

Building a sustainable health care system

Kip Woodward

*Chair, Board of Directors
Vancouver Coastal Health*

Today's topics

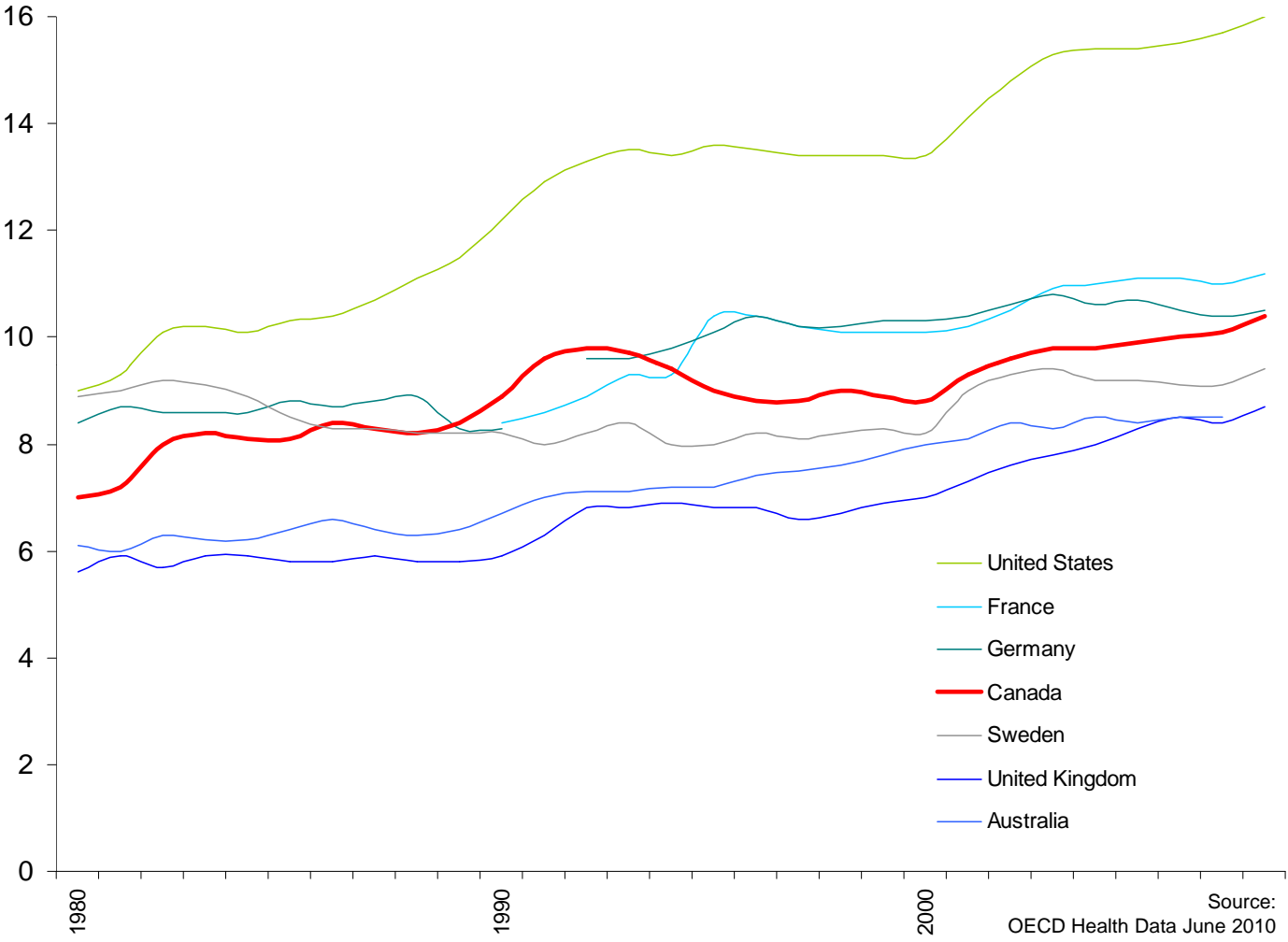
1. Canada's health care system
2. Vancouver Coastal Health
3. Our accomplishments
4. Some challenges
5. Sustainability...if

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Promoting wellness. Ensuring care

