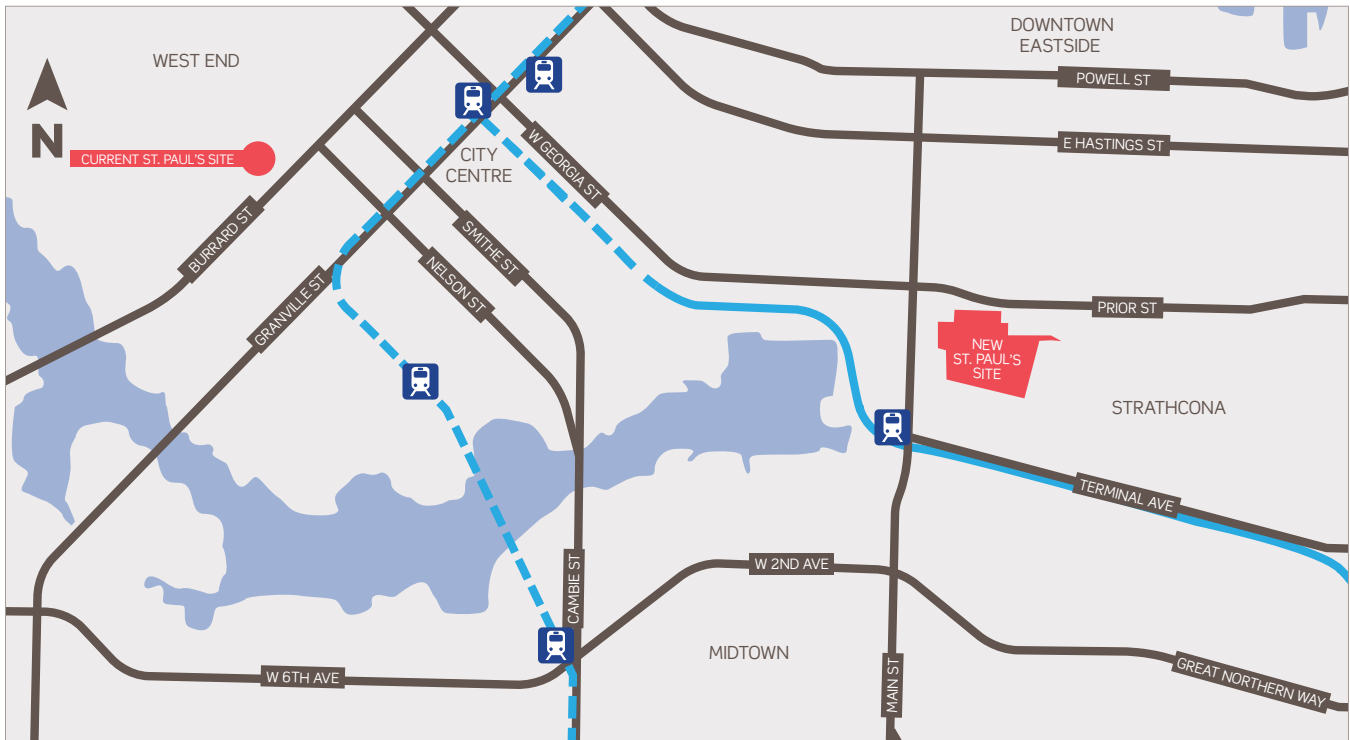
As part of its clinical planning process, Providence, in partnership with Vancouver Coastal Health, initiated a public consultation process involving meetings, forums and surveys to understand how to best support the health care needs of the community.

This report summarizes comments received during eight community forums held in the neighbourhoods closest to the current and future St. Paul's sites – the West End/Downtown and the Downtown Eastside/Strathcona/False Creek communities. The information gathered will inform planning and decision-making and will be shared with participants and key planning partners including the Ministry of Health, Vancouver Coastal Health, the City of Vancouver and the public.

