

THE NEW  **STpaul's**

New St. Paul's Hospital and Health Campus

Summary Report - Online Questionnaire

FEBRUARY 16 TO MARCH 11, 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 coordinated 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.

Committed to consulting 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 ensure the new health campus reflects their needs and interests.

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 captures comments received through an online survey of hospital staff, other health care workers, patients and community members.

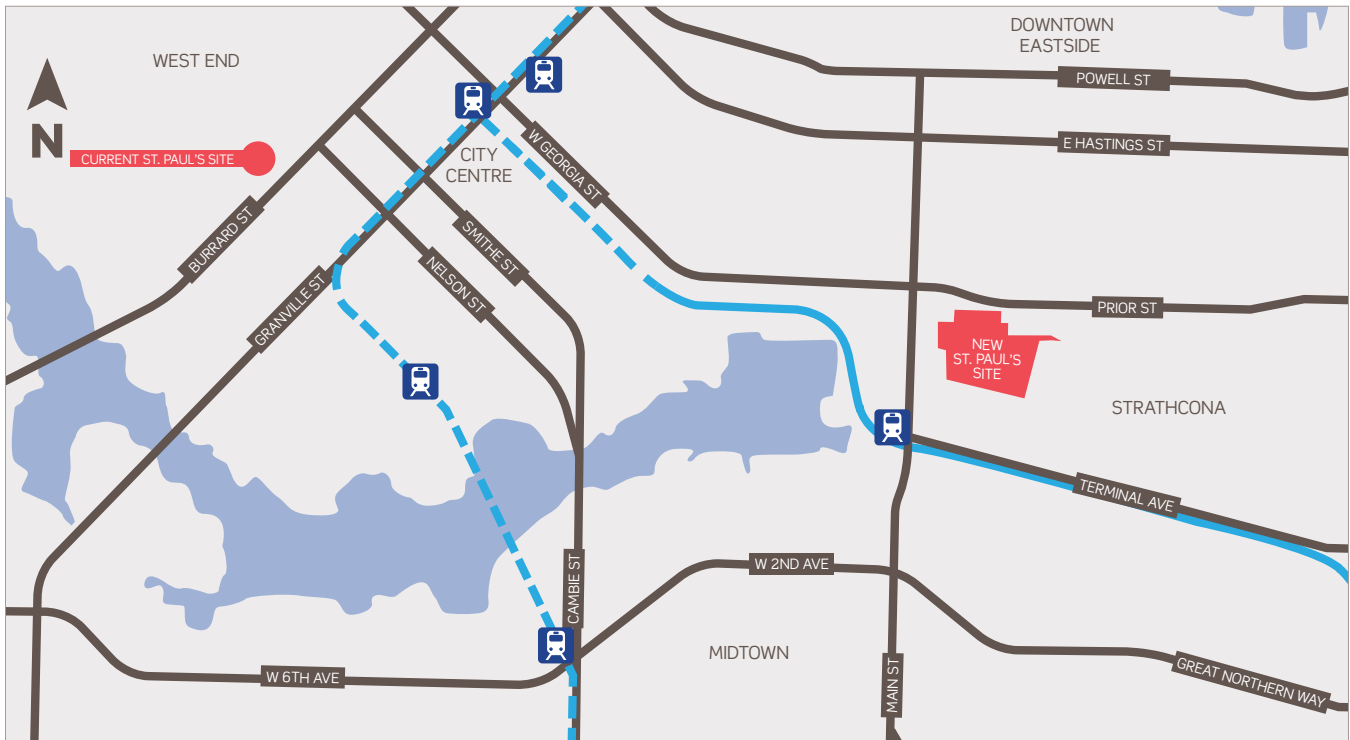
The information gathered will inform planning and decision-making and will be shared with participants and key planning partners including the Ministry of Health, Vancouver Coastal Health, the City of Vancouver, the University of British Columbia and the public.

Consultation and engagement will continue through all stages of the project.