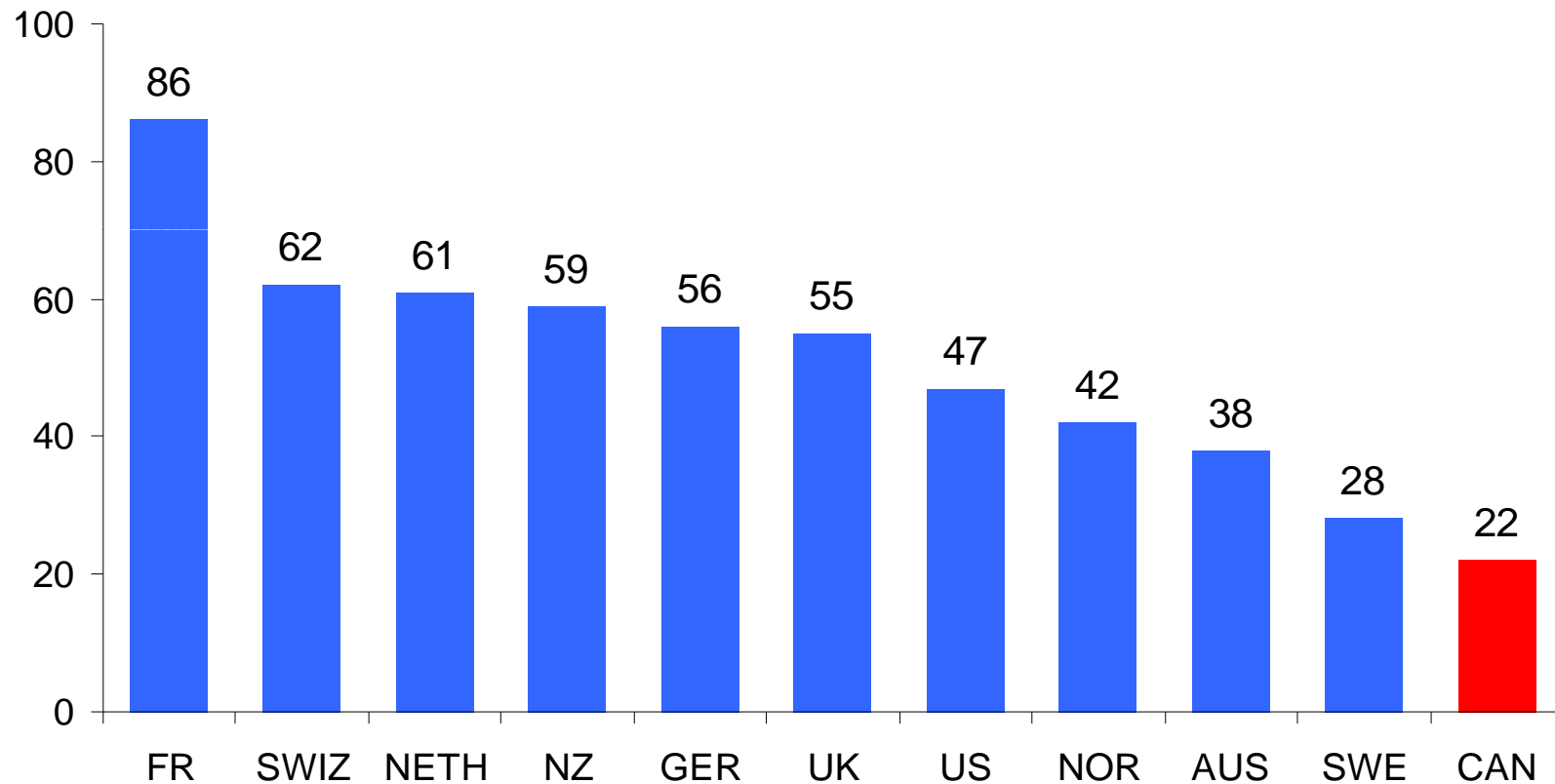


Total health expenditures as percent of GDP



Getting to see a doctor

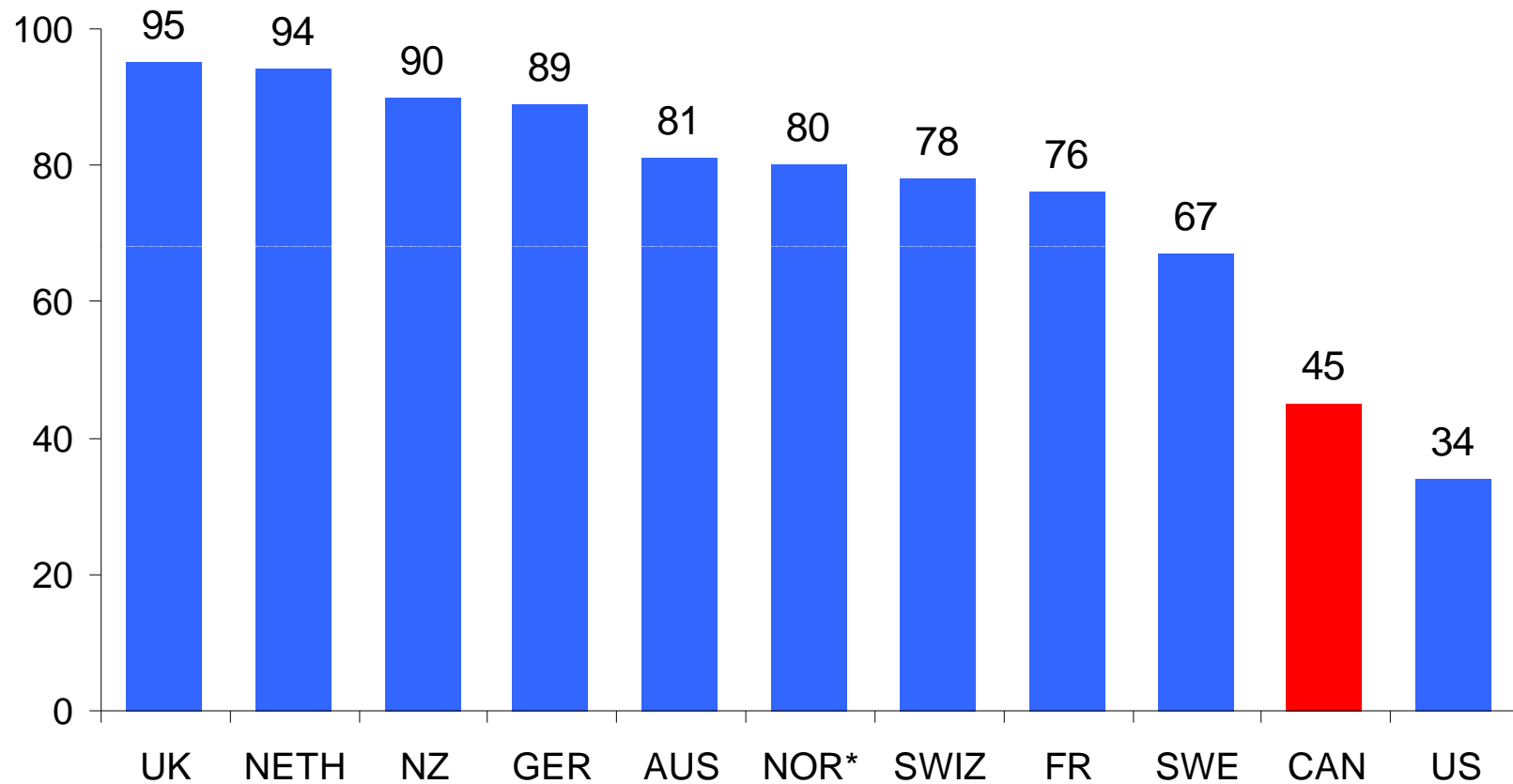
Percentage of doctors who said they can provide a same or next day appointment



Source: 2012 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Access to after-hours care

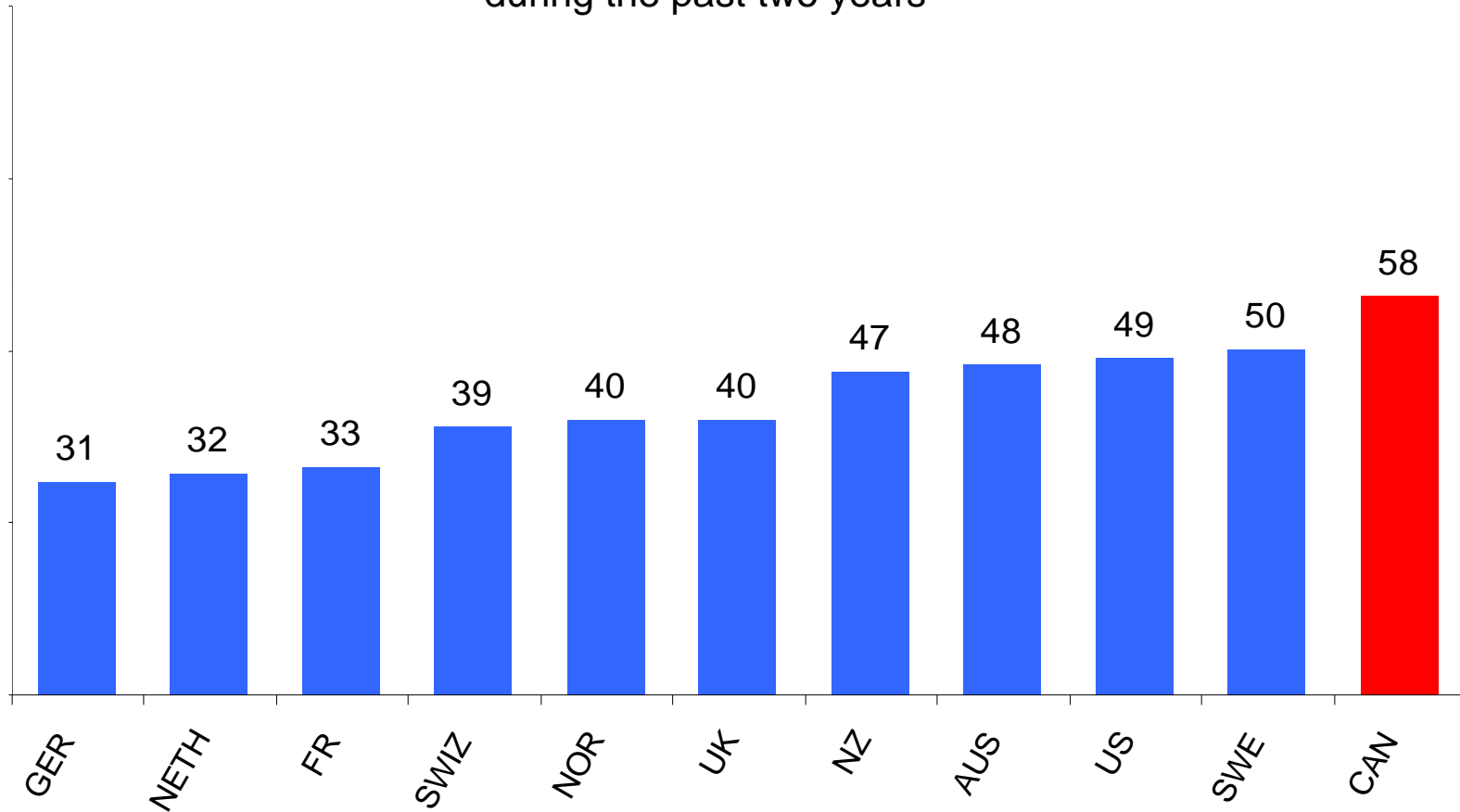
Percentage of family doctors who provide care to patients after hours