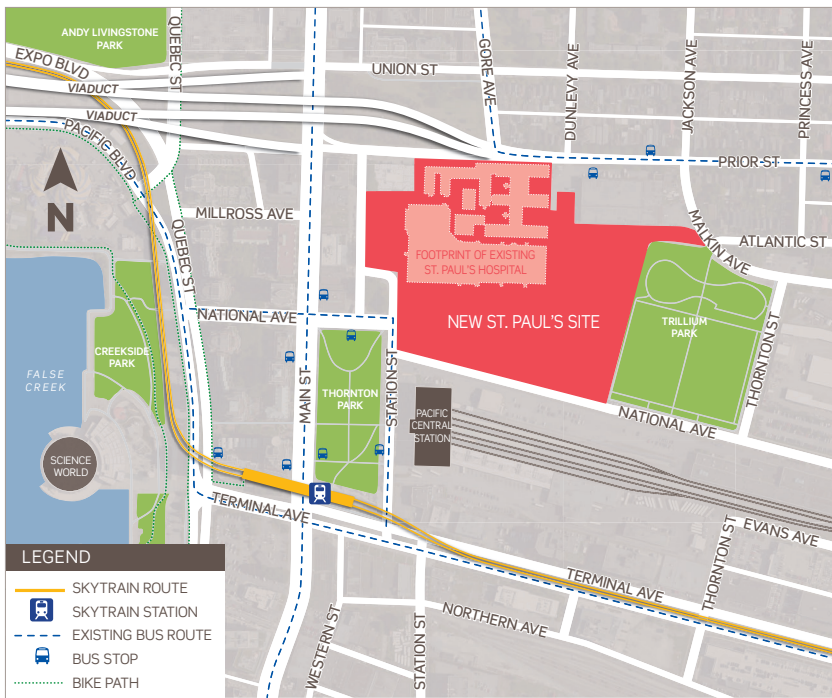


Located in the Heart of Vancouver to Serve All of B.C.

Centrally located in Vancouver's False Creek Flats, close to neighbourhoods with increasing health care needs, the new St. Paul's will continue to play a vital role in the health and well-being of people in the community and from across B.C.



The new Station Street location is highly accessible and centrally located, less than three kilometres from the current site on Burrard.



The Station Street site was determined to be the ideal site for a new integrated health campus because it is:

- ➔ One of the largest undeveloped sites in Vancouver, big enough to accommodate the new buildings on the health campus and still have room for future expansion
- ➔ A relatively short distance from the current St. Paul's location – 3 kms away
- ➔ Centrally located and highly accessible by major roads, public transit (SkyTrain and bus routes), bike routes, and inter-city bus and train
- ➔ Close to an area with increasing patient need

The Station Street site is larger than the existing St. Paul's site, allowing for a greater number of health care and expansion options.

Incorporating Diverse Needs and Interests

“St. Paul’s is a cherished and vital resource to local communities and the province. At every step in the redevelopment process, we’ve considered a broad range of voices and worked hard to incorporate their diverse needs and interests.”

- DR. JEFFREY PIKE, PHYSICIAN DIRECTOR - CLINICAL PLANNING, PROVIDENCE HEALTH CARE REDEVELOPMENT

While St. Paul’s Hospital is recognized internationally for its centres of excellence and affiliated research programs, and for serving the most complex health care needs in the province, it is also a local hospital that delivers health care to its urban neighbours.

Providence Health Care is committed to engaging with patients, their families, local communities, care providers and other key stakeholders to help shape the new hospital and integrated health campus.

The new St. Paul’s team started consultation immediately after the project was announced in the spring of 2015 and will continue to consult and engage through the entire planning process. Since then, Providence has met with multiple community organizations, held community forums and conducted an online survey.

Providence is committed to a public engagement process to help shape the new St. Paul’s.

In addition to leading its own consultation, Providence is working closely with the City of Vancouver on a redevelopment planning process for the Station Street site. A draft Policy Statement will be prepared by city planners to guide land use, sustainability, transportation, density, building types and heights, amenities, phases of development and other site-specific considerations.

This report highlights the results of eight community forums held in the West End/Downtown and the Downtown Eastside/Strathcona/False Creek communities.