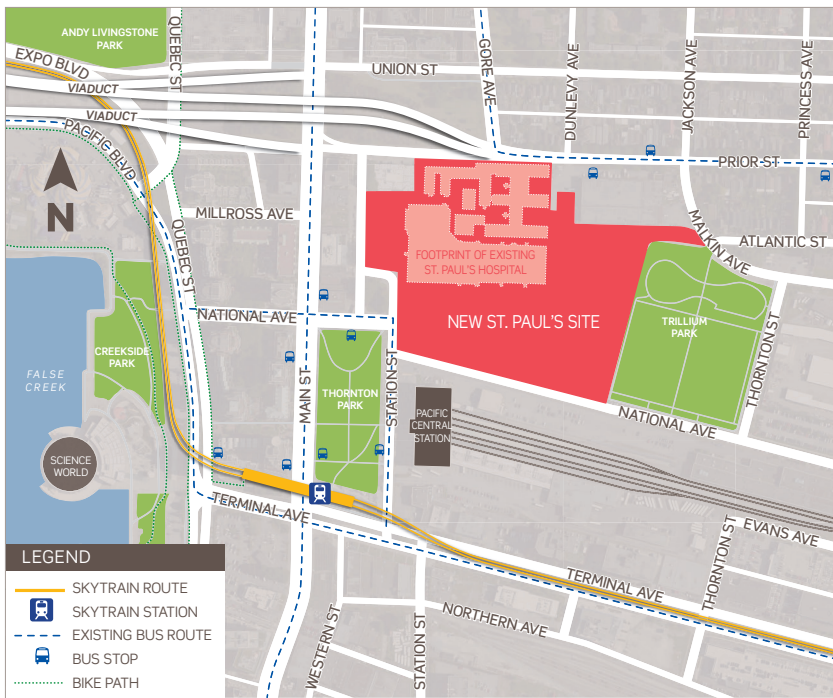


Located in the Heart of Vancouver to Serve All of B.C.

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 are considering a broad range of voices and working 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 last spring, Providence has met with multiple community organizations, held community forums and conducted an online survey.

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 Survey Report highlights the results of an online survey, conducted by Providence Health Care, to help inform the planning process for the new St. Paul’s.

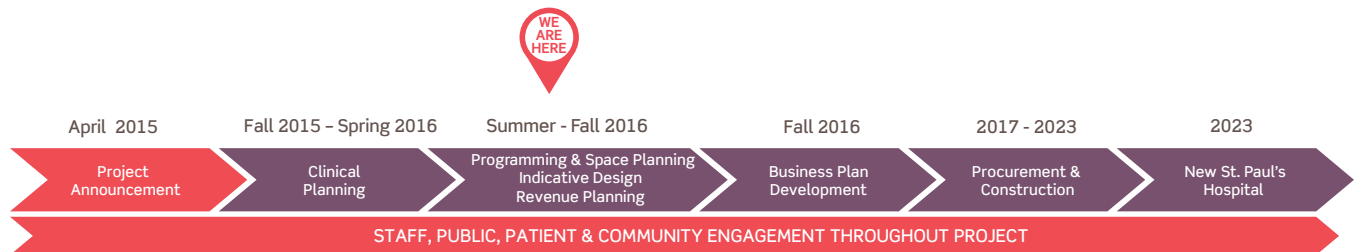
Providence is committed to a public engagement process to help shape the new St. Paul’s.



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. In the spring of 2016, Providence Health Care, in partnership with Vancouver Coastal Health, held public forums in the neighbourhoods closest to the current and future St. Paul’s sites (the West End/Downtown and the Downtown Eastside/Strathcona/False Creek areas). Participants were invited to express their interests and concerns related to the redevelopment project and identify how the new St. Paul’s could best support their health needs.

