South Surrey/White Rock
The Communities We Serve
Local Health Area (LHA) Population
LHA Public Health

- 90,183 people (2013)
- 10 year population growth of 18.2% (2004-2013)
- 10 year seniors population growth of 29.8%
- 11.1% are visible minorities (WR)
- 3.1% are new immigrants
- Median after-tax family income in 2010 was $84,120 (WR)
- 73.2% of two year olds in White Rock are immunized which is higher than Fraser Health average

Socioeconomic Challenges:
- Individuals with low income is 14.2% (WR)
- Unemployment rate (2011) 7.0% (WR)
Senior Community Profile

FRASER HEALTH  SOUTH SURREY/WHITE ROCK

POPULATION STATISTICS\(^1\)

SENIOR POPULATION, 2014

- 249,852 (15%)
- 22,769 (25%)

INCREASE IN SENIOR POPULATION, 2014 TO 2024

- 249,852
- 22,769
- +131,440
- +53%
- +8,087
- +36%

HOUSING & AFFORDABILITY

SENIORS LIVING ALONE, 2011\(^2\)

- 23%
- 41%

LOW INCOME SENIORS, 2011\(^3\)

- 14%
- 9%

MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011\(^4\)

- 4%

MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011\(^5\)

- 77% ENGLISH
- 8% PUNJABI
- 2% CANTONESE
- 1% GERMAN
- 94% ENGLISH
- 1% FRENCH

Data Sources:
1. BC Stats, BC Ministry of Labour and Citizenship Services, R.E.O.R.E. 2011 projections
2. Statistics Canada Census, 2011
5. Statistics Canada, Census 2011

NOTE: Seniors defined as those 65 and older
Senior Community Profile

FRASER HEALTH  SOUTH SURREY/ WHITE ROCK

HEALTHCARE UTILIZATION & MORTALITY

SENIOR HOSPITALIZATION RATES PER 1,000 PERSONS, FY 2011-12\textsuperscript{5}

\begin{itemize}
  \item Person: 232
  \item Person: 222
\end{itemize}

SENIOR CANCER MORTALITY RATES PER 10,000 PERSONS, 2007-2011\textsuperscript{7}

\begin{itemize}
  \item Person: 95
  \item Person: 93
\end{itemize}

SENIOR EMERGENCY ROOM (ER) UTILIZATION RATES PER 1,000 PERSONS, FY 2012-13\textsuperscript{6}

\begin{itemize}
  \item Person: 570
  \item Person: 565
\end{itemize}

People may repeatedly visit an ER more than once a year. This may result in ER utilization rates greater than 1,000.

CHRONIC DISEASE PREVALENCE, FY 2011-12\textsuperscript{9}

\begin{itemize}
  \item Osteoporosis: 21%
  \item Osteoarthritis: 32%
  \item Depressive Symptoms: 32%
  \item Cardiovascular Disease: 22%
  \item History of Stroke: 4%
  \item Dementia: 7%
  \item COPD: 11%
  \item Diabetes: 29%
\end{itemize}

\textsuperscript{5} FY = Fiscal Year
\textsuperscript{6} Data Source: CPH Discharge Abstract Database, FY 2011-12. Include patients hospitalized in non-Fraser Health hospitals.
\textsuperscript{7} IC Cancer Agency 2011 Regional Cancer Report, 2007-2011
\textsuperscript{9} 2013 Ministry of Health Chronic Disease registry, FY 2011-12

NOTE: Seniors defined as those 65 and older.
Lowest rates of mortality in Fraser Health for:

- Cancer
- Cardiovascular disease
- Respiratory disease

Higher rates than Fraser Health average for:

- Dementia
- Depression/Anxiety
- Osteoarthritis
Peace Arch Hospital
Peace Arch Hospital (PAH)

- Built in 1954 as a 47-bed community hospital
- Celebrated our 60th anniversary in September 2014
- The entire 10 acre campus is built on land either donated or purchased by the community
- Over 1,800 staff and 140 physicians work at Peace Arch Hospital

