

May 2014

Introduction

Thank you for taking to the time to read the May edition of Island Health’s “MLA Update.” Island Health appreciates the ongoing engagement we have with elected representatives on Vancouver Island, and the work we with do with your constituency offices to answer questions, provide context around health care topics, help navigate our often complex health care system, and provide important information on how to stay healthy.

As elected leaders and leaders in health care, it is rewarding to see so many of us setting a good example around health and wellness for the populations we serve – whether it be running the recent Comox Valley Half Marathon or TC 10K, walking our kids, grandkids or dogs in the local park, lacing up hiking boots to enjoy some of our more rugged terrain, or simply watching what we eat with an eye to improving our health.

In this edition of “MLA Update,” you will find more information about the work Island Health is doing throughout our Islands’ communities to promote wellness and health. We have also included some updates on program and services expansions, important information about an eating disorder clinical team for central Vancouver Island, and an update on the care delivery model/patient care model redesign at Victoria General Hospital and Royal Jubilee Hospital.

The next edition of Island Health’s “MLA Update” will be issued mid-July. If there is information you would like to see in future updates, please contact suzanne.germain@viha.ca.

Need Information? Here’s who to contact:

We know your staff work regularly with Island Health program staff to respond to constituent questions. We have provided several helpful links below as well as the following contact information for your inquiries:

North/Central Vancouver Island:	Valerie Wilson	250-739-6303 valerie.wilson@viha.ca
South Vancouver Island:	Suzanne Germain	250-370-8294 suzanne.germain@viha.ca

Useful Links

News: www.viha.ca/about_viha/news/. Information about new initiatives, partnerships and programs. **Facts & Stats:** www.viha.ca/about_viha/. Information about Island Health, our populations and our staff. **Local Area Profiles:** www.viha.ca/mho/stats/lha_profiles.htm. Community population and health statistics to support local health and wellness planning. **Performance Indicators/Accountability:** www.viha.ca/about_viha/accountability/ **Wait Times:** www.health.gov.bc.ca/swt/. Surgical wait times by physician and facility.

Table of Contents

1. Island Health Accredited by Accreditation Canada
2. Working in – and with – Communities
3. Hospital Foundations – Making a Difference to Patient Care
4. Getting Health and Wellness Information to Island Health Residents
5. Eating Disorders Clinical Team Helps Centre Island Patients
6. Patients to Benefit from Island Wide Pathology Contract
7. Victoria General and Royal Jubilee Hospitals: Patient Care Model Update
8. Building For Primary Care in Port Hardy
9. Building for Seniors in Campbell River
10. Improving Patient Care through Medication Safety
11. Patient Concerns? The Patient Care Quality Office Can Help!
12. Emergency Preparedness – Making Sure the Public, Care Providers and Hospitals Ready

1. Island Health Accredited by Accreditation Canada

Island Health congratulates our dedicated staff, physician partners and volunteers for helping Island Health achieve Accredited status from [Accreditation Canada](http://www accreditation Canada) following an on-site evaluation of our programs and services in early April. Accreditation Canada is a national not-for-profit organization that supports health care organizations to help improve quality, safety and efficiency so they can offer the best possible care and service to patients.

Island Health successfully met 97.3% of the standards evaluated. The accreditors recognized Island Health's commitment to patient-centred care and client and staff safety; it also commended the organization for our attention to volunteers, violence prevention, our Aboriginal recruitment strategy and our hand hygiene strategy. Island Health was not surprised about the few areas where criteria were not met, and we will continue to focus on improvements in these areas. The Accreditation report can be viewed at www.viha.ca/quality/care/leadership/accreditation/2014.htm.

2. Working in – and with – Communities

Campbell River & Comox Valley: As part of Island Health's commitment to keeping these communities informed about the North Island Hospitals' project, quarterly community

information meetings are being held. Ten such meetings have been held to date, with the next sessions to take place:

- Tuesday, May 27th, 7:00-9:00 pm, Stan Hagen Theatre, North Island College, 2300 Ryan Road, Courtenay.
- Thursday, May 29th, 7:00-9:00 pm, Maritime Heritage Centre, 621 N. Island Highway, Campbell River.

The meetings will start with a presentation, followed by a question and answer session related to the procurement, design and construction of the two new hospitals. For more information about the project: <http://nihp.viha.ca/>.

Association of Vancouver Island and Coastal Communities (AVICC): AVICC hosted its 65th Annual General Meeting and Convention April 11 and 13 in Qualicum Beach/Parksville. Over 100 delegates visited Island Health's booth. Dr. Paul Hasselback, the Medical Health Officer for Central Island, presented on *Collaborating for Community Health*, focusing on how communities can work together to improve health conditions. Dr. Hasselback outlined how ensuring safer drinking water, safer roads and proper sewage disposal, coupled with supporting physical activity through initiatives like making communities more walkable, limiting tobacco use in public places and increasing socialization among residents through parks, recreation and culture, have positively influenced public health. Dr. Hasselback emphasized that continued and additional collaboration between local governments and Island Health in partnership with provincially-supported initiatives such as *Healthy Families BC Communities* is also key to improving the health of residents in Vancouver Island and Coastal Communities. More information about Dr. Hasselback's presentation is available at: http://www.viha.ca/about_viha/news/news_releases/NR_CI_LocalGovt_MHO_April2014.htm.