There were two waves of community forums held in two communities:

WAVE ONE

- West End/Downtown on February 16, 2016 (2 forums)
- Downtown Eastside/Strathcona/False Creek on February 24, 2016 (2 forums)

WAVE TWO

- West End/Downtown on March 1, 2016 (2 forums)
- Downtown Eastside/Strathcona/False Creek on March 9 & 10, 2016 (2 forums)



The new St. Paul’s will be informed by the latest thinking in health care delivery and technological innovation, best practices in infrastructure development and feedback gathered through community and stakeholder consultation.

The New St. Paul's Planning Process

Timeline and Key Milestones



Providence Health Care will rely on feedback from the public and key stakeholders to help shape plans for the new St. Paul's.



Providence's Principles of Engagement

Throughout the entire planning process for the new St. Paul's, Providence is committed to public and stakeholder engagement that:

- is clear about the decisions that need to be made throughout the process
- is clear about what individuals and stakeholders will be consulted on and how their feedback will be used
- proactively reaches out to potentially impacted and interested individuals and stakeholder groups, especially patients, health care stakeholders and the marginalized, to invite them to share their input
- considers a broad range of voices in shaping the decisions and outcomes
- provides participants with the information they need to participate in a meaningful way
- provides many opportunities to participate that reflect diverse needs
- communicates the outcomes of various stages of the process, including how public/stakeholder input was considered

Understanding the Health Care Needs of Local Communities

“By listening to the community, we can build a world-class health care, research and teaching centre that delivers compassionate care to local residents and patients throughout B.C.”

-PAUL LANDRY, SENIOR VP REDEVELOPMENT, PROVIDENCE HEALTH CARE AND CHIEF PROJECT OFFICER, ST. PAUL'S REDEVELOPMENT PROJECT

To understand the current and future health care needs of the community and explore the potential effects of redevelopment, Providence Health Care, in partnership with Vancouver Coastal Health, held eight community forums in the communities closest to the current and future sites. At each forum, participants worked in facilitated groups to discuss and identify the participants' recommendations, questions and concerns related to health service planning for the new St. Paul's and the project in general.

Forums took place in the morning and evening to maximize attendance. All comments were recorded and have been used to inform project planning and decision-making.

Who We Heard From

A total of 217 people attended the forums including service providers, community advocates, Aboriginal organizations, business owners, elected officials, and local residents, including seniors.

Doctors, nurses, and other representatives from Providence, Vancouver Coastal Health and the City of Vancouver were there to give participants first-hand access to the planning and decision-making team, and to allow Providence and Vancouver Coastal Health staff to hear directly from the community.

“Plan for the diversity of resident needs in collaboration with the City of Vancouver.”

- WEST END/DOWNTOWN COMMUNITY FORUM PARTICIPANT

WEST END/DOWNTOWN

4 forums

133 participants

St. Paul's Anglican Church: two on February 16, and two on March 1

“Good communications and engagement with the community is key.”

- WEST END/DOWNTOWN COMMUNITY FORUM PARTICIPANT

COMMUNITY FORUMS

“I like the new site — it will enable the development of the biggest, most advanced hospital in B.C.”

- DOWNTOWN EASTSIDE/STRATHCONA/FALSE CREEK COMMUNITY FORUM PARTICIPANT

DOWNTOWN EASTSIDE/STRATHCONA/FALSE CREEK

4 forums

84 participants

Carnegie Community Centre: February 24 and March 10

Creekside Community Centre: February 24 and March 9

Reaching Out to the Community

To ensure as many people as possible were aware of the opportunity to provide input, Providence promoted the forums in a variety of ways.

OUTREACH



5 ads in English and Chinese language papers



Social media posts on Facebook, Twitter, LinkedIn



11 radio, TV and newspaper mentions



11,056 stakeholders and staff received emails and newsletters



Posters distributed throughout the city



In-person sharing



Posted to new St. Paul's and Providence websites

RESPONSES



217 people participated in 8 forums



1,000+ comments received

What We Heard: West End/Downtown Community Forums



HEALTH SERVICES AND DELIVERY AT THE FUTURE SITE

Provide services that support the full range of health needs

Participants said they wanted to see expanded services for seniors including a centre of excellence for seniors, older adult mental health, neurology and geriatric clinics as well as long-term residential care beds on site. An additional number of operating rooms was seen as important, especially to be able to perform orthopedic surgeries, like hip and knee, as the population ages.