**Peace Arch Hospital Campus:**
- 253 acute care beds
- 234 residential care beds
- 7 hospice beds
- 24 regional tertiary geriatric psychiatric beds (Oceanside Unit)
### PAH Statistics 2013/14

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Visits</td>
<td>49,524</td>
</tr>
<tr>
<td>Patients Admitted</td>
<td>9,352</td>
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<tr>
<td>Diagnostic &amp; Therapeutic Services</td>
<td>100,019</td>
</tr>
<tr>
<td>Total Surgeries (excluding Endoscopy)</td>
<td>4,200</td>
</tr>
<tr>
<td>% Alternate Level of Care</td>
<td>18.9%</td>
</tr>
<tr>
<td>Ambulatory Visits</td>
<td>111,068</td>
</tr>
</tbody>
</table>
PAH Hospital Services

- Emergency Department 24/7
- Ambulatory Care (Endoscopy, Surgical/Medical, Oncology)
- Outpatient (Hand Clinic, Rehabilitation, Cast clinic, Nutrition Education)
- Diagnostic Imaging including Mammography
- Laboratory
- Diagnostic Cardiology
- Community Health Programs
- Primary, Maternity, & Psychiatric Care
- Patient Assessment & Transition Home (PATH) Unit
- Acute Care for the Elderly (ACE) Unit
PAH Priorities

- Implementation/Sustainment of 48/6 Model of Care
- Meeting Quality Targets (i.e. reducing infection rates)
- Improving efficiencies in access and clinical capacity
- Strengthening community supports through continued participation in the Healthiest Community strategic plan implementation
- Continue to improve our physician engagement
- Strengthening site leadership
Improving Care: C. difficile Incidence

PAH Facility-Associated CDI Incidence Rate by Fiscal Year

*Fiscal year-to-date (YTD) 2014/15 includes data up to Nov 6/14
Improving Care: Hand Hygiene Compliance

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15 YTD*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance</td>
<td>71%</td>
<td>75%</td>
<td>88%</td>
<td>89%</td>
</tr>
</tbody>
</table>

*Fiscal year-to-date (YTD) 2014/15 includes data up to Dec 10/14
Improving Care: GI Outbreaks

*Owned & Operated outbreaks not reported
†reporting up to Dec 10/14
Improving Care: Nursing Sensitive Adverse Events

Nursing Sensitive Adverse Events
55+ Age Population

Monthly Rate Trend
Jan 2013-Aug 2014

Nursing Sensitive Adverse Events
55+ Age Population

Program Case Rate
Overall
Aug 2014
PAH Volunteer Resources

- Adult and Student Volunteer Programs
- Approx. 800 registered volunteers
- New program development including Oceanside Tertiary Mental Health, ICU and PATH programs
- Welcome package for Patient Experience
- Health Info – provide brochures in the acute site and within the community at the Centre for Active Living
PAH Auxiliary Society

- PAH Auxiliary celebrated their 65th anniversary last fall
- 87 volunteer members raised over $500,000 over last 3 years
- Sponsor of a ‘Junior Auxiliary’ program where high school students have an opportunity to volunteer in both residential and acute care
- Operate the front lobby gift shop and proudly own the Superfluity Shop located on Prospect Ave in White Rock
- Contributed over $350,000 per year to our annual equipment priority list
PAH & Community Health Foundation

Raised more than $100 million since 1985 to support the South Surrey/White Rock communities

- 5/6th Floor - $10.6M provided 56 new acute care beds including a 30 bed general rehab unit
- Purchased MRI for $2.4M
- Maternity – single room Maternity care renovation for $5.5M
- Committed over $950,000 for medical equipment in 2013/14
- Committed funds for Health Investment/Research Grants: $275,000
- Sponsored the Master Concept Plan for the future development on the campus
Community Services

- **Home Health**
  - 250 referrals per month
  - Over 2,000 client visits in home and clinic per month
  - 40% of the referrals comes from hospitals and 60% from the community