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

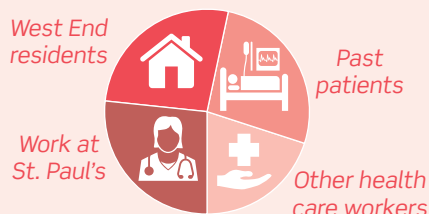
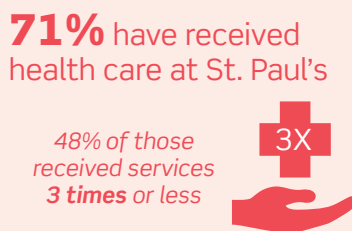
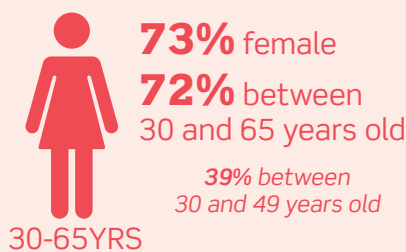
To understand the current and future health care needs of the community and explore the potential effects of relocation and expansion, Providence Health Care, in partnership with Vancouver Coastal Health, conducted a comprehensive survey of hospital staff, other health care workers, patients and members of the community. Open from February 16 to March 11, 2016, the online survey asked participants to share their ideas to help shape plans for the new St. Paul's.

The survey questions included a review of respondents' relationship with the existing St. Paul's site, questions on what patient-centred care means to the respondents, priorities for their individual health, and a look into what they would like to see for the new St. Paul's redevelopment project.

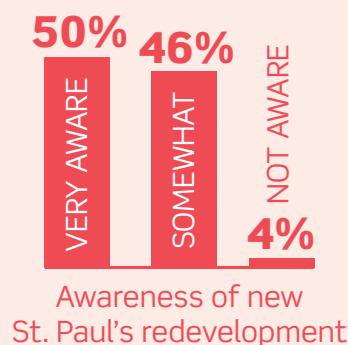
Who We Heard From

A total of 255 people participated with 166 fully completing the survey. The vast majority of respondents were somewhat to very aware of the St. Paul's redevelopment project, the majority had received care from St. Paul's and felt the quality of care was good or excellent, and most lived in the area or worked in health care.

SNAPSHOT OF SURVEY RESPONDENTS



Connection to St. Paul's



Reaching Out to the Community

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

OUTREACH



Promoted in **8** community forums



Posted to new St. Paul's and Providence **websites**



Social media posts on Facebook, Twitter, LinkedIn



11,056 stakeholders and staff received emails and newsletters



In-person sharing

RESPONSES



255 people participated in the survey



166 people completed the survey



1,300+ responses received

What We Heard: Online Survey

Many respondents said they felt their health care needs could be best met at the new site through a range of integrated, specialized programs and services designed and delivered in a patient-centred, collaborative manner. They also identified well-designed, modern facilities with state-of-the-art technology, and efficient operations, transportation, and access as ways the new St. Paul's campus can meet their future health needs.



HEALTH SERVICES AND DELIVERY AT THE FUTURE SITE

Provide a broader range of specialized services that support the full range of health needs

"St. Paul's serves many patients who have diverse health issues. There needs to be more funding and support for these more diverse services."

Many respondents said they want to see the new St. Paul's provide more specialized services including for people with mental health and addiction issues, homeless people, the elderly, those with chronic and/or advanced illnesses and those requiring palliative care. Some noted patients' needs are getting more complex, with many St. Paul's patients dealing with co-occurring chronic illnesses.

Respondents said they want easily accessible primary care, outpatient, lab, diagnostic and acute care programs and services onsite. They expressed interest in increased mental health and addiction acute care beds, a detox program, a dedicated emergency program for seniors and a dedicated cancer ward at the future hospital. Some said the campus should include more day clinics for seniors, immunization clinics and clinics tailored to specific health conditions including diabetes, obesity, heart health and breast cancer. Respondents also indicated interest in having a diverse range of health professionals on campus, including specialists, speech-language pathologists, physiotherapists, massage therapists, pharmacists, dietitians, acupuncturists and naturopaths.

Some said the new site is an opportunity to shift the way patients and families use health care services to increase the focus on community-based health and wellness services with acute care hospital-based services used only when necessary.

Provide patient-centred care in well-designed, state-of-the-art, efficiently operated facilities

Respondents said care models and facilities should be designed around the needs of patients from all socio-economic and cultural groups as well as the efficient

movement of people through the system.