Some said they wanted to see the new St. Paul's become a centre for excellence in mental health, offering a range of inpatient and outpatient services including services for youth.

They would also like to see diagnostic imaging, addictions care and detox, family health, palliative care, specific health services for the Aboriginal population, services for the LGBTQ2 community, surgical services, telehealth, neurology, hospice and end-of-life care, and full 24/7 emergency services.

Interest was also expressed in on-site clinics for chronic disease, cardiopulmonary illnesses and other lung health issues, diabetes and HIV/AIDS immunodeficiency issues.

Participants were interested in transitional care beds and a better transfer system to get people from hospital to other levels of care. Programs and services that return people to health including physiotherapy, occupational therapy, physical rehabilitation and exercise, and those that promote healthy living, such as nutritional education, were seen as important. Participants also suggested that labs offer extended hours, including on the weekends.

Integrate health care services with existing community

Participants said they want to see the new St. Paul's work in partnership with a variety of community organizations for health delivery, outreach, research, education and social services. This included working with West End organizations.

"Consider services that can exist in community centres or partner agencies such as satellite clinics."

Focus on the diverse needs of the population

Participants said the new St. Paul's should incorporate a welcoming, inclusive and multicultural approach that considers different language needs and traditional health practices. It should partner with the Chinese community in nearby Chinatown, and should also consider the unique needs of Aboriginal, LGBTQ2, transient, homeless, immigrant and marginalized populations.

Training should be provided to ensure an inclusive and respectful approach to patient care, especially when dealing with marginalized populations. This includes patients who have mental health and addiction issues.



TRANSPORTATION AND ACCESS TO THE NEW SITE

Consider the cost and availability of frequent and reliable 24-hour transportation to the new site

"TransLink should expand transit to new site."

Participants expressed concern about accessing the site by public transit, particularly in the evening hours, about the potential cost and availability of taxis and parking, and about access for people of all abilities, including seniors and those with mental and physical health issues.

A few people expressed concern about traffic impacts from removing the viaducts. There were some suggestions for improved transit connections, and implementation of a shuttle service.

Create an ambulance station in the West End

Some participants expressed concern about ambulance access and said the establishment of a new ambulance station in the West End will help ensure emergency access to health services.

Consider overnight accommodation for families

"There is a need for accommodation near the new site for families from out of town."

Concern was expressed that patient families may have difficulty finding appropriate and affordable accommodation close to the new campus. A suggestion was made to provide short-term housing for patient and visitors near to or on the site.



SUITABILITY OF THE NEW SITE

Consider the potential impacts from flooding or earthquakes

"There is vulnerable infrastructure in the False Creek Flats area - for example, sewer pipes."

Plan for access to and service delivery at the new site in the event of an earthquake or flooding.

Participants at the four West End/Downtown forums provided comments related to health services and delivery at the future site, health services at the existing site/in the West End, transportation and access to the new site, suitability of the new site, communications and engagement, and potential impacts to the West End.



HEALTH SERVICES AT THE EXISTING SITE/IN THE WEST END

Establish a 24/7 emergency/urgent care hospital/centre

Many participants said they wanted a 24/7 emergency/urgent care centre at the current site or elsewhere in the West End.

The facility should have a lab, diagnostics, triage and referral capability and a range of health services to accommodate the diverse and growing population in the West End and Downtown. This facility would also provide emergency back-up service during disasters and other major events.

“The West End needs a full-service hospital.”

Ensure diverse services to meet health care needs across the life spectrum for an increasingly diverse population

Participants said they wanted to retain a full range of services, especially for seniors, given potential population growth in the area. They said seniors, especially those with mobility issues, need services close to where they live. They also want increased home care and other independent living supports, as well as residential care facilities and palliative care and services in the area.