* In Norway, respondents were asked whether their practice has arrangements or if there are regional arrangements.
Source: 2012 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Emergency Department use

Percentage of patients who used hospital Emergency Department services during the past two years



2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

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Health care spending – BC/Alberta

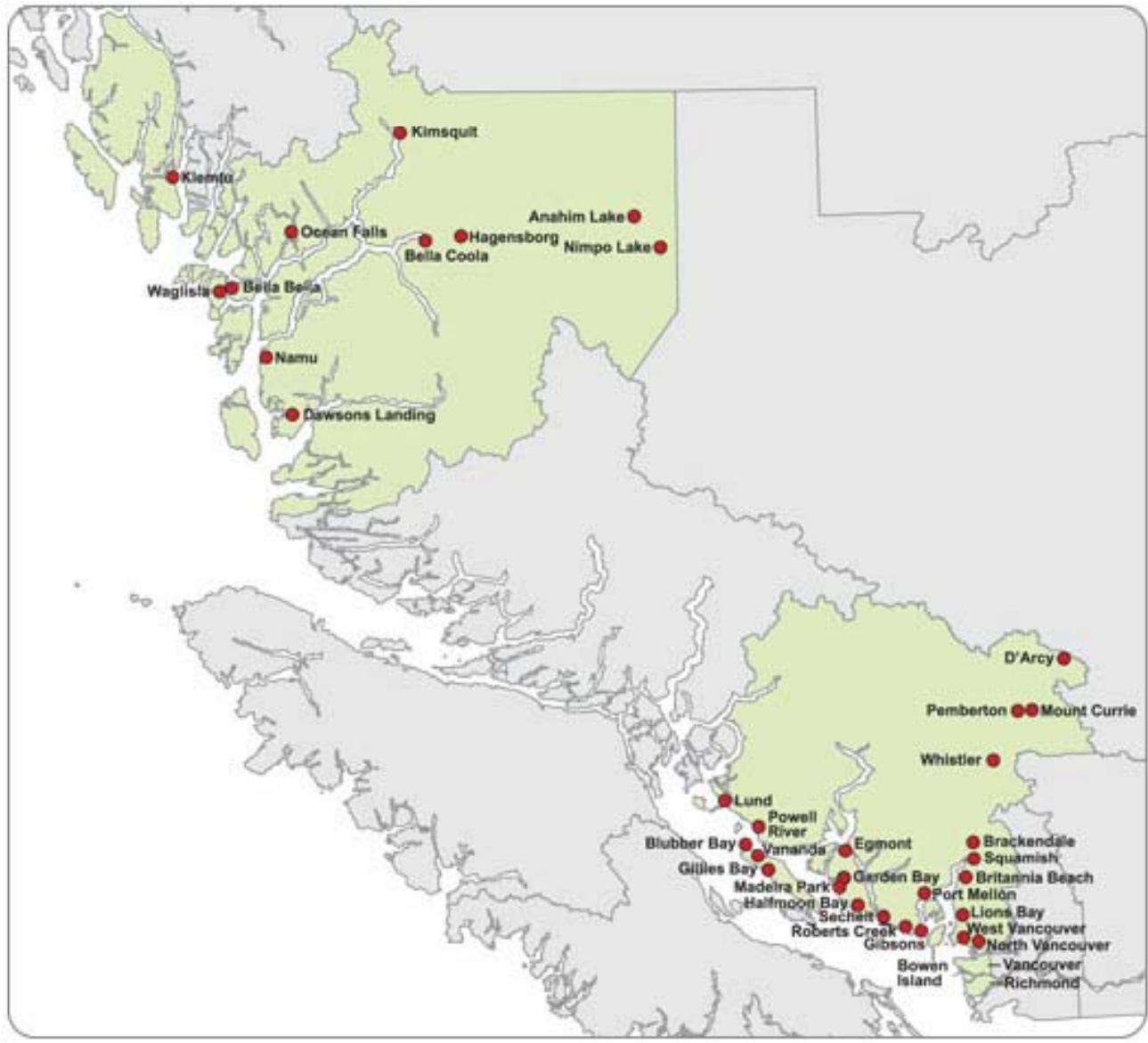
Per-capita health expenditure (constant \$1997)

	BC	Alberta	Canada
2000	3,320	3,195	3,212
2012	5,700	6,753	5,948

Administrative costs

	VCH	Alberta
2000	n/a	n/a
2012	3.43%	3.5%

*Source: CIHI Oct 2012



Every 24 hours we...

