

## The new St. Paul's Public Consultation

### Community Forums – Round Two Summary

March 9, 2016, Creekside Community Centre & March 10, 2016, Carnegie Community Centre

## 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 East End forums were held on February 24<sup>th</sup> in the morning from 10 a.m. to 12 p.m. at Carnegie Community Centre and again in the evening from 6:30 p.m. to 8:30 p.m. at Creekside Community Centre. A total of 54 people attended both forums. Feedback was captured and shared in a summary report that was circulated to participants by email on March 2, 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 East End forums were held on March 9, 2016 in the evening from 6:30 p.m. to 8:30 p.m. and on March 10, 2016 from 10 a.m. to 12 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**

You will be asked to provide feedback in three areas. Thinking about what you've heard about the vision for the new St. Paul's Hospital and VCH's planning for enhanced primary/community care in your community,

- 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**

You will be asked to provide feedback in three areas. Thinking about what you've heard about the vision for the new St. Paul's Hospital and VCH's planning for enhanced primary/community care in your community,

- 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 32 participants attended the second wave East End forums on March 9 and 10. 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:

### Evening forum (March 9)

#### TOPIC 1 - Your Health Care - West End/Downtown

Important Health Services	Integration with Community	Opportunities for Partnership
<p><b><u>Community services</u></b></p> <ul style="list-style-type: none"> <li>• Youth mental health drop-in services</li> <li>• Mental health outpatient services</li> <li>• Addiction education and treatment</li> <li>• Mental health and addictions inpatient beds</li> <li>• “Non-institutional” care, social services for youth housed in one of current St. Paul’s buildings</li> </ul> <p><b><u>Emergency/urgent care</u></b></p> <ul style="list-style-type: none"> <li>• Emergency – first aid, mental health, triage for mass casualty, earthquake</li> <li>• First response (fire, ambulance)</li> <li>• Ambulance service station</li> </ul> <p><b><u>Clinics and specialty services</u></b></p> <ul style="list-style-type: none"> <li>• Palliative service based in neighbourhood</li> <li>• Chronic disease clinics (e.g. Healthy Heart) with a connection to home care</li> <li>• Immuno-deficiency clinic</li> <li>• Specialized clinic for gay, lesbian, HIV community groups</li> <li>• Geriatric clinic</li> <li>• Osteoporosis clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Seek community involvement and engage residents in decisions on services</li> <li>• Partners like West End Seniors Network, LGBTQ community, faith-based groups can assist with community integration</li> <li>• Use current site to locate health care services</li> </ul>	<p><b><u>Local community partners</u></b></p> <ul style="list-style-type: none"> <li>• Doctor/specialist offices located in neighbourhood</li> <li>• City of Vancouver volunteers</li> <li>• Vancouver Fire and Rescue</li> <li>• Home care (private and public)</li> </ul> <p><b><u>Provincial and federal partners</u></b></p> <ul style="list-style-type: none"> <li>• Coordination between provincial, federal partners to ensure disaster planning takes into account West End will no longer be served by a local St. Paul's during disasters</li> </ul>

<ul style="list-style-type: none"> <li>• Outpatient rehab</li> <li>• Holistic centre</li> <li>• Lab services</li> </ul>		
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**TOPIC 2 - Your Health Care - future site and neighbourhoods (Strathcona, False Creek, Downtown Eastside, Chinatown)**