Oak Bay/Mt. Tolmie Replacement Beds: In December 2013, the Capital Regional Hospital District [announced it had acquired property located at 955 Hillside Avenue for the renewal of residential care services](#) in Greater Victoria. Island Health is working with the CRHD and the Quadra Hillside Neighbourhood Association on an engagement strategy to keep the community informed about the proposed project as it moves ahead. Island Health and the CRHD were present at the May 10th Quadra Village Day to respond to questions about the land acquisition.

The CRD is upgrading pipeline infrastructure and installing an attenuation tank across the street from the Queen Alexandra Hospital site which Island Health leases from the Children's Health Foundation of Vancouver Island. To reduce deforestation, the CRD is leasing a small portion of the Foundation's property to park vehicles and an administration trailer. Recognizing this may impact neighbors, patients and staff, the CRD and Island Health are hosting an open house in June to provide information about the project and provide opportunities to ask questions.

3. Hospital Foundations – Making a Difference to Patient Care

Island Health values and appreciates the generous support it receives from hospital and healthcare foundations across Vancouver Island. We are working closely with foundation staff to help ensure that information about their events and fundraising campaigns is broadly distributed to our staff and communities through our internal, external and social media channels. Here are just a few highlights of foundation activities:

- **The Campbell River Hospital Foundation** announced the winner of their annual

[‘Because You Care Lottery’](#) in March. All funds from the Lottery will go towards the purchase of new equipment.

- **The Nanaimo and District Hospital Foundation** kicked off its \$1.5 million fundraising campaign on April 2nd at Nanaimo Regional General Hospital. The construction of the [two shelled-in operating theatres](#) within the surgical suite at Nanaimo Regional General Hospital is scheduled to begin this spring.
- The **Children’s Health Foundation of Vancouver Island** recently announced funding of more than [\\$2 million for kids’ health](#) on Vancouver Island. A large portion of that funding is allocated toward Island Health or partner organizations.
- **Victoria Hospital Foundation’s** [“Building Care Together”](#) campaign concluded with Jim Pattison returning to match community donations for a campaign total of over \$25 million. Launched in 2011, over 3,200 donors supported the campaign to equip the Royal Jubilee Hospital with state- of-the-art medical equipment.

4. Getting Health and Wellness Information to Island Health Residents

As part of Island Health’s commitment to promote healthy lifestyles and choices, improve health literacy and increase awareness of the range of quality healthcare services that we provide to support individual and public health, Island Health is actively participating in community-based health promotion events, including:

- The 19th annual Oceanside Health and Wellness Fair, where more than 450 people received a wide range of information on topics such as healthy eating, tobacco control and chronic illness prevention and management. Approximately one third of Oceanside residents experience high blood pressure – higher than the Island Health average of 26%. Students from the Discovery Community College Health Care Assistant program were on hand to provide blood pressure monitoring and encourage people to be aware of their health and the importance of healthy lifestyle choices.
- The Victoria Seniors Expo drew over 2,000 participants from across Vancouver Island. Along with a variety of health-related promotional material, Island Health provided information on [Advance Care Planning](#) with experts on hand to answer questions.
- The Living Well Expo in Campbell River provided yet another opportunity to promote health and wellness, and share information with the general public about the North Island Hospitals Project.

5. Eating Disorder Clinical Team Helps Centre Island Patients

Island Health and the Ministry for Children and Family Development are working together to provide enhanced services to children, youth and adults with eating disorders on central Vancouver Island. Eating disorders are complex mental illnesses that are often difficult to diagnose and treat; they are commonly associated with conditions such as substance use, depression, anxiety disorders and high rates of self-harming behaviors.

The new team approach involves therapists from the Ministry and Island Health, along with a psychiatrist and dietitians from Island Health, working together to provide a full range of services to people with eating disorders in Duncan, Nanaimo, Port Alberni, and other central island communities.

Goals of the team include:

- sharing resources and expertise to ensure individuals who need help get it, regardless of age or where they live.
- Supporting clinicians working in rural areas and reducing professional isolation.
- gathering information about the prevalence of individuals with eating disorders in Centre Island to guide decision making regarding resource allocation.

Team clinicians see patients in person or by telehealth, and hold teleconference meetings where they collaborate on treatment options. Patient privacy is protected during these meetings. There are plans to expand telehealth options to include Victoria clinicians, providing greater resources to Central Island patients.

The team was created following recommendations from The Ministry of Health's [Action Plan for Provincial Services for People with Eating Disorders](#). You can find out more about [eating disorder](#) resources at Island Health on our website.