Participants also wanted to see continued and appropriate care for homeless people, children, pregnant mothers, families, immigrants and tourists. Some suggested that gay men's health services should be provided in clinics in the area.

Many said elder-focused clinics like the Falls and Fracture Prevention Clinic and the Healthy Heart Program – Prevention Clinic should remain in the area, along with services for those with chronic diseases such as diabetes, chronic obstructive pulmonary disease, lung disease, addictions, mental health issues and HIV/AIDS. Participants expressed interest in preventative health and wellness services including access to labs, dietitians and massage therapists and better access to primary care and family doctors.

“We need health care services that support birth to end-of-life – the full range of life health needs.”

Repurpose the existing facility

Many participants suggested using parts of the existing facility, especially the two Providence towers, for a hospital, an urgent care clinic, an integrated community health centre or

a non-institutional long-term residential care facility for seniors, people with dementia or other mental health issues. Some suggested the existing Three Bridges Clinic be relocated to the Burrard site and expanded.

Increase access to family doctors in the community

Participants expressed that there is a shortage of family doctors in the West End and that there should be incentives to encourage existing general practitioners to stay.

“Young families need access to GPs for children's services, referrals to specialists, school nurses and vaccines.”

Increase integration and coordination with health service providers, including those from the West End

“Collaborate with other community services.”

Encourage better information sharing and integration with community programs and non-profits; locate services in multiple locations.



COMMUNICATIONS AND ENGAGEMENT

Continue ongoing communications and engagement with community

“Good communications and engagement with the community is key.”

Participants strongly supported ongoing communications and involvement of local residents and organizations in the planning process.



POTENTIAL IMPACTS TO THE WEST END

Preserve the culture of the community

“St. Paul's Hospital is a place of comfort.”

Participants described the existing St. Paul's as a valued part of the community and expressed concern about its relocation.

Consider the economic and services impact to the area when St. Paul's relocates

Concern was expressed about keeping doctors, pharmacies, labs and other health care services in the West End, as well as concern about potential impacts to cafés and restaurants.

What We Heard: Downtown Eastside/Strathcona/False Creek Community Forums



HEALTH SERVICES AND DELIVERY AT THE FUTURE SITE

Provide care for populations with unique health needs

This includes Aboriginal people, new Canadians, sex trade workers, victims of sexual assault and patients with dementia, mental health and addiction issues. It also includes providing a spectrum of services for youth from housing to psychiatric help.

Incorporate Aboriginal healing practices and traditional medicine

Participants said they want to see a welcoming environment for Aboriginal people and an approach to care that embraces their traditional Aboriginal practices. This could include smudging, sacred spaces, a wellness focus, spiritual services, a sweat lodge and a healing lodge. A focus on teaching medical students and care providers about traditional Aboriginal medical practices, including by learning best practices from other jurisdictions, was suggested.

Continue tradition of providing compassionate, personalized, high-quality care at new facilities

“There is a warmth and the feeling of a smaller hospital at the current St. Paul’s. I hope that this will continue to be the case at the new site.”

Increase cultural competency and sensitivity among all staff and care providers

“Embed cultural competency training into the health care system at the education level as part of the curriculum.”

Provide safe and non-discriminatory health care for everyone. Take steps to destigmatize health care at every level, including for marginalized populations, and create a welcoming, inclusive environment for all.

Use interpreters for non-English speaking patients. Mobilize a diverse volunteer base by recruiting people from the area, especially Chinese-speaking

seniors. Cultural sensitivity training was recommended for all St. Paul’s staff and care providers.

Incorporate programs that encourage healthy living

Offer programs that take a holistic approach to health and wellbeing, including integrated services to treat the whole person in one visit. Enhance patient health literacy by offering education on health related topics, such as chronic disease, nutrition and healthy eating habits. Consider alternative forms of medicine.

“Focus on wellness and prevention of illness.”

Form integrated partnerships to provide care across the spectrum

Participants said they would like to see collaboration with First Nations, faith-based organizations, Downtown Eastside community groups, community clinics and community service providers; they see value in an integrated approach where all problems are dealt with in one interaction – a one-stop shop.



TRANSPORTATION AND ACCESS TO THE NEW SITE

Ensure appropriate access and transportation options to the new site

Participants said there are not enough bus options to the new site, and many of the current buses (community shuttles in particular) are not readily accessible to all seniors.

They want to see improvements to lighting, crossings and infrastructure to make the area near the hospital more pedestrian and cyclist friendly for people of all ages and abilities.

Some people suggested alternative transportation choices, such as expanded

water taxi service, bike and car share options and car rentals.

Provide adequate, affordable parking on and near the site

“Parking could be an issue.”

Ensure appropriate access for emergency responders

“Create an emergency traffic lane for ambulances.”

Many participants identified the need for good access to the new site for ambulances and other first responders, including multiple routes and dedicated traffic lanes. Some mentioned that a helipad was important for air ambulance access.

Prepare for traffic congestion

Concern was expressed that residential development and the removal of the viaducts will stress existing vehicle routes.

Participants at the four forums held in the Downtown Eastside/Strathcona/False Creek area provided comments related to health services and delivery at the future site, health services at the existing site/in the West End, transportation and access to the new site, suitability of the new site, communications and engagement, and integration into the community.



HEALTH SERVICES AT THE EXISTING SITE/IN THE WEST END

Keep a range of health services in the area

Participants recommended a range of services remain in the area, either at the current site or elsewhere in the neighbourhood. These included services for seniors such as geriatric, dementia and osteoporosis clinics, increased access to home care, and palliative care.

“The West End is a natural aging-in-place community that needs support services.”

Increased focus on mental health and addiction services is seen as important, such as more outpatient services including youth mental health drop-in, addiction and overdose education and treatment.

Other programs, services and clinics identified as key were clinics and specialty services for chronic diseases and HIV/AIDS.

Repurpose the existing facility for health care services

Some participants expressed an interest in 24/7 urgent care and emergency services remaining at the existing site. Others suggested it be repurposed for seniors housing, and non-institutional mental health and addiction beds, including for youth.



SUITABILITY OF THE NEW SITE

Consider the potential impacts from flooding or earthquakes

“Floodplain areas, like the area the new site will be built on, are at risk of a tsunami during an earthquake.”

Plan for access to the new site in the event of an earthquake or flooding.



COMMUNICATIONS AND ENGAGEMENT

Continue ongoing communications and engagement with community

“Seek community involvement and engage.”

Participants asked the project to continue to engage the community on an ongoing basis.



INTEGRATION INTO THE COMMUNITY

Limit the impact the hospital and new health campus may have on gentrification of the neighbourhood

Concern was expressed about the fabric of the area changing, the displacement of residents for renovations and the potential increase in cost of living due to gentrification. Particular concern was expressed about impacts to single-room occupancy (SRO) housing and affordable housing stock and the stress that would place on low-income residents.

Participants indicated that accessible, affordable, short-term accommodation near the hospital for visiting patients and families is important.

Design campus to integrate into the community

“Walkability of the site can increase community integration.”

Incorporate green space, public gardens and connect the new site to the community through bike and walking paths.

The new site should enhance the surrounding neighbourhood and build a sense of community in the area

Participants said they want to see the new St. Paul's build and expand its network of community partners. This includes social service, community and health-related organizations, especially those with strong community connections and familiarity with local, marginalized populations. Other groups listed include Aboriginal agencies, green technology providers, local technology businesses and academic institutions.

“St. Paul's needs to stay a teaching hospital and build the capacity to spread new knowledge to communities across B.C.”

Areas of Similarity and Differences

Provide integrated services to support the full range of health needs

Recognizing residents of the West End/Downtown area may have different interests than residents of the Downtown Eastside/Strathcona/False Creek neighbourhoods, Providence Health Care, in partnership with Vancouver Coastal Health, held community forums in each of these two areas.