- **Home Health Services**
  - End of Life Care – Community Palliative Care
  - Falls & Injury Prevention Program
  - Specialized Seniors Clinics
  - Community Antibiotic IV Therapy Program
  - Community nutrition
  - Home Health clinics and support services
Community Services

- **Mental Health and Substance Use Services**
  - Early Psychosis Intervention Program for 13 to 30 year olds at Peace Arch Hospital
  - Rapid Access Psychiatric Clinic
  - Community Rehabilitation Services
  - Primary Care Access Clinic - Mental Health and Substance Use
  - Oceanside, a 24-bed Tertiary (intensive and highly specialized) Acute Older Adult Unit
  - Contracted Substance Use Outpatient Counselling/Prevention Program Serving Adults and Youth
Community Services

- **Mental Health and Substance Use Services:**
  - Acute Home Treatment Team (outreach short-term stabilization)
  - Community Mental Health Centre (500 current clients)
  - Central Intake and Referral Service/Adult Assessment and Treatment Team
  - Adult Case Management Team
  - Group Therapy Services (core and specialty groups)
  - Community Geriatric Mental Health Services
  - Community Residential Program
  - Concurrent Disorder Therapist (for clients with mental health & substance use issues)
Community Services – Clinics

- Vine Youth Clinic (works in collaboration with Child and Youth Mental Health, MCFD and Alexandra House)
- *New Program: CARES through EXTRA – GP/NP Practice
- Peace Arch Maternity Clinic, operated by GPs on site at PAH, providing majority of care for 1000+ deliveries per year
- Peace Arch Community Medical Clinics – GP owned and operated walk-in clinic for after-hours and primary care for unattached patients
- Many community resources available for seniors
Our Community Partnerships

- **Healthiest Communities Committee**
  - Medical Health Officer, Executive Director, Community Health Services, Peace Arch Hospital and Community Health Foundation & City of White Rock

- **Strong Linkages with Municipal Government**
  - My Health My Community

- **Division of Family Practice**
  - GP for Me (17% of White Rock /South Surrey population is not attached to a Family Practitioner)

- **Community Partnering**
  - Community Network
Healthiest Community Goals

Work together: Creating the Healthiest Community

SS/WR healthier community stakeholder workshop

5 strategic goals:

- Health and wellness: Appropriate navigation, affiliation, green space, gathering places, access to transportation, social and security, social isolation, non-space gathering places.
- Effective navigation: Online, face-to-face, physical, community awareness, promote long-term policies.
- Awareness: Understanding the upstream concept, healthy community concept, community involvement, create the right things, long-term policies.
- Vision: South Surrey/White Rock is a healthy community committed to physical, mental, and social well-being.

Next steps:
- Implementation plan developed
- Final health and community strategic plan
- Hub ensures actions are delivered

What next?? Ideas:

Collaborating on funding proposals

Promoting walking group programs

Incorporating participation (groups & individuals)

Database & physician: Most tools are up to date

Educate senior staff & council, conduct health impact assessments.
- 5 years old
- 105 member physicians
- Focus on timely access to Primary Care:
  - Through GP for Me initiatives
    - Recruitment of new physicians
    - >6,200 patients attached
  - Primary Care Access Clinic in partnership with Fraser Health (600 patients)
  - Two new NPs provide primary care of homebound frail, elderly and of the unattached patients on the Patient Assessment and Transfer Home unit at PAH.
South Surrey/White Rock Challenges

- Aging community and workforce including physicians
- Health of community
- Growing demands on health care
- High demands for community capacity
- Emergency Department designed for a maximum of 22,000 visits
- Parking
South Surrey/White Rock
Going Forward

- Creating capacity
- Engaging physicians and staff
- Improve indicators of quality and efficiency
- Continue to be an active participant in creating ‘Healthier Communities’
- Patient - family centered care
- Quality Report Card with improved results in the areas of reducing length of stay and admitted wait times in the Emergency Department
- Increasing emphasis on home and community support services
- Improved health of our community
Thank You