See 914 patients in our emergency departments

Perform elective surgery on 316 patients

Spend over \$8M to improve the health of our populations

Discharge 216 inpatients

Care for 6,240 residential care clients

Handle 5 life or threatened organ cases

Make 891 home care nursing visits

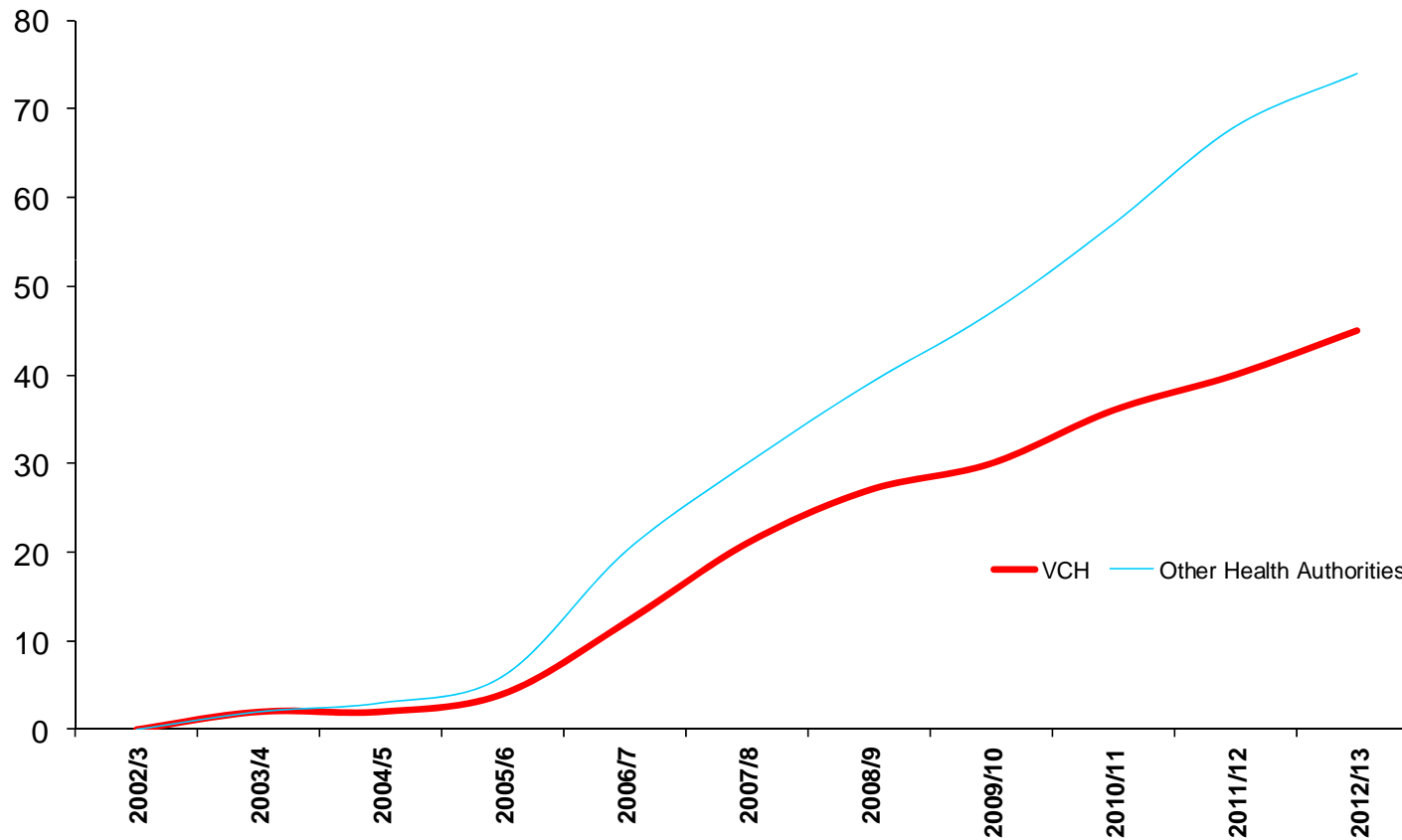
Manage 1,753 clinic visits

Provide 175 people in the community with occupational or physical therapy



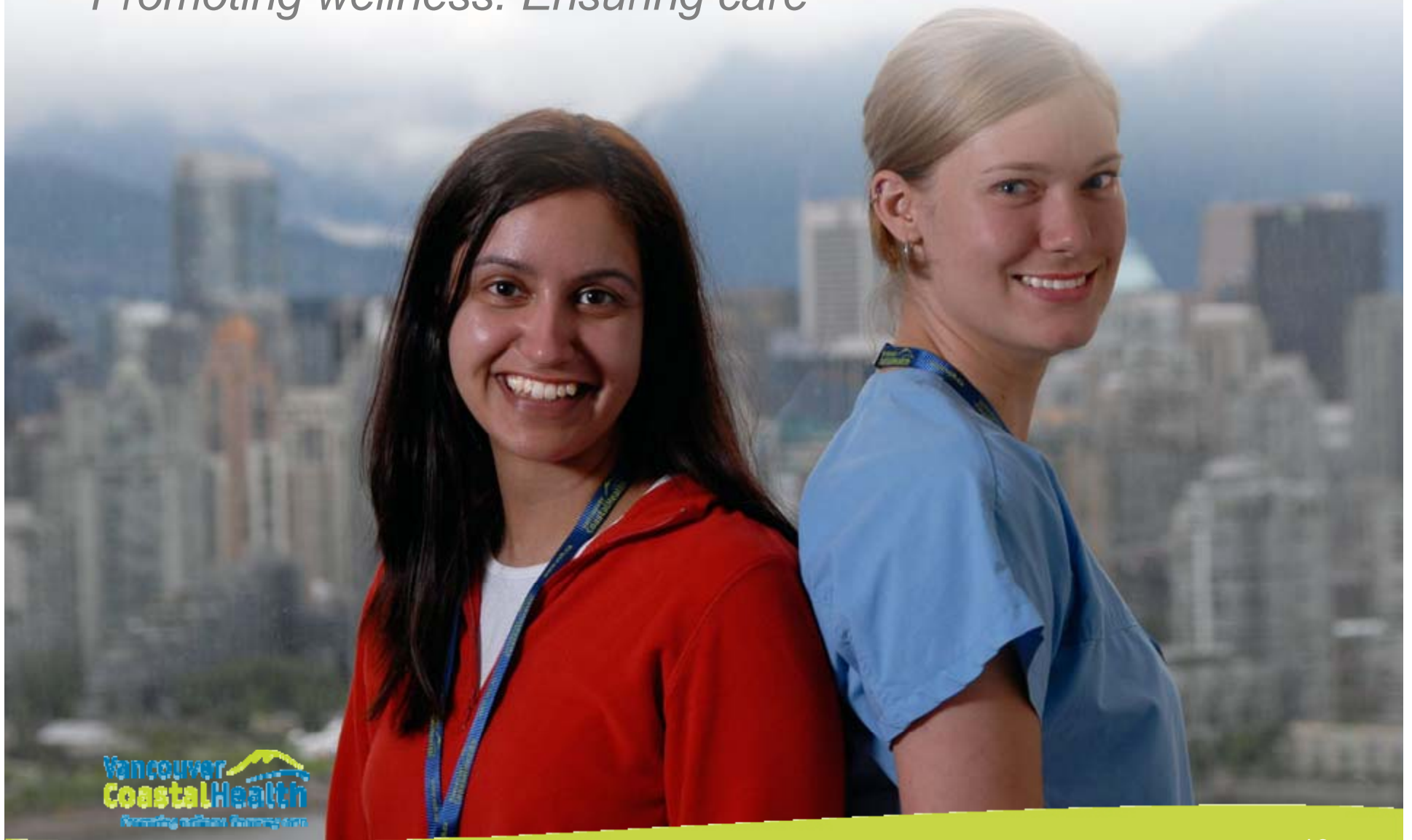
Health authorities are not equal

BC health authorities average 7 percent annual funding - VCH averages only 4 percent



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Locate health care services in Vancouver, Richmond, North and West Vancouver and along the Sea-to-Sky Highway, Sunshine Coast and BC's Central Coast.

