

Summary of feedback from public/stakeholder consultation April – December 2015

Between April and December 2015, representatives from Providence Health Care met with nearly 40 internal and external stakeholder groups, including community groups from the West End, False Creek and Strathcona areas, to share information about plans to redevelop St. Paul's Hospital and to gather their input. A full list of groups is found on the project [website](#). In addition, on October 28, 2015, Providence hosted a community forum for community stakeholders and local residents in neighbourhoods near the current St. Paul's Hospital site and the future site. The purpose of the forum and the breakout discussions was to gather feedback and insights on the plans and process to redevelop St. Paul's Hospital, and to gather input on priorities for future models of health care at the new St. Paul's. This summary captures what participants were asked and the feedback they shared.

What We Asked

- What challenges do you face in accessing health services?
- Are there any specific patient groups that you feel may experience significant challenges accessing health services?
- What issues may be impacting delivery of health services?
- Do you have ideas and suggestions for how we can improve delivery of health care services?
- How do you see research and education being included in the delivery of health services?

What We Heard

- Majority of groups consulted supportive of plans to move St. Paul's Hospital to future (Station Street) site.
- Communities want to continue to be consulted regarding development of St. Paul's on future site. West End also wants to be consulted on future redevelopment of existing (Burrard Street) site, particularly on whether any health services could potentially remain on site.
- Continued provision and improved access to health services, including emergency, HIV/AIDS, pre-natal, geriatric, cardiac, mental health, primary care, and home care in West End is of great importance to area residents to meet current and future needs. Interest in establishing an urgent care centre or cluster of primary clinics as well as seniors care facilities in West End.
- Aging West End population may have increased need to access hospital-based care.
- Some interest in retaining heritage components of current site.
- Transportation, particularly via public transit, ambulance and by foot, and easy access to future site are areas of significant concern that need to be addressed.
- Increased travel times to future site are concern for West End, especially due to anticipated removal of Georgia & Dunsmuir viaducts.
- Loss of desirability of West End once hospital has moved is concern for some, since many residents have located near current site for easy access to health services.
- Concern that West End businesses will be negatively impacted when St. Paul's moves.
- Increased traffic and noise, including ambulance sirens, at future site is concern for nearby residents.
- Concerns regarding suitability and safety of future site related to liquefaction risks in event of earthquake or due to sea levels rise must be addressed.
- Important for St. Paul's redevelopment to align with various City of Vancouver neighbourhood plans and policies.
- Interest in new St. Paul's providing more patient-centred care and green spaces, and better visiting hours, food and cleaning.
- Better clarity on decision-making process and funding sources for St. Paul's redevelopment, and more accessible and timely communication desired.

What We Learned

- Residents and community stakeholders within neighbourhoods located near current and future St. Paul's Hospital sites want to continue to be engaged in the planning for health care services.
- Residents and community stakeholders within neighbourhoods located near current and future St. Paul's Hospital sites want to continue to be engaged on issues related to future community use of current site and inform scope of services and design of future site.
- Residents want to know that access to health services will be maintained and even improved when the hospital moves to the new site.
- Community stakeholders want to know that impacts to their community, businesses and neighbourhoods will be positive and not negative.

What We Will Do

- Providence Health care will partner with Vancouver Coastal Health to provide multiple ways for neighbourhood residents and community stakeholders to engage and participate in discussions and planning for health care services in the neighbourhoods near the current and new St. Paul's sites.
- Providence Health Care will collaborate with the City of Vancouver to provide ways for neighbourhood residents and community stakeholders to engage and participate in discussions and planning for land use, transportation, infrastructure design, and public benefits at the Station Street site.