

Island Health MLA Update



March 2015

Welcome to the March 2015 edition of Island Health's MLA Update.



For government and for most government agencies – including Island Health – April 1 is our “new year” – the start of a new fiscal year and renewed planning processes and priorities. The management of day- to-day challenges in the health care system, including promoting good health and healthy behaviours, ensuring timely access to care, managing wait times and hospital capacity will continue to be priorities. In addition, this year, Island Health has three key operational focus areas that support our longer-term, broader priorities which align with the Ministry of Health's strategic priorities as set out in [Setting Priorities for the B.C. Health Care system](#).

The spring edition of [Island Health Magazine](#) will be online March 25 and available at local community centres and Island Health locations the following week. The upcoming issue features articles on palliative care, getting ready for gardening season and the importance of organ donation. This issue also includes a survey asking readers to share their feedback about the publication--we encourage you to take part and ‘tell us what you think.’

The next edition of Island Health's MLA Update will be issued mid-May. If there is information you would like to see in future updates, for example about a topic your constituents are asking you about, 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.

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1. Island Health Programs and Services Realign For Community Focus

Island Health is gradually realigning its program, service and administrative structures to a more geographic, community-based model. The aim is to shift how health care services are delivered to better support the health of the population by:

- Delivering care that is driven by patients/clients to better meet their needs and improve their experiences;
- Supporting patients/clients to move smoothly through the health system with improved outcomes;
- Strengthening local accountability and decision-making;
- Engaging community partners in ways that better support residents, patients and clients; and
- Creating a great place to work and learn for Island Health employees and physician partners.

This more community-based model for health and care will improve how Island Health can support the long-term health of the population and needs of patients, clients and residents with greater emphasis on community and primary care. It should be noted that the change is a gradual process that will evolve over the months to come. More information about the geographic realignment is available at: www.viha.ca/NR/rdonlyres/178A80C7-C430-4564-967D-FFEDC374C3F3/0/geo_realignment_summary_feb2015.pdf.



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2. E-Notification of Admissions and Discharges from Hospital

An innovative partnership between Island Health, the Victoria and South Island Divisions of Family Practice, the Shared Care Committee (a joint partnership of the Doctors of BC and Ministry of Health) and Excelleris Technologies is supporting the automatic notification to family doctors when their patients are admitted to or discharged from hospital. This improves quality and continuity of care for patients and creates stronger links between community practices and acute care hospitals. For information about how this technology is supporting better patient care see:

www.viha.ca/about_viha/news/news_releases/enotification_13Feb15.htm.

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3. More Options for Patients Living With Renal Disease

The Renal Unit at the Royal Jubilee Hospital has opened a new Nocturnal Dialysis Unit – an evidence-based program that provides patients who meet certain admission criteria (the program is not for everyone) with the option of dialyzing for longer periods while they sleep. Conventional hemodialysis at a daytime clinic lasts three to four hours, three times a week.

Night dialysis can provide significant health and lifestyle benefits as patients who have received nocturnal dialysis report feeling better overall, having increased energy levels, better-tolerated dialysis runs and improved diet. Nocturnal dialysis allows patients to get the treatment they need while preserving their normal schedule of work, school and family activities. Island Health will be evaluating the program at Royal Jubilee, and based on the results, it may be expanded to Nanaimo later this year or next year. The Kidney Foundation of Canada (www.kidney.ca) has extensive information relating to prevention, risk mitigation and living with kidney disease. Island Health also has information about local services at www.viha.ca.

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4. Access to HIV Testing to Increase

As part of the provincial Seek and Treat for Optimal Prevention of HIV/AIDS (STOP HIV/AIDS) initiative, more services focused on the prevention, testing and care of HIV will be accessible in communities throughout Island Health's service area this year. STOP HIV/AIDS aims to provide early links to care, treatment and support, improve the health of those living with or vulnerable to HIV and prevent further infections. Many of these expanded services will be

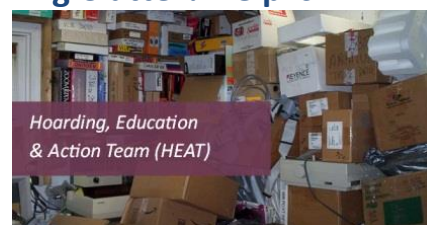


delivered by community based service providers under contract with Island Health. For more information, see: www.viha.ca/about_viha/news/news_releases/blood-borne_diseases_16Feb2015.htm.

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5. Know Someone Struggling with Overwhelming Clutter? Help is available

Hording can be a serious problem for both those living with this challenge, and those around the person who is affected. The Hoarding, Education and Action Team (HEAT) is a partnership organization that provides comprehensive services to increase the safety of those afflicted and impacted by



hoarding. For more information, call the HEAT reporting line at 250.361.0227 or see: www.viha.ca/health_info/hoarding.