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'Tis the season for norovirus

There have been several outbreaks of norovirus across the health authority in the past few weeks.

All our facilities remain open, although some areas may be temporarily closed to admissions.

Please take precautions if you have signs or symptoms of the virus

[Read more about this feature story >](#)



NEWS

- January 03, 2013 ['Tis the season for norovirus](#)
- January 03, 2013 [Restaurant Closures](#)
- January 02, 2013 [The health of young men and boys](#)
- December 31, 2012 [Changes to St. Mary's Hospital Emergency entrance – Jan. 2](#)
- December 18, 2012 [The poverty line](#)

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FLU SHOTS

Make prevention contagious. Find a flu shot clinic near you.



ACCOUNTABILITY

Find our report card, annual reports, financials and more.



EVENTS

- January 08, 2013 [Healthiest Winner – Info Session](#)
- January 09, 2013 [Caregiver Support Group - Raven Song](#)
- January 09, 2013 [Healthiest Winner – Info Session](#)
- January 09, 2013 [Understanding Traumatic Brain Injury - Survivors, Families, and Friends](#)
- January 10, 2013 [Healthiest Winner – Info Session](#)

[View our events calendar](#)

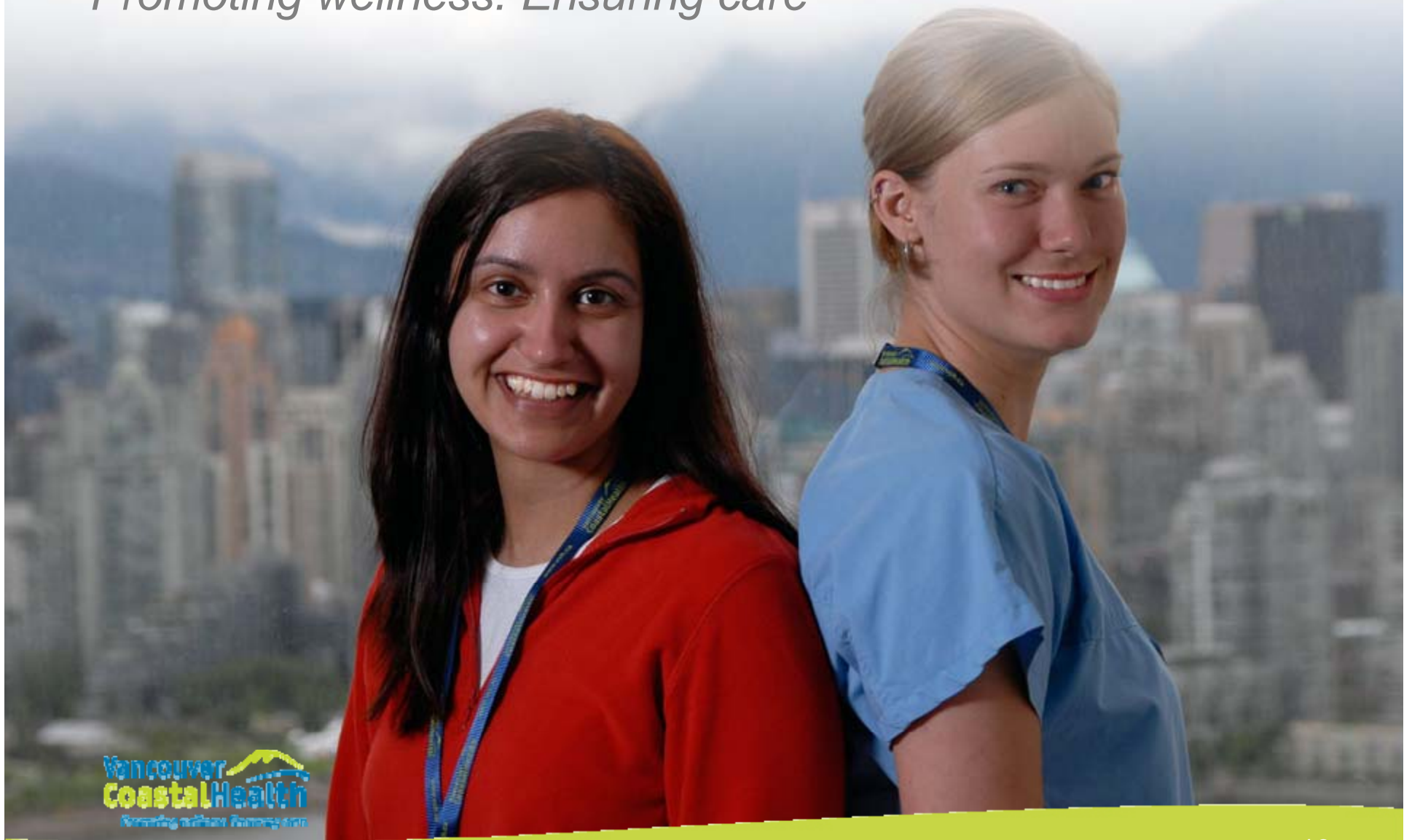
Our Health Care Report Card

Report Generated: Sep 04, 2012

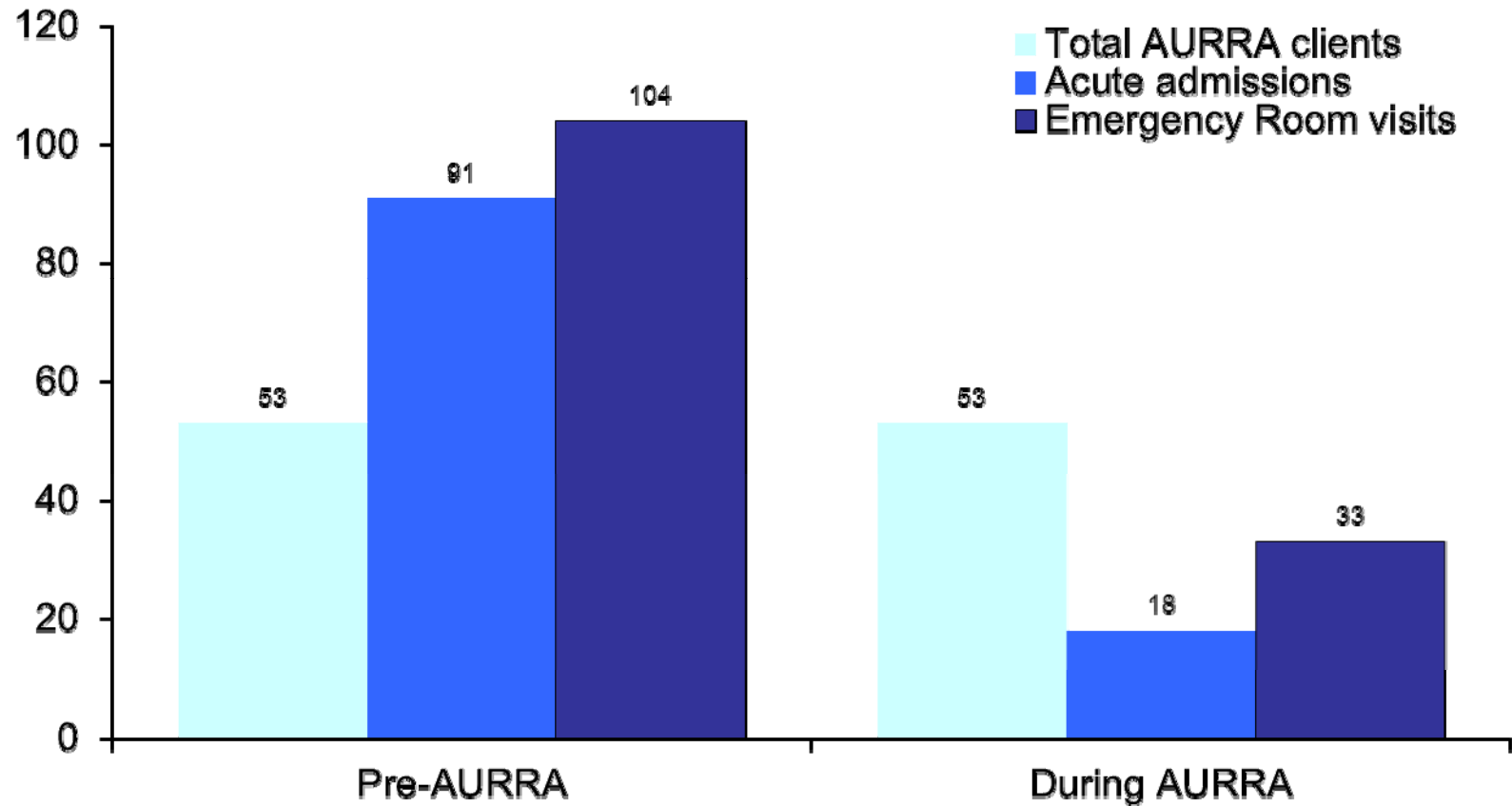
	Time Frame	12 Month VCH Trend	Target	Year to Date							
				VCH	Vancouver	Richmond	Coastal	Providence			
Provide the best quality of care											
SYSTEM LEVEL											
Emergency patient experience score - percent of positive scores	Apr 2011 to Mar 2012		>= 90.0 %	88.2 %	85.9 %	84.0 %	91.9 %	88.2 %			