<b>Important Health Services</b>	<b>Integration with Community</b>	<b>Opportunities for Partnership</b>
<p><b><u>First Nations services and supports</u></b></p> <ul style="list-style-type: none"> <li>• Embed cultural competency training into health care system for providers</li> <li>• Traditional Aboriginal medical practices integrated into health care services as well as teaching (e.g. teaching med/nursing students, “Western medicine” practitioners these approaches)</li> <li>• Wellness focus</li> <li>• Provide healing lodge</li> <li>• Approaches to care that support Aboriginal practices</li> <li>• Spiritual services</li> <li>• Approaches to care that maintain traditional Aboriginal ways of dealing with health care that are not diluted</li> <li>• Provide welcoming environment for First Nations that supports FN needs</li> <li>• Exchange programs for countries like New Zealand /Australia who are still practicing traditional Aboriginal health care to share learning</li> </ul> <p><b><u>Research and teaching</u></b></p> <ul style="list-style-type: none"> <li>• Research on chronic health issues – i.e. what is in DNA that predisposes all FN to certain conditions?</li> </ul>	<p><b><u>Services navigator</u></b></p> <ul style="list-style-type: none"> <li>• Services Navigator who identifies community resources when patients return to their communities from SPH</li> </ul> <p><b><u>Community engagement</u></b></p> <ul style="list-style-type: none"> <li>• Continue to engage community on ongoing basis</li> </ul> <p><b><u>Language and cultural supports</u></b></p> <ul style="list-style-type: none"> <li>• Use interpreters</li> <li>• Appropriate languages</li> <li>• Educate, train volunteers; grow, diversify volunteer program (range, ages, generations)</li> </ul> <p><b><u>Gentrification concerns</u></b></p> <ul style="list-style-type: none"> <li>• Modest income area – what is impact of this redevelopment on cost of living?</li> <li>• People in area will be “renovicted”</li> <li>• Nature/fabric of area changing</li> <li>• There is neighbourhood housing crisis and new hospital could worsen situation for low-income residents</li> <li>• problem of gentrification</li> <li>• Displacement of people</li> <li>• Need more social housing in area</li> <li>• Big-picture planning needed to support vulnerable populations</li> </ul>	<p><b><u>Partnerships with First Nations (FN) agencies</u></b></p> <ul style="list-style-type: none"> <li>• Vancouver Native Health</li> <li>• Develop real partnerships with FN from start through proactive involvement</li> <li>• 19 FN agencies funded by VCH – how to integrate and improve connections</li> </ul> <p><b><u>Green technology partnerships</u></b></p> <ul style="list-style-type: none"> <li>• Creative Energy has steam plant near hospital; new SPH should connect to be more energy efficient</li> <li>• Learn from Children’s &amp; Women’s Hospital re. creating energy efficient medical buildings</li> </ul> <p><b><u>Technology partnerships</u></b></p> <ul style="list-style-type: none"> <li>• Tech sector may be able to help connect people to services</li> </ul> <p><b><u>Partnerships with other health care organizations for specialized service delivery</u></b></p> <ul style="list-style-type: none"> <li>• Ensure process in place to allow physician-assisted death to be done through partnership with other organization, if not done at SPH</li> </ul> <p><b><u>Academic institutions</u></b></p> <ul style="list-style-type: none"> <li>• Embed cultural competency training into health care system at education level as part of curriculum</li> </ul>

<ul style="list-style-type: none"> <li>• St. Paul’s needs to stay teaching hospital, but build in capacity and mandate to spread new knowledge locally and broadly to communities around B.C.</li> </ul> <p><b><u>Telehealth</u></b></p> <ul style="list-style-type: none"> <li>• Use technology to enable health care providers to better serve patients wherever they are, including remote areas</li> </ul> <p><b><u>Prevention services</u></b></p> <ul style="list-style-type: none"> <li>• Health education and prevention services</li> <li>• Ensure patient voice actually represented/heard</li> <li>• Holistic approach to health</li> <li>• Treat whole person – current system very focused on acute care; great opportunity to redesign</li> <li>• Focus on chronic disease</li> </ul> <p><b><u>Primary, community and home care</u></b></p> <ul style="list-style-type: none"> <li>• Care for populations with unique health needs</li> <li>• Support mechanisms to get people to health centres or bring services to them, particularly seniors, home care</li> <li>• More community services, NOT acute care, specializing in certain areas</li> <li>• Spectrum of services for youth - from housing to psychiatric help, etc.</li> </ul> <p><b><u>Integrated care</u></b></p> <ul style="list-style-type: none"> <li>• Integrated services; all problems are dealt with in one interaction, at one-stop shop</li> <li>• Integrated care to decrease cost</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic patterns/road networks well integrated into new health campus</li> </ul>	<ul style="list-style-type: none"> <li>• Internships/partnerships/practicums with Aboriginal agencies to build cultural competency</li> </ul> <p><b><u>Guiding partnership values</u></b></p> <ul style="list-style-type: none"> <li>• Working in partnership for:</li> <li>• Better communication</li> <li>• Right level of capacity for client’s needs</li> <li>• Good relationships now, but continue relationships</li> <li>• Provision of care not only for seniors but also younger demographics (i.e. mental health and other special needs) with growing demands</li> </ul> <p><b><u>Facilitate partnerships</u></b></p> <ul style="list-style-type: none"> <li>• Networking sessions to build better partnerships <ul style="list-style-type: none"> <li>○ Meet 1x per year at least</li> <li>○ Providers get together to share knowledge, learning</li> </ul> </li> <li>• Use community partners to reach out to and host sessions with community members; community members may feel safer coming/sharing in those settings</li> </ul>
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<ul style="list-style-type: none"> <li>• Integrated, complete end-of-life care including physician assisted death (even though PHC is Catholic)</li> </ul> <p><b><u>Alternative and complementary services</u></b></p> <ul style="list-style-type: none"> <li>• Conduct research to compare value and outcomes of traditional vs. Western medicine – see value in both</li> <li>• Naturopathic medicine</li> </ul> <p><b><u>Caregiver support</u></b></p> <ul style="list-style-type: none"> <li>• Place for caregiver services and supports</li> </ul> <p><b><u>Hospital and site services</u></b></p> <ul style="list-style-type: none"> <li>• No helipad</li> <li>• Roof top garden and community gardens to supply hospital kitchen</li> </ul>		
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**Morning forum (March 10)**