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6. Island Health Co-Op Employer of the Year for 2014

The University of Victoria Cooperative Education Program and Career Services has named Island Health Co-Op Employer of the year for 2014. This is a great honour and aligns with Island Health's aim to be a great place to work and learn. Students and new grads from the University of Victoria say Island Health is a great place to put their classroom knowledge to the test. Find out how Island Health staff make co-op employment meaningful and rewarding for students. [Read the news release and watch the video.](#)



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7. Primary Care Centre open in Port Hardy

Primary health care services are now available in the new Port Hardy Primary Health Care Centre which opened on Monday, March 9. The centre supports local residents to access primary health care services in one convenient location. The centre co-locates the community's three physicians with nurse practitioners and support staff to provide a continuum of services that will keep people well and help them when they are sick. The new centre is located at 9140 Granville Street and has 16 clinic rooms and space for the integrated primary health care team, visiting medical specialists and visiting community practitioners such as a regional dietitian, Home and Community Care and Mental Health and Substance Use staff. The centre will soon also support Telehealth programs so patients can consult with specialists without having to travel. For more information about the Port Hardy Health Centre, visit:



www.viha.ca/about_viha/news/news_releases/NR_NI_PHclinic_March2015.htm.

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8. New Single Phone Number for Mount Waddington Non-Emergency Health and Wellness Services

None of us likes getting automated phone answering systems when we are looking for information and want to speak directly to a human being. To improve customer service, access and to ensure area residents are getting the information they need, two inquiry numbers; one for

Mount Waddington

Have questions about health services?

Call: 1-855-902-6048

Text: 250-230-6048



Mon – Fri 8:30 am - 4:30 pm

calls (1-855-902-6048) and one for texts (250-230-6048) have been launched in Mount Waddington. The numbers complement existing services and are not replacements for Emergency Services (9-1-1) or HealthLinkBC (8-1-1). The Mount Waddington health and wellness services numbers are answered Monday to Friday 8:30 a.m. to 4:30 p.m. Messages left after hours, on weekends and statutory holidays will be returned by the end of the next business day.

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9. North Island Hospitals Project Update

The North Island Hospitals Project team had its 10th round of quarterly community information meetings in the Comox Valley and Campbell River on March 11 and 12 respectively. Now that construction is well underway on both of these state-of-the-art facilities, the information meetings include construction updates and projections from the general contractor Graham Design Builders, as well as floor-by-floor tours of the hospital drawings, presented by clinical project directors. Interest and excitement is building in both communities as the new structures take shape.

The new \$331.7 million, 153-bed Comox Valley hospital and the new \$274.5 million, 95-bed Campbell River hospital are slated for completion by late 2017. Read more at: <http://nihp.viha.ca/>.

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10. New ORs at NRGH Support Better Patient Flow

A \$3 million investment in two new operating theatres at Nanaimo Regional General Hospital is benefitting patients in need of emergency surgery and patients undergoing prescheduled elective procedures. One of the new operating rooms is dedicated for daytime emergency surgeries during the week. The second room is allowing for more efficient scheduling of elective procedures which means improved patient flow by allowing for the majority of elective surgeries to take place between 8 am and 6 pm. This investment brings the total number of operating theatres at Nanaimo Hospital to 10. The project is a partnership with the Nanaimo & District Hospital Foundation. To learn more about the new operating rooms see: www.viha.ca/about_viha/news/news_releases/NR_CI_NRGH_operatingFeb2015.htm. To view photos on Flickr: <https://www.flickr.com/photos/islandhealth/>.



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11. New Clean Air Bylaw Comes Into Force in CRD April 1



Effective April 1st 2015, the Capital Regional District's [Clean Air Bylaw](#) will be extended to outdoor public spaces in the region including public squares, playing fields, parks as well as a seven metre smoke-free buffer zone around bus stops and bus shelters. The new bylaw continues our area's leadership around promoting smoke-free environments and reducing exposure to second-hand smoke. For more information, see

www.viha.ca/mho/tobacco/clean_air_bylaw.htm.

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12. New Adult Day Program Space at Chemainus Health Care Centre

To celebrate 25 years of community service in 2013, the Chemainus Health Care Foundation funded a major project to upgrade space at the Chemainus Health Care Centre used by the Adult Day Program of Home and Community Care Services. The Foundation provided over \$200,000 to this project. After approximately four months' of work, the opening ceremony took place on February 20th, 2015.



*Philip Holmes, Dave Briggs,
Jennifer Thompson, James Foster*

The project involved moving exterior walls, repositioning windows and doors, expanding the entrance and creating a new warm and welcoming seating area with fabulous views over-looking the ocean. The extra space will also give added comfort to family members who provide care at home. With an aging population on the Island, additional Adult Day Program space will be able to respond to future needs.

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13. Flu Season Wrap Up

We are now well on our way to spring, and are hopeful that we have now passed the peak of the influenza season and the impact this virus has on people who get sick, their loved ones, their employers and the health care system at large. This past year saw the flu affect mainly the elderly, many of whom required hospital admission – staying for an average of four to six days. As of early March, close to 400 people diagnosed with influenza were admitted to an Island Health hospital. Island Health wishes to acknowledge the extraordinary efforts of staff, physicians and volunteers who have worked together across departments to meet patient and family care needs and continue to provide high quality and safe patient care during the flu season.

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Excellent health and care for everyone, everywhere, every time.

For more information, or if you wish to be removed from our distribution list, please contact Suzanne Germain via: suzanne.germain@viha.ca or 250-370-8294.