Hospital standardized mortality ratio	Apr 2011 to Mar 2012		<= 100.0	85.0	82.0	92.0	72.0	103.0			
REDUCE UNNECESSARY VARIATION IN CARE BY USING EVIDENCE BASED PROTOCOLS											
Methicillin resistant Staphylococcus aureus rate per 10,000 patient days (PHC not included in VCH results) 2	Apr 2011 to Mar 2012		<= 5.8	4.7	5.1	3.4	4.4	7.6			
Clostridium difficile infection rate per 10,000 patient days 5	Apr 2011 to Mar 2012		<= 7.4	9.4	11.5	6.8	3.8	11.2			
Hand hygiene compliance	Apr 2012 to Jun 2012		100.0 %	68.1 %	69.6 %	62.2 %	59.0 %	73.4 %			
IMPROVE CLINICAL INTEGRATION AND QUALITY BY BUILDING REGIONAL PROGRAMS, DEPARTMENTS AND PROCESSES											
Mid-point of the time in minutes to be seen by a physician in ER	Apr 2012 to Aug 2012		<= 36.0	37.0	41.0	56.0	47.0	26.0			
% of all scheduled surgical patients treated within target wait time	Apr 2012 to Jul 2012		>= 75.0 %	74.7 %	72.3 %	69.8 %	78.7 %	77.9 %			
% of MHA clients who receive community follow-up within 30 days of discharge (Aged 15-64)	Apr 2011 to Sep 2011		>= 88.0 %	84.0 %	83.0 %	85.0 %	93.0 %	78.0 %			
% of RC clients placed within target wait time (YTD)	Apr 2012 to Jul 2012		>= 80.0 %	76.9 %	85.9 %	63.8 %	64.2 %	Included in Vancouver			
Promote better health for our communities											
SYSTEM LEVEL											
Measles, mumps and rubella (MMR) immunization coverage rates	Sep 2010 to Jun 2011		>= 95.0 %	87.5 %	89.6 %	95.7 %	78.4 %	Included in Vancouver			
ALC stay days as a proportion of total stay days (YTD) 1,5	Apr 2012 to Aug 2012		<= 7.0 %	6.7 %	4.5 %	11.1 %	10.3 %	5.9 %			

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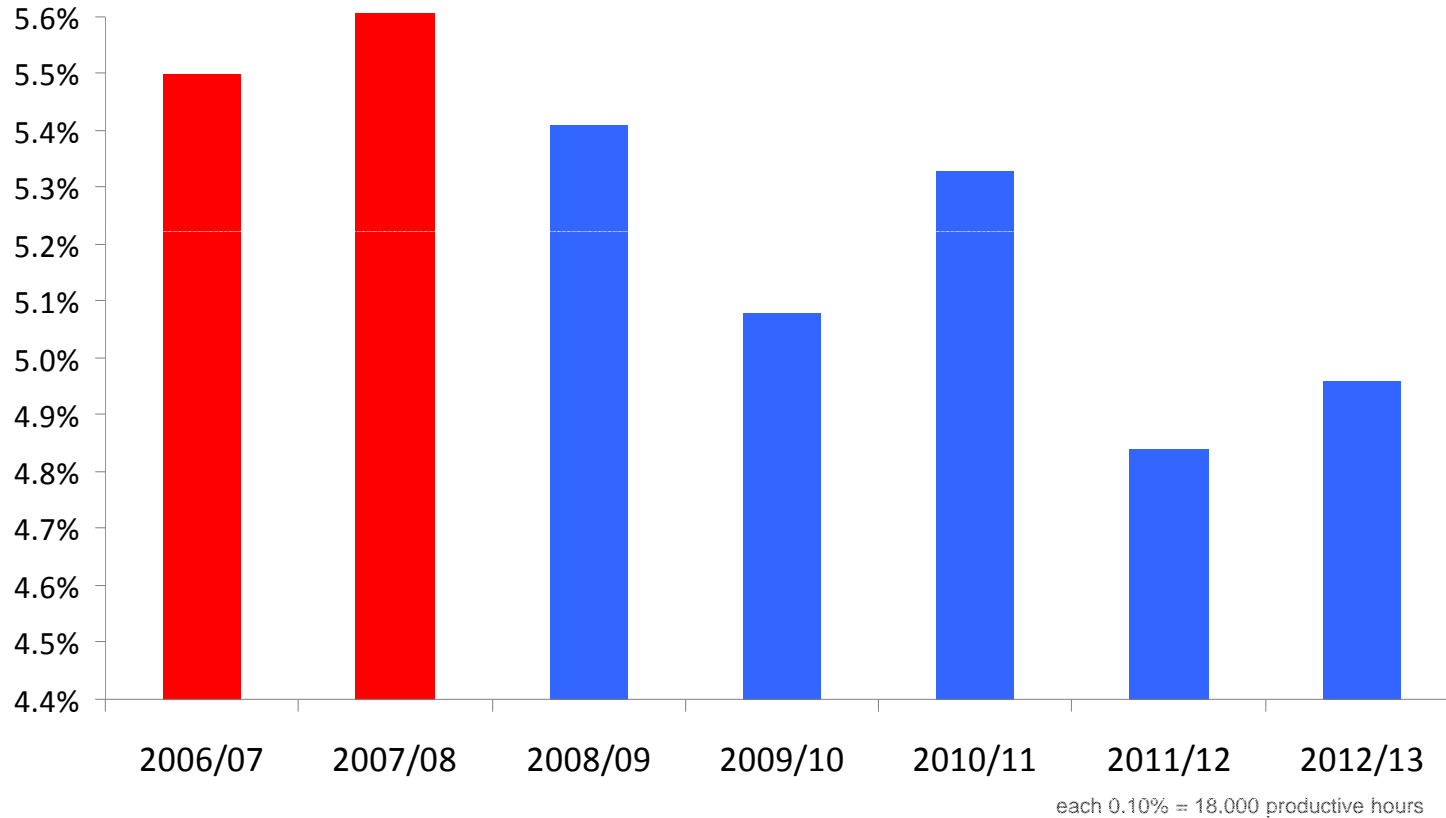
AURRA Project in VCH-Richmond



