

Island Health MLA Update



May 2015

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

Island Health continues to move towards a more [regional geographic program and service alignment](#) which is divided into four broad geographic areas with eight specific community hubs that have a combination of locally-delivered and managed health services (e.g. emergency departments, home and community care) as well as services that are planned and coordinated across Island Health (e.g. mental health and addictions, public health, specialized hospital services). Leadership staff are now in place across the geographies and hubs, and they look forward to beginning to work more closely with First Nations, elected officials, community organizations and service partners to jointly plan for health and health care services that meet local needs.

This edition of the MLA update celebrates the important role that nurses play in maintaining our health, preventing disease and caring for us when we get ill. It also celebrates the efforts of Island Health's staff whose dedication has resulted in national recognition on two fronts: Diversity and Environmental Sustainability. We are also celebrating the two-year anniversary of the Oceanside Health Centre, which provides integrated urgent care, primary care and community services in Parksville, Qualicum and the surrounding areas.

[Island Health Magazine](#) is a publication that focuses on health and wellness and contains valuable information to help area residents stay well, but also navigate the system when they do need supports. The magazine is available digitally and in hard copy without charge.

The next edition of Island Health's MLA Update will be issued mid-July and [back issues are posted on line](#). 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
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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. 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. Celebrating Nurses Throughout Island Health



Last week was National Nursing Week, a time when health care organizations say a special thank you to nurses for delivering quality care and for their contributions to health care system innovation and improvement.

There are more nurses at Island Health than any other health care profession. Nurses provide leadership and are prominent and consistent advocates for safety and quality across Island Health. During a time of transformative change in health care right across Canada, the role of nurses in ensuring the patient and client experience is the best it can be is crucial. As part of this, Island Health recognizes how important it is for us to support and nurture an environment that creates a great place for our nurses to work and learn. Everyone at Island Health thanks nurses for your commitment and compassion. More information at: www.cna-aiic.ca/en/events/national-nursing-week-2015.

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2. Island Health Receives Diversity Award

For the third consecutive year, Island Health's Aboriginal Employment Program has been named one of Canada's Best Diversity Employers by Mediacorp Canada. This award recognizes employers with exceptional workplace diversity and inclusiveness programs. Island Health was singled out for our Aboriginal recruitment and retention strategies, our full time Aboriginal employment job coach, our recruitment and retention commitment that identifies and addresses barriers for applicants and employees, our scholarship program and our efforts to celebrate and recognize our Aboriginal employees. Read more at www.viha.ca/about_viha/news/news_releases/nr_aboriginal-employment-program_1apr2015.



Island Health's Aboriginal Employment Team

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3. Island Health Receives Green Award

Island Health's leadership is sending out heartfelt congratulations to all staff, physicians and volunteers for their commitment and effort that resulted in Island Health being selected as one of Canada's greenest employers for 2015. Island Health was recognized by Mediacorp for our 'green-ness' in March.



Island Health is one of Canada's Greenest Employers because of:

- Our "Green Teams" at six hospitals which spearhead sustainability initiatives, create energy savings tool-kits, mentor peers and develop initiatives to create a greener culture across the health region. Over 120 employees are Green Team members.
- A five-year Sustainable Energy Management Plan which includes a review of buildings and the establishment of greenhouse gas reduction targets. The goal is to reduce emissions by 33% below 2007 levels by 2020, and we are well on the way as our emissions last year are 7% below 2012 levels. Each year there has been a steady decline in emissions - on average 4.5%.
- An energy use reduction strategy that includes the installation of four solar thermal installations for pre-heating water, numerous mechanical and technological upgrades, a commitment that all new buildings have LEED Gold certification and enrollment in BC Hydro's new construction program.
- Employee commuting supports including the recent installation of electric vehicle charging stations, expanded bicycle storage, shuttle service between Victoria General and Royal Jubilee, preferential carpool parking, subsidized bus passes and active support of Bike-to-Work Week.
- Recycling initiatives across sites, programs, services and staff units.

In recent years, Island Health has received several awards recognizing our commitment to

environmental stewardship. In addition to being Canada's greenest employer, the following awards have also acknowledged the collective commitment of the organization and its employees towards making our world just a bit greener:

- FortisBC - Efficiency in Action Award -2015
- BC Hydro - Powersmart Leader Award - 2014
- BC Hydro - New Construction Award -2014
- BC Hydro - Powersmart Leader Award - 2012
- Canadian College of Health Leaders - Energy and Environmental Stewardship Award - 2013
- BC Hydro - Big Gig Award- 2010

From 2006 to 2013, through 'booked' energy efficiency upgrades, Island Health has been able to cumulatively save \$2.75 million in energy costs. And staff are more involved and engaged in green behaviours at work – everything from turning off their monitors, unplugging devices not being used and reducing, recycling and reusing wherever possible. Read more about Island Health's Environmental Sustainability programs at: www.viha.ca/about_viha/environment.htm.

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4. New Physicians in Port McNeill

The challenge of recruiting and retaining family physicians – particularly to more rural and remote communities – is a challenge facing health care providers right across Canada. Island Health is thrilled to be able to welcome three new family physicians to Port McNeill this summer, which will improve area residents' access to primary care service. The new physicians will be based out of the new Port McNeill Collaborative Care Clinic. Read more:

www.viha.ca/about_viha/news/news_releases/nr_physicians_portmcneill_29apr2015.htm

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5. Oceanside Health Centre Celebrates 2nd Birthday

On June 24th the Oceanside Health Centre (OHC) will celebrate its second anniversary of providing health and wellness services to community residents. While there have been some learnings along the way, the Centre is proving to be a valuable asset to the Oceanside Community. The goal of the OHC is to provide community residents with a client-centred, client-driven one-stop model of care. This care model not only meets their urgent care needs, but connects clients with an integrated team of health care professionals and allows them to take control of their own health by focusing on preventative care, health promotion, overall well-being and proactive management of chronic health conditions. The Oceanside Health Centre also recently introduced a drop-in service for residents of all ages in need of short-term mental health or substance use counselling.

