Coastal Community of Care

Vancouver Coastal Health

June 14, 2017
## VCH Coastal Areas

<table>
<thead>
<tr>
<th>Location</th>
<th>Population</th>
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<tbody>
<tr>
<td><strong>North Shore</strong> (North &amp; West Vancouver &amp; surrounding areas)</td>
<td>181,306</td>
</tr>
<tr>
<td><strong>Powell River</strong> (&amp; surrounding area)</td>
<td>20,070</td>
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<tr>
<td><strong>Sea to Sky Corridor</strong> (Squamish, Whistler, Pemberton &amp; surrounding areas)</td>
<td>42,665</td>
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<tr>
<td><strong>Sunshine Coast</strong> (Gibsons, Sechelt &amp; surrounding areas)</td>
<td>29,970</td>
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<tr>
<td><strong>Central Coast</strong> (Bella Coola, Bella Bella &amp; surrounding areas)</td>
<td>3,319</td>
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</tbody>
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VCH Coastal: Who We Are

• 3,300+ staff, 750+ volunteers, 500+ physicians

• Primary, secondary and tertiary services across continuum:

  - 6 Hospitals
  - 2 Diagnostic Treatment Centres
  - 13 Residential Care Sites (8 owned and operated)
  - 7 Assisted Living Sites (1 owned and operated)
  - 1 Hospice
  - 8 Community Health Centres (& services)
  - Mental Health Community Services
  - Public Health
Whistler Health Care Centre

• Provides urgent and emergency care to people living and visiting Whistler and along the Sea-to-Sky Highway
• 15 stretchers for emergency care, including a trauma bay
• Onsite radiology, CT Scanner (serves the Sea-To-Sky Corridor) and laboratory services
• Public, mental, addictions and community health services are also offered
• WHCC treats more than 21,000 patients per year
WHCC Visits By Place of Residence (16/17)

55% of ER visitors reside outside of Whistler & Pemberton.
Mass Gathering Events in 2017

- Pemberton
- Whistler
- Squamish
- North Shore

**Crankworx Whistler**
- 300 participants
- 40,000 attendants

**TOUGH Mudder**
- 13,000 participants

**RBC GranFondo Whistler**
- 4,000 participants

**Ironman**
- 3,000 participants
Pemberton Health Care Centre

• 5 stretchers and 1 chair for emergency care and trauma
• Provides outpatient services, including x-ray, laboratory, and emergency/urgent/ambulatory care
• PHCC treats more than 5,000 patients each year
Squamish General Hospital

• 21-bed hospital providing general medicine and surgery, obstetrics, palliative care, physiotherapy, pharmacy, diagnostic imaging, laboratory, ambulatory care, chemotherapy, emergency
• 7 emergency room stretchers
• 2 labour and delivery rooms (Approx. 250 deliveries per year)
• 2 operating suites
• SGH treats more than 14,000 patients a year
• Hilltop House, located next to SGH is a 86 bed long-term residential care facility
ED visits at SGH and PHCC are stable throughout the year compared to WHCC.
Sea-to-Sky Site Upgrades for 2017

Squamish General Hospital
• Clinical and Systems Transformation (CST) upgrades
• Oxygen tank farm
• Upgrade for emergency power generator
• New boiler for Hilltop House
• Hospice for Sea-to-Sky residents at Hilltop being planned

Whistler Health Care Centre
• CST upgrades
• Heat tracing for roof

Pemberton Health Centre
• CST and security upgrades
• Air conditioning for Lab
Clinical Enhancements

• Rehab: TIDES (Telehealth Innovation Deployment Education and Sustainment)
• Mental Health: ICM (Intensive Case Management)
• Surgery: Squamish OR enhancements
• Staffing: ERNs (Experienced Resource Nurses) pool for Sea-to-Sky Corridor
• 2 New Operations Directors
Thank You

- **Priority**: Primary & Community Care
  - expand, enhance & improve access

- **Priority**: Surgical Services
  - reduce waitlists & expand capacity for essential surgeries

- **Strategy**: Health Human Resources
  - recruit, train & take care of our people

- **Strategy**: Information Management
  - modern technology & clinical best practices

- **People First**
  - develop the best workforce
  - innovate for sustainability
  - promote better health for our communities