2011/12 Period 2 to 2012/13 Period 5

Fighting sick leave

Since 2008, the VCH Attendance and Wellness Program has reduced sick leave from 5.6% to 4.7%—returning more than 360,000 hours to patient care.





Emergency Wait Times

Vancouver, Richmond and North Shore Emergency Department wait times

- [Home](#)
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- [Locations](#)
- [FAQs](#)
- [Resources](#)



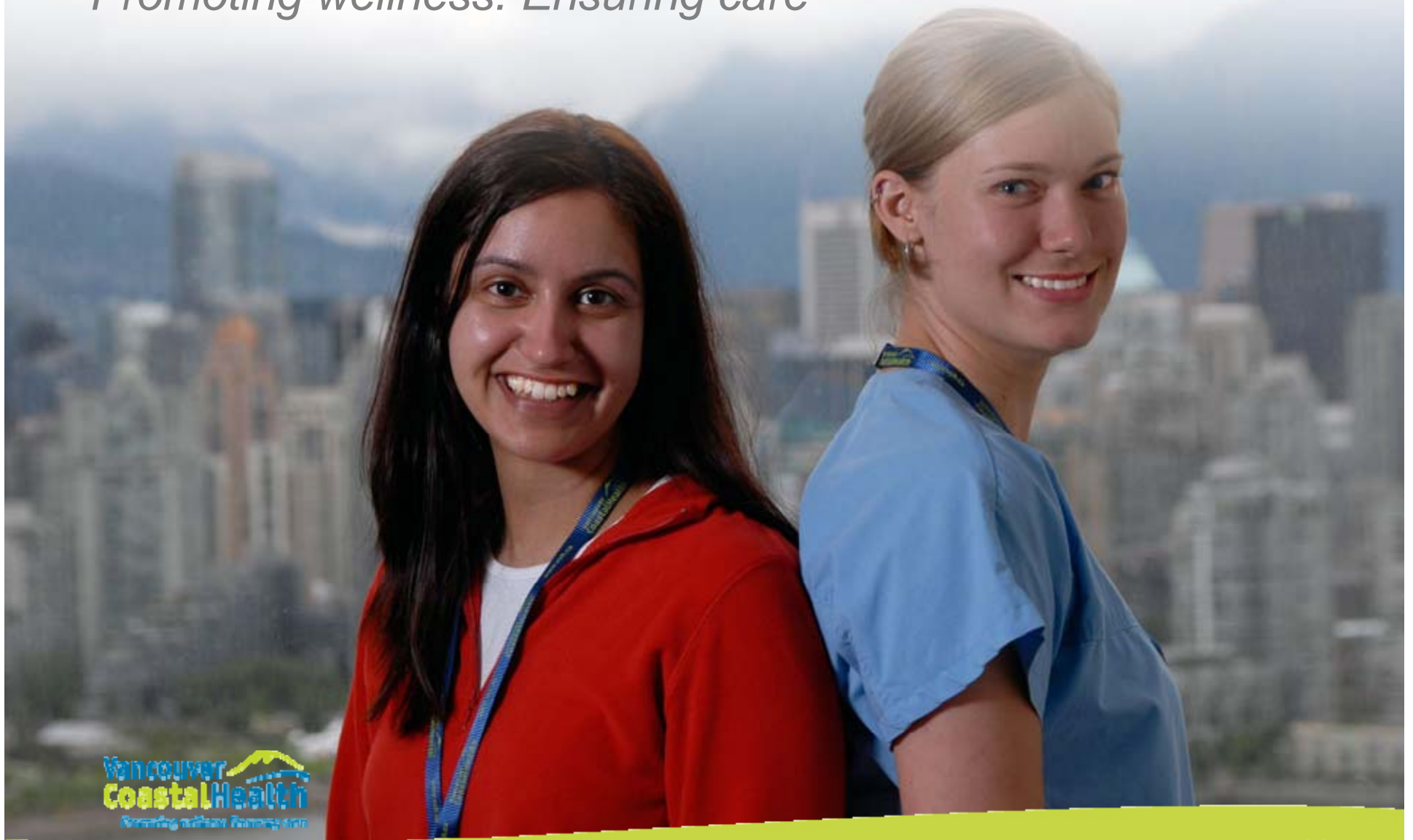
Average wait times are updated every 5 minutes and last updated on Thu, Oct 4, 2012 at 3:06 PM [Disclaimer](#)

Sreedhar (Developer): Page refresh is set to 1 minute for testing; For live, it will be every 5 minutes; Last Refreshed: 10/4/2012 3:06:04 PM; this message box will be removed;