6. Patients to Benefit from Island Wide Pathology Contract

A new contract is in place for island-wide clinical pathology services. Uniting these services under a single contract will create consistency throughout our service area and result in improved service for patients with increased access to sub-specialty pathology expertise and new medical technology such as advanced robotics in medical microbiology.

7. Victoria General and Royal Jubilee Hospitals: Patient Care Model Update

Patients on most units at Victoria General and Royal Jubilee Hospitals are now getting team care as implementation of Island Health's new patient care model rolls out this spring.

The new model adds health care assistants to care teams to help patients with their daily care needs such as bathing, getting dressed, getting to the bathroom and eating. This allows highly trained nurses to focus on medical needs such as assessments, care planning, providing medication and patient and family education as patients prepare to return home.

Island Health acknowledges the commitment of care providers who have been working hard during the transition to the new care model, and we understand how challenging this work has been. There have been learnings from last fall's care delivery model implementation at Nanaimo Regional General Hospital (NRGH), and these have been applied as the model was put in place in Victoria.

Most South Island inpatient units moved fully into the model over the past several weeks, and the remaining units will transition fully over the coming weeks. As has been the case for NRGH, we will be closely tracking and reporting out on various measures that monitor patient outcomes and experience, as well as workforce sustainability and staff experience. More information about the [Patient Care Model](#) is available on line.

8. Building For Primary Care in Port Hardy

A [blessing ceremony and sod-turning took place on April 25](#) to officially mark the start of construction of the Port Hardy Primary Health Centre.

The new centre, with a project cost of approximately \$2.6 million, will benefit clients by providing them with easier access to integrated primary and community care services. The building will include 16 patient/clinic rooms and provide space for physicians, nurse practitioners, visiting medical specialists and visiting community practitioners such as a regional dietitian and diabetes educator. The new modern facility will also assist with recruitment and retention of physicians and other health professionals.

The Centre resulted from recommendations of the Mount Waddington Health Services Local Working Group (LWG), in partnership with Island Health. The LWG consists of representatives from local and regional governments, local communities, physicians, First Nations, Island Health and other stakeholders. More information about the LWG's work is available at: www.viha.ca/about_viha/community/mt_waddington.htm.

9. Building for Seniors in Campbell River

Island Health is calling for proponents to own and operate [40 new community-based care beds in Campbell River by 2017](#). A Request for Proposals (RFP) seeking proponents was issued on May 5, inviting proponents to submit proposals for 20 complex care and 20 licensed dementia residential care beds. These new community care beds will fulfill Island Health's commitment to create an additional 40 beds in Campbell River to tie in with the opening of the new Campbell River Hospital. The RFP can be viewed at BC Bid at www.bcbid.ca. Closing date is June 13, 2014.

10. Improving Patient Care Through Medication Safety

As part of Island Health's goal to provide safe patient care, we are developing a strategy to implement a bar-coded unit dose medication system Island-wide. This 'closed loop' medication system will use a bar code scanning system that is integrated into patients' electronic health record to allow nursing and medical staff to verify that the right drug, in the right dose, is being given to the right patient at the right time. In this system, medications are distributed to health care providers, such as Registered Nurses, through automated dispensing cabinets with packaging that is ready to be administered to patients.

The goal of unit dose medication packaging is to improve patient safety by reducing medication errors and increasing accuracy and efficiency of medication delivery.

11. Patient Concerns? The Patient Care Quality Office Can Help!

While Island Health strives to make sure every patient is happy with the services they receive, we know sometimes patients have concerns. While the vast majority of issues are resolved at point-of-care, in cases where a concern cannot be resolved 'locally,' Island Health's Patient Care Quality Office (PCQO) can help. The PCQO works closely with program leaders to address issues; last year they resolved 1,685 care quality complaints, demonstrating the important role the

PCQO plays in supporting patients and their families. Less than 1% of PCQO files have escalated to the Patient Care Quality Review Board since 2008 – indicating that the majority of our complainants are satisfied with Island Health’s resolution process. More information about the PCQO is available at: www.viha.ca/patientcarequalityoffice/.

12. Emergency Preparedness – Making Sure the Public, Care Providers and Hospitals are Ready

Island Health regularly participates in emergency and disaster planning exercises to make sure our care providers and our facilities are ready should there be an emergency or a disaster. It is particularly important that health care providers have personal and family preparedness plans in place, so they can be assured their loved ones are safe and coping. Knowing this allows care providers to focus on caring for others after an emergency much sooner.

The public, too, has a role to play in helping hospitals function effectively after a disaster by making sure they are prepared to cope on their own for at least the first 72 hours of an emergency. The Health Emergency Management British Columbia team urges staff and the public to take simple steps to become better prepared to respond to emergencies – anytime, anywhere. It is important to:

- Know the risks
- Make a plan
- Get an emergency kit

Preparedness tips, including how to make a kit, are available at www.getprepared.gc.ca.

Excellent care for everyone, everywhere, every time.

For more information, contact Suzanne Germain via: suzanne.germain@viha.ca or 250-370-8294