As a one-stop centre for all services, clients no longer have to make multiple telephone calls or walk through multiple doors to access the health care services they need. The Centre also features self-check-in technology for patients with scheduled appointments. Based on preliminary data, the OHC is also doing its part to reduce the number of trips Oceanside residents make to area hospitals for non-emergency health care needs.

Since the OHC opened in June 2013, Oceanside client volumes in the Nanaimo Regional General Hospital emergency department have seen an average monthly decrease of 23%, while there's been an average monthly decrease in client volumes of 49% in West Coast General Hospital's emergency department. St. Joseph's General Hospital has seen an average monthly decrease in Oceanside client volume of 17% in their emergency department.

A typical day at Oceanside Health Centre

- 69 clients are treated in urgent care
- 12 bone mineral density tests
- 30 ultrasound tests
- 33 clients meet a mental health practitioner
- 38 clients are seen by primary care team
- 11 diagnostic mammogram tests
- 127 integrated community care team visits
- 17 clients are treated for wounds
- 71 general radiography exams
- 257 active home support clients
- 19 environmental health consults or visits
- 6 clients seek specialty health services
- 2 telehealth consultations
- 92 active home care clients
- 30 scheduled visits with specialists
- 5 in-person visits to mental health drop-in service
- 10 telephone consults for mental health service

For more information on the Oceanside Health Centre and services offered visit www.viha.ca/locations/oceanside.htm.

6. Expanded Recovery Services for Women Coming to the Comox Valley

Women living in the Comox Valley in need of treatment for substance use will benefit from a service expansion that will triple the number of publicly-funded withdrawal management and supportive recovery beds for women from three to nine spaces. After a Request For Proposals process, the Comox Valley Transition Society has been chosen to provide three community-based, licensed withdrawal management and six licensed supportive recovery beds that will be used by women who have been assessed as not needing acute medical detox and who don't have safe alternatives available. Read more:

www.viha.ca/about_viha/news/news_releases/nr_cvts_recoverybeds_6may2015.

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7. Information Sessions for new Campbell River and Comox Valley Hospitals



Floor plans for the new Comox Valley Hospital are discussed at the March 11, 2015 community information meeting in Courtenay.

Island Health is embarking on another round of quarterly community information meetings about the new hospitals that are being built in the Comox Valley and Campbell River. This time the meetings will have an expanded format: Both the June 2nd Courtenay event and the June 4th Campbell River event will feature afternoon and evening presentations. The afternoon sessions were added to improve opportunities for members of the public unable to attend in the evenings. There will also be a public information session on Quadra Island May 26th. Previous meetings this spring included visits to Hornby and Denman islands. The North Island Hospitals web page is:

<http://nihp.viha.ca>.

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8. The Importance of Advance Care Planning

As care providers, we often hear stories where family members do not agree on their loved one's care preferences when the patient cannot express them themselves anymore, or cases where a family member feels the course of treatment or care does not reflect what their loved one would have wanted. An Advance Care Plan removes the uncertainty by having people outline and communicate their care preferences in the event they become incapable of consenting or refusing. Island Health has extensive resources available to support the Advance Care Planning process. More information is available at:

www.viha.ca/about_viha/news/news_releases/nr_cvts_recoverybeds_6may2015.

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9. Reports that Support Increased Transparency Available

The following recent reports are available on line:

The North Island Hospitals Project Report: This report describes the need for the North Island Hospitals Project which will see two new hospitals built and operational in 2017. The report describes the project and how it will be delivered, explains how different procurement delivery methods were analyzed, and how project benefits and innovations are expected to be achieved. The report is available at www.partnershipsbc.ca/files-4/documents/PBC_NIHPReport_2015.pdf.

Westech Housekeeping Audits: The cleanliness of hospitals is key to effective infection prevention, overall quality of care and patient comfort. Each year the third party firm (Westech) conducts independent audits of cleanliness levels in all health authorities. Westech's audits are

unannounced, statistically representative and include both health authority-owned and operated health care facilities. Current and past years' audits are available at: www.viha.ca/about_viha/news/reports/westech_independent_housekeeping_audit_report_2014.

Infection Control: Through the Provincial Infection Control Network (Picnet), quarterly updates for C-Difficile, MRSA and hand hygiene compliance, broken down by health authority are available. See: www.picnet.ca/surveillance/latest-surveillance-reports.

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10. Stereotactic Biopsy and Mammography Unit Coming to Victoria General



Island Health has strong partnerships with 12 hospital foundations throughout Vancouver Island and these organizations play an integral role in supporting patient care.

The Victoria Hospitals Foundation Spring Campaign is in support of a new digital Stereotactic Biopsy and Mammography unit for the Victoria General Hospital. This unit replaces an existing digital mammography unit that was one of the first of its kind installed in BC. The Breast Imaging service at VGH is a model for the province. Island Health was the first Health Authority in BC to provide all digital service which brings better image quality and improved patient throughput. The new equipment is expected to be up and running this fall. Read about the great work of the Victoria Hospitals Foundation at www.victoriahf.ca/.

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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.