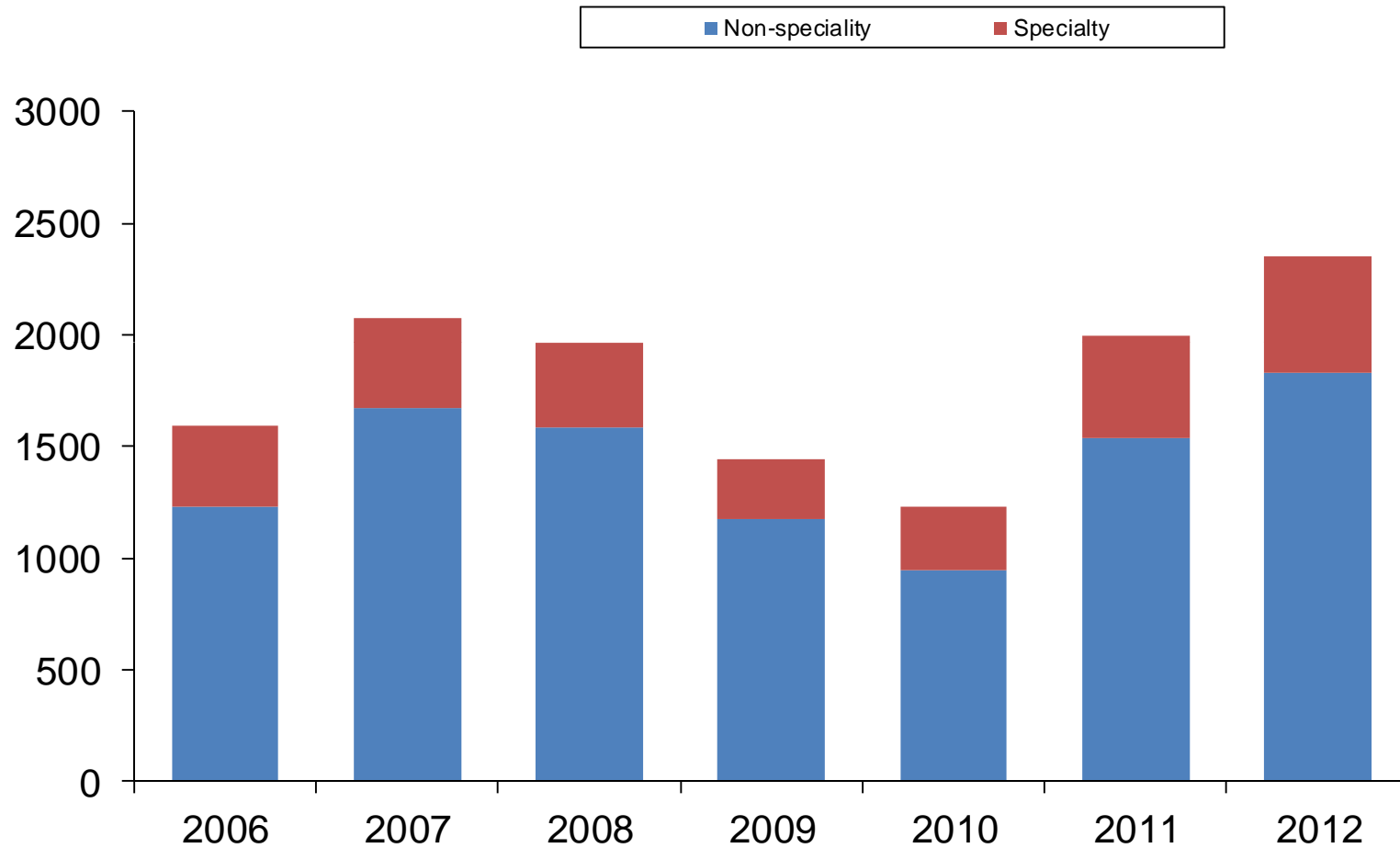
	Average wait times in past 2 hours What does this show me?	Average wait times as of 3:06 PM	9 out of 10 times you will see a doctor within
Mount Saint Joseph Hospital Patients of all ages seen		00:17	00:37
St. Paul's Hospital Patients of all ages seen		00:20	00:33
UBC Hospital Patients of all ages seen		00:28	00:32
Vancouver General Hospital Patients 17 and older seen		00:45	01:12
Richmond Hospital Patients of all ages seen		01:53	03:03
Lions Gate Hospital Patients of all ages seen		02:08	03:06

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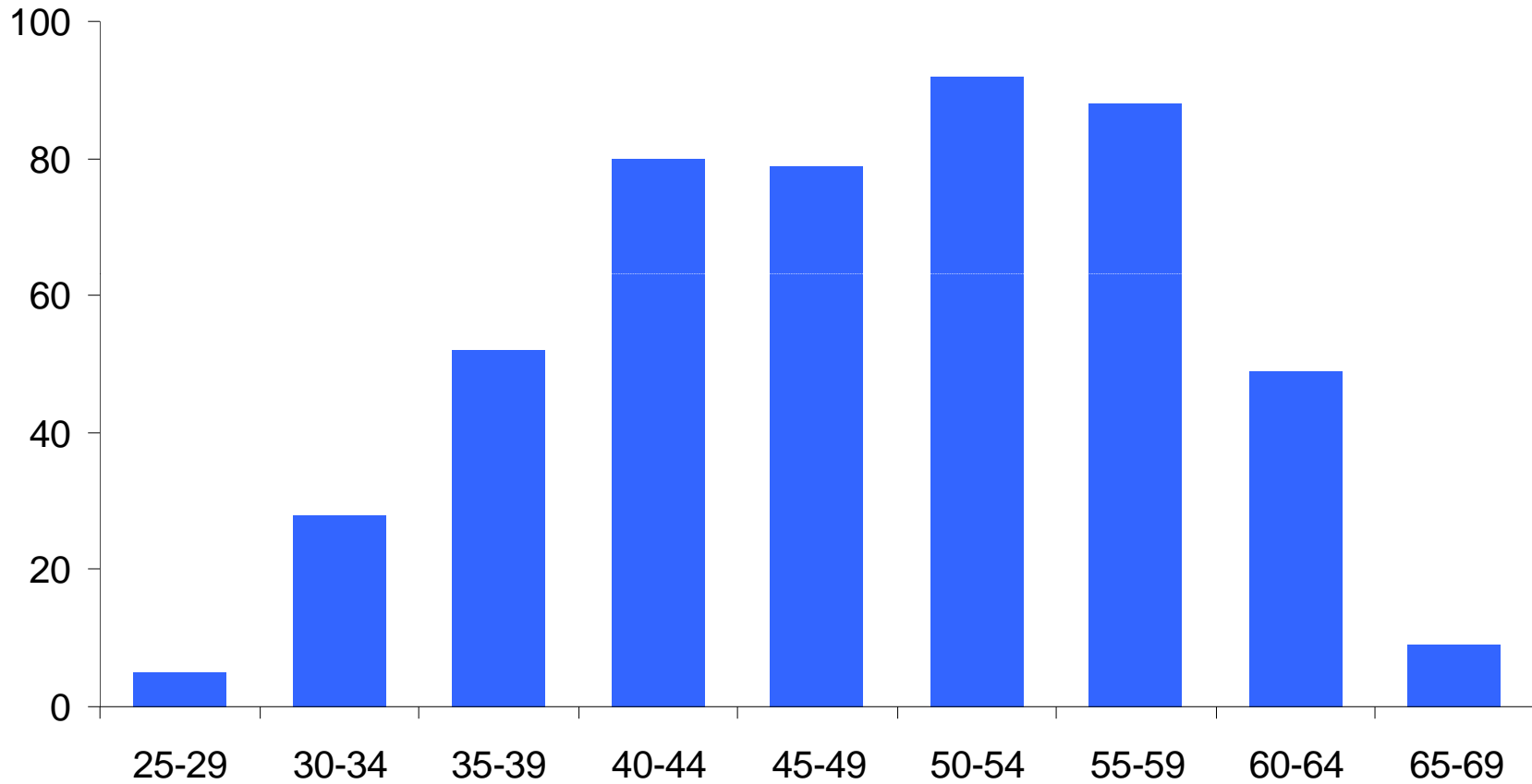
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VCH nurse vacancies



VCH leadership by age