"The hospital needs to be senior-friendly and accessible to the community."

Some said they want to see better, faster and more effective communication between family doctors, specialists and other hospital and community care providers. They envision the new St. Paul's could act as a one-stop shop that minimizes wait times and the need for patients to travel from site to site to receive care, especially after hospitalization. Respondents said they would like to see integrated and innovative approaches to care and more efficient operations, including simple registration, online appointment bookings, the ability to book multiple appointments on the same day, consolidated medical records that follow the patient and are accessible to all care providers, and streamlined access through systems like emergency room fast track and direct admits to units. Timely patient-focused access to appropriate care is a priority.

"Patients should not need to repeat themselves every time they meet a new health professional."

Respondents said their health needs could best be met in state-of-the-art facilities that feature the most advanced technology and infrastructure design. These need to be designed with adequate space to enable the best provision of care, efficient operations and a comfortable patient experience. Patient rooms should be spacious, private, clean, comfortable and allow in natural light. A logical layout with co-located clinics, labs, programs and doctors' offices, and similar services situated on the same level was identified as important.

Develop a culture of integration, collaboration and innovation

Respondents said primary, outpatient and acute care programs and services should be tightly integrated together onsite and

connected to services offsite, such as home support. They indicated integrating research into care models is important.

"I would hope that my health care would be integrated and that all those involved would work as a team."

Some respondents said the new St. Paul's should develop a culture that expects collaboration among multi-disciplinary teams and inspires innovation, such as developing new treatments. They would like to see mechanisms and processes that enable continuous improvement and learning across the organization.

Ensure the new St. Paul's takes into account the future requirements for health care in the city and the province

"It should be planned with the ability to expand in the future as the population becomes more dense."

Many respondents said they want to be sure hospital planning considers current and future needs so the new hospital and health campus serve the city and the province effectively over a long period of time. They said flexibility is important, in terms of designing the campus and its facilities in such a way that they can be remodelled and adjusted as care delivery models and patient needs change over the next 50-plus years.

Some stressed the importance of increasing the number of acute care beds, including for mental health and addiction, and building facilities that are big enough to ensure they don't become overcrowded in a few years.

Many said they recognized the capacity of the existing St. Paul's is insufficient to meet local and provincial needs.

Provide short-term accommodation on or near the new site

"We need to have a place where patients can have their families nearby."

Respondents said it is important to provide sufficient short-term accommodation on or near the new site for patients and visiting families, particularly since a large number of patients travel to St. Paul's from outside of Vancouver and may stay for long periods of time.

While some respondents indicated they had 'no concerns' with St. Paul's redevelopment, other respondents' primary concerns related to the services that will be maintained in the West End and the distance to, and accessibility of, the new site from the West End location.



HEALTH SERVICES AT THE EXISTING SITE AND IN THE WEST END

Establish a 24/7 emergency/urgent care hospital/centre and other key health services in the area

"I hope that there continues to be some sort of health care access point at the old St. Paul's site - like a 24-hour clinic."

Many respondents said having adequate services to meet the needs of the West End/Downtown residents is a top priority and that they are worried about a loss of services. Several people expressed concern about not having a hospital in the downtown core in the future, especially as the area becomes more developed and densely populated.

Respondents said they would like to see the existing hospital location remain as a health care facility, housing a 24/7 emergency/urgent care hospital or centre, transitional care beds and low-cost seniors housing. They also said it is important that family doctors, specialists, labs and clinics, such as a dialysis and pacemaker clinic, are located in the area.

Consider potential impacts to the West End

"We are losing access to our health care facility that many of us have relied on for years. It is not easy for seniors and disabled citizens to travel to and from appointments at the new location."

Many respondents said the hospital's relocation will remove a vital community resource from the West End/Downtown at a time when the population is dramatically increasing and that St. Paul's is a vital part of the community. Some said they are concerned that elderly people, Downtown Eastside residents, people with HIV/AIDS, homeless people, and people with disabilities may have difficulty traveling to the new site and therefore may not get the treatment they require in time. Others said moving the hospital may impact local businesses in the West End, including hotels and coffee shops.

