

THE NEW ST. PAUL'S

Transforming the future of health care for British Columbians

Re-imagining St. Paul's with patients at the heart of care

The vision for the new St. Paul's is to lead in the delivery of a patient-centred model of health services, by providing the highest-quality, integrated care, where and when people need it most.

This is a once-in-a-lifetime opportunity to build a new hospital and integrated health campus from the ground up, which will serve the health-care needs of British Columbians for decades to come.

The new St. Paul's will be a catalyst to drive innovation and change the way British Columbians access and receive care. It will also build on a 120-year legacy of compassionate care and a reputation as a

global leader in health.

Research and teaching will be highly integrated throughout the hospital and health campus. This will enable our world-class care providers and researchers to work side-by-side to bring medical breakthroughs to our patients at the bedside and in the community faster than ever before.

Our patients and care providers will also benefit from well-designed, efficient spaces that contribute to a healing environment, improving patient experiences and resulting in better health outcomes.

Delivering the right care, at right time, and in the right place

The new St. Paul's will be connected to a number of primary care and community health services, on the new campus and in the broader community. Providence will meet the continuing needs of patients across the province in partnership with Vancouver Coastal Health and other providers.

By integrating programs and services, the new St. Paul's will streamline access to care and enable smoother transitions for patients at home, in the community, or on the new Station Street health campus. Our goal is to

provide them with the right care, at the right time, and in the right place. This integrated model will help healthy people stay healthy and provide specialized, critical care when needed. We intend to:

- Reduce wait times
- Enhance our high quality of care
- Improve health outcomes
- Provide a better experience for our patients
- Improve value for health-care dollars



New St. Paul's programs and services

All existing St. Paul's programs and services will be offered at the new Station Street site:

- Services for medically complex and frail seniors
- Surgical services
- Maternity care
- Emergency care
- Critical care
- Renal care, cardiac and respiratory services
- Mental health and substance use

- Family and community medicine
- HIV/AIDS services

Features of the new St. Paul's include:

- Single-patient rooms to minimize infections, maximize privacy and accommodate a family member or support person
- New technologies and state-of-the-art spaces, including digital wayfinding, automated patient check-ins and online patient scheduling
- Integrated care, research and teaching

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Placing our patients at the centre of good health care design

A patient- and family-centred philosophy of care will continue at the new St. Paul's. To better support patients, the new St. Paul's will create integrated pathways that keep patients healthy and support them through illness and back to health.

The range of integrated programs and services across the campus will streamline access to care, so that patients can move seamlessly from one level of care to another as their health requires. For example, traditional silos of care will be dismantled in exchange for pathways that better support our patients through illness and back to health.

Triage systems will be in place to determine which patients truly require hospital care and which require primary, community or other specialist care or supports. The new St. Paul's will aim to connect patients to the care they need — at home, in the community, in the hospital or elsewhere on the campus.

Physical design considerations that will support a smooth patient journey and positive experience while receiving care include:

- Private rooms that will prioritize the patient experience (privacy and comfort) and accommodate a family member or a support person

- Well-designed spaces that improve infection control, safety, security and operational efficiencies
- Environmental design that supports a healing and restorative environment for patients, care providers and staff (e.g. access to open spaces, natural light and views)
- Simplified wayfinding that improves operational flows, reduces anxiety and improves efficiency
- Interactive and learning spaces that provide opportunities for communication of key information for patients and staff
- Places that support wellness and rejuvenation such as cafés, shops, green spaces (gardens and outdoor patios)
- Sacred spaces to reflect, celebrate, mourn, pray and hold ceremonies



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Principles for planning the new St. Paul's

Focus on the **PATIENT EXPERIENCE**

- Enhanced cross-disciplinary approach to care
- Respect the values and goals of patients and their families

Strive to be at the forefront of **EXCEPTIONAL CARE**

- Leading models and best practice
- Continuous and LEAN process improvement

Design spaces that **PROMOTE WELLNESS** for patients and care providers

- Abundance of natural light & access and views to nature
- Sustainable
- Intuitive wayfinding
- Local art

INTEGRATE care, research and teaching

- Close proximity to facilitate circulation and drive innovation
- “Bench-to-person”

Build **FLEXIBILITY** for future unanticipated demand

- Consider future expansion strategy, maximal operational efficiency & regional master planning

Enable a **LEARNING ORGANIZATION**

- Support a culture of innovation and excellence & data-driven pursuit of quality improvement

LEVERAGE TECHNOLOGY to improve quality and efficiency

- Invest in telehealth solutions, integrated electronic medical records, real-time tracking

FOSTER PARTNERSHIPS to bring value to our patients

- Cultivate strong relationships with health organizations, private & public enterprise, academic networks