**TOPIC 1 - Your Health Care - West End/Downtown**

<b>Important Health Services</b>	<b>Integration with Community</b>	<b>Opportunities for Partnership</b>
<p><b><u>Emergency/urgent care</u></b></p> <ul style="list-style-type: none"> <li>• Emergency services for serious conditions and overdoses, complex health needs</li> <li>• 24/7 urgent care clinic</li> </ul> <p><b><u>Clinics and speciality services</u></b></p> <ul style="list-style-type: none"> <li>• Clinics used by local community, such as Geriatric Clinic, provide sense of stability and are “what people know”</li> <li>• Dementia services</li> <li>• Diabetes</li> <li>• Dental</li> <li>• Rape testing, other services for sex trade workers</li> </ul>	<ul style="list-style-type: none"> <li>• Convert current usable buildings to provide services e.g. seniors housing</li> </ul>	<ul style="list-style-type: none"> <li>• Provincial government should provide funding to retain current or establish new services in West End (on old site or elsewhere)</li> </ul>

<p><b><u>Site and community services</u></b></p> <ul style="list-style-type: none"> <li>• Ambulance station in West End</li> <li>• Youth services</li> <li>• Increased mental health services</li> <li>• Lab services</li> </ul>		
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**TOPIC 2 - Your Health Care - future site and neighbourhoods (Strathcona, False Creek, Downtown Eastside, Chinatown)**

<b>Important Health Services</b>	<b>Integration with Community</b>	<b>Opportunities for Partnership</b>
<p><b><u>Culturally competent services, compassionate care</u></b></p> <ul style="list-style-type: none"> <li>• Culturally appropriate, non-discriminatory services for FN</li> <li>• Destigmatized care</li> <li>• Safe and non-discriminatory care for everyone</li> <li>• Cultural competency and compassion education, training for staff</li> <li>• Training for security staff – should be more welcoming, compassionate</li> <li>• Consider FN models in Toronto, such as Anishnawbe Health Toronto, also look to Ottawa, Seattle</li> </ul> <p><b><u>Speciality services</u></b></p> <ul style="list-style-type: none"> <li>• PTSD Clinic needs strategy for trauma-Informed services</li> <li>• Services for sex trade workers, anyone who gets raped</li> <li>• Services for addictions, including rehabilitation, after presenting to Emergency</li> <li>• Dementia, Alzheimer’s services</li> <li>• Targeted acute and community services for youth</li> </ul>	<p><b><u>Auxiliary services around new site</u></b></p> <ul style="list-style-type: none"> <li>• Youth residence</li> <li>• Auxiliary services based around new site (GPs, ambulatory, specialists)</li> </ul> <p><b><u>Supports for families, particularly out of town</u></b></p> <ul style="list-style-type: none"> <li>• Adequate, affordable parking, transit</li> <li>• Housing available for families with loved ones at St Paul’s – affordable, discounted</li> <li>• Rental car and other supports for families “take the worry away”</li> </ul> <p><b><u>Better information and communication</u></b></p> <ul style="list-style-type: none"> <li>• Info shared at city events</li> <li>• Have direct phone line to health provider/navigator to provide easy access to services when/where they are needed</li> <li>• Structure/process to assess what people need, ensure services are accessible</li> <li>• Provide education along with health care that incorporates research</li> </ul>	<p><b><u>Who</u></b></p> <ul style="list-style-type: none"> <li>• Seniors organizations</li> <li>• Local neighbourhood houses can provide information, volunteers</li> <li>• DTES community organizations who can connect with community</li> <li>• Carnegie Community Centre is DTES community hub</li> <li>• Faith-based groups</li> <li>• International models and best practices (Centres for Excellence)</li> <li>• Libraries</li> <li>• Women’s group at 412 East Cordova has drug users resource centre</li> <li>• Aboriginal health agencies</li> <li>• Chinese community</li> <li>• Other cultural organizations</li> <li>• BC Ambulance</li> <li>• BC Housing</li> <li>• Native Health to provide staffing overlap, outreach, access to Elders</li> </ul> <p><b><u>How</u></b></p> <ul style="list-style-type: none"> <li>• Outreach using existing partnerships</li> <li>• Partnerships with community groups for education</li> </ul>



<p><b><u>Site and community services</u></b></p> <ul style="list-style-type: none"> <li>• Good ambulance infrastructure</li> <li>• Helicopter landing pad</li> <li>• Therapeutic pool</li> <li>• Sweat lodge</li> <li>• More respite beds for mental health, other programs</li> <li>• Outreach programs</li> <li>• Provision of services to remote areas</li> <li>• Centres for Excellence located there – need to plan for this footprint</li> </ul>		<ul style="list-style-type: none"> <li>• Research/UBC</li> <li>• Collaboration with FN agencies, community clinics</li> </ul>
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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](mailto:thenewstpauls@providencehealth.bc.ca)
- Sending a question or comment by email: [thenewstpauls@providencehealth.bc.ca](mailto: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](mailto:thenewstpauls@providencehealth.bc.ca)

Prepared by: St. Paul's Redevelopment Project Team  
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in partnership with