Recognize the heritage value of the site and ensure future development provides community benefits

"I hope some of the old buildings are maintained and repurposed in some way that preserves the heritage of the old St. Paul's site."

Some respondents felt that the older hospital buildings are important to the community from a historical and community connection perspective. An interest was expressed in developing the current site in a way that respects the building's heritage and provides benefits to the community.



TRANSPORTATION AND ACCESS TO THE NEW SITE

Plan for parking and traffic

"Many staff come from areas where transit is not an option. The hospital needs to appreciate that many of us drive and will require parking."

Concern was expressed that the influx of cars at the new site and the removal of the Georgia and Dunsmuir viaducts will increase traffic congestion in the area, making the new hospital campus difficult for patients and staff to access.

Adequate, affordable and accessible parking was identified as a priority for staff, patients and patient families. Some

respondents noted that patients are often too ill to take transit or cycle, and many staff live too far away and work too late for these options.

Improve transportation and access to the site, particularly for the elderly and people with mobility challenges

"I am concerned that the new campus will not be particularly accessible by bus and it will make it hard for me and my friends and family to be able to get to and from the hospital."

Some respondents said the new site

will be more difficult to access (due to distance and transportation options) than the current West End location and may create challenges for people with mobility issues and for seniors, especially those requiring regular services such as dialysis. They suggested improving transit connections to the new site, including providing a shuttle bus service. Other respondents expressed concern about timely ambulance access to the new site from the West End.



SUITABILITY OF THE NEW SITE

Address concerns about soil stability, particularly in the event of potential earthquakes or floods

“Placing the hospital on land that has been reclaimed increases the risk of damage/ destruction in an earthquake or tsunami or rising sea levels.”

Concern was expressed that the soil at the new site is not stable enough to create a solid foundation on which to build the hospital and that the hospital may not be able to withstand potential earthquakes or floods.



COMMUNICATIONS AND ENGAGEMENT

Continue ongoing communications and engagement with stakeholders

“I am really hoping people working in specific areas are consulted on what they need.”

Many respondents, including health care staff and care givers, stressed the need to involve families, hospital staff and other caregivers in a consultative process that ensures their needs are considered in the planning process.

Advice for Planners

Survey respondents see the need for a well-designed, state-of-the-art facility that meets the future health care needs of the region.



At the same time, they expressed concern about the impacts relocation will have on health care delivery in the West End, in particular, for seniors and people with mobility issues.

They provided specific advice for planners, including:

- Retain valued health services in the West End
- Ensure the new St. Paul's takes into account the future health care needs in the city and the region
- Effectively use modern technology and infrastructure to ensure excellent health care delivery
- Plan for parking requirements and potential increase in traffic congestion
- Improve transportation and access to the new site, particularly for the elderly and people with mobility challenges
- Address potential negative impacts of removing vital services from the downtown core
- Address concerns related to soil stability of the new site location, particularly in the event of an earthquake or flood
- Plan for easy and efficient navigation throughout the hospital and other facilities on the new campus for patients and staff
- Provide access to short-term accommodation for patients and families at or near the new site

What were the respondents' primary interests?



Health services in the West End



Specialized programs and services at the new site



Transportation and access to the new site



Well-designed, state-of-the-art facilities and care at the new site



Collaborative, integrated patient-centred care



The needs of a diverse and aging population



Current and future health care needs



Ongoing communications and engagement



Providence will continue to consult a broad range of voices and incorporate diverse needs and interests to help shape the new St. Paul's Hospital and health campus.



The new St. Paul's will continue to have a patient- and family-centred philosophy of care.

Next Steps

This report captures the key themes that emerged from Providence Health Care's online survey of hospital staff, other health care workers, patients and members of the community. This report is part of ongoing community engagement and public consultation, led by Providence Health Care, in partnership with Vancouver Coastal Health, that will continue throughout the life cycle of the project.

For more information on this process and 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.

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