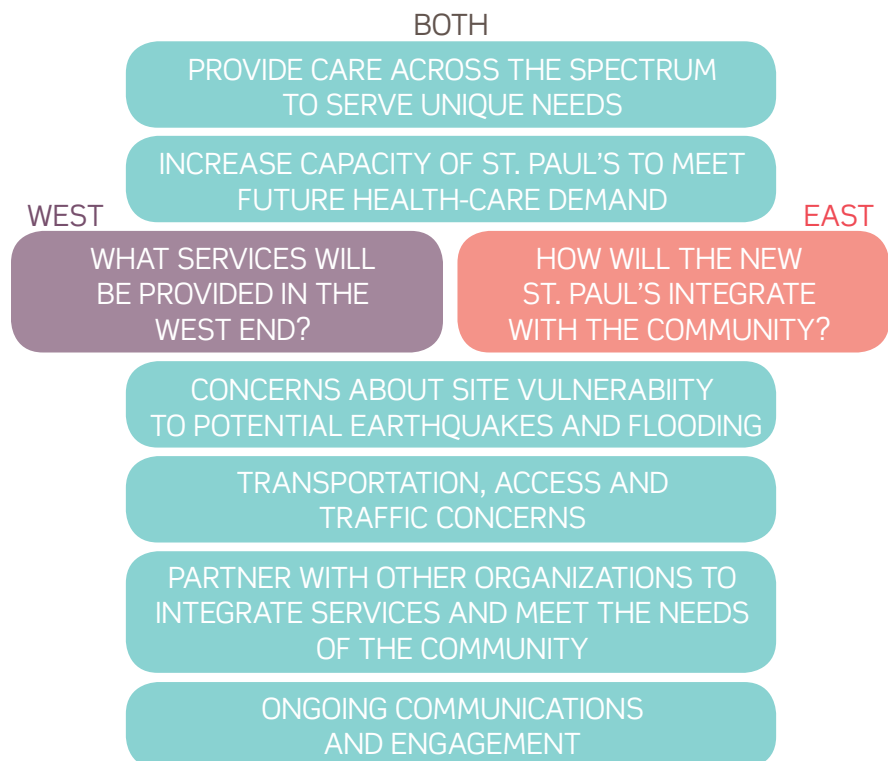
For both locations, most participants identified a need to provide services across the health care spectrum, are integrated with the community and address the unique health requirements of the local population. Participants consistently expressed an interest in integrating Aboriginal healing practices and traditional approaches to care into the new health campus. Forum participants at both locations expressed concern about the vulnerability of the new site to earthquakes and flooding and about transportation access and traffic congestion at the new site.

In the West End/Downtown community forums, concern was expressed about the impacts of relocating health care and community services from the West End to the new site. In the Downtown Eastside/Strathcona/False Creek forums, participants focused on how the new hospital would integrate with the existing community, including potential impacts to affordable housing in the immediate area.

While each of these two parts of the city expressed individual interests and concerns, participants from both communities indicated that they recognized the need to expand the capacity of St. Paul's to continue to deliver excellent care that meets the needs of patients from Vancouver and across B.C.

The hope is that the redevelopment project will develop a plan that carefully considers future needs and continues to involve the community in the process.

"I was treated like a king at St. Paul's and trust that this type of care will continue to be delivered."
- COMMUNITY FORUM PARTICIPANT



Next Steps

This report captures key themes that emerged from the public comments gathered through eight community forums held between February 16 and March 10, 2016. These themes and the comments driving them will continue to be used to guide decision-making and planning processes.

This report is part of ongoing community engagement and public consultation, led by Providence Health Care, that will continue throughout the life cycle of the project.

For more information about the new St. Paul's, please visit the project website: thenewstpauls.ca or contact thenewstpauls@providencehealth.bc.ca.

“The new hospital is an opportunity to transform the way health care is delivered in B.C.”

- COMMUNITY FORUM PARTICIPANT

For more information about the new St. Paul’s,
please visit the project website:

thenewstpauls.ca

You can also send comments and inquiries by email to:

thenewstpauls@providencehealth.bc.ca

THE NEW  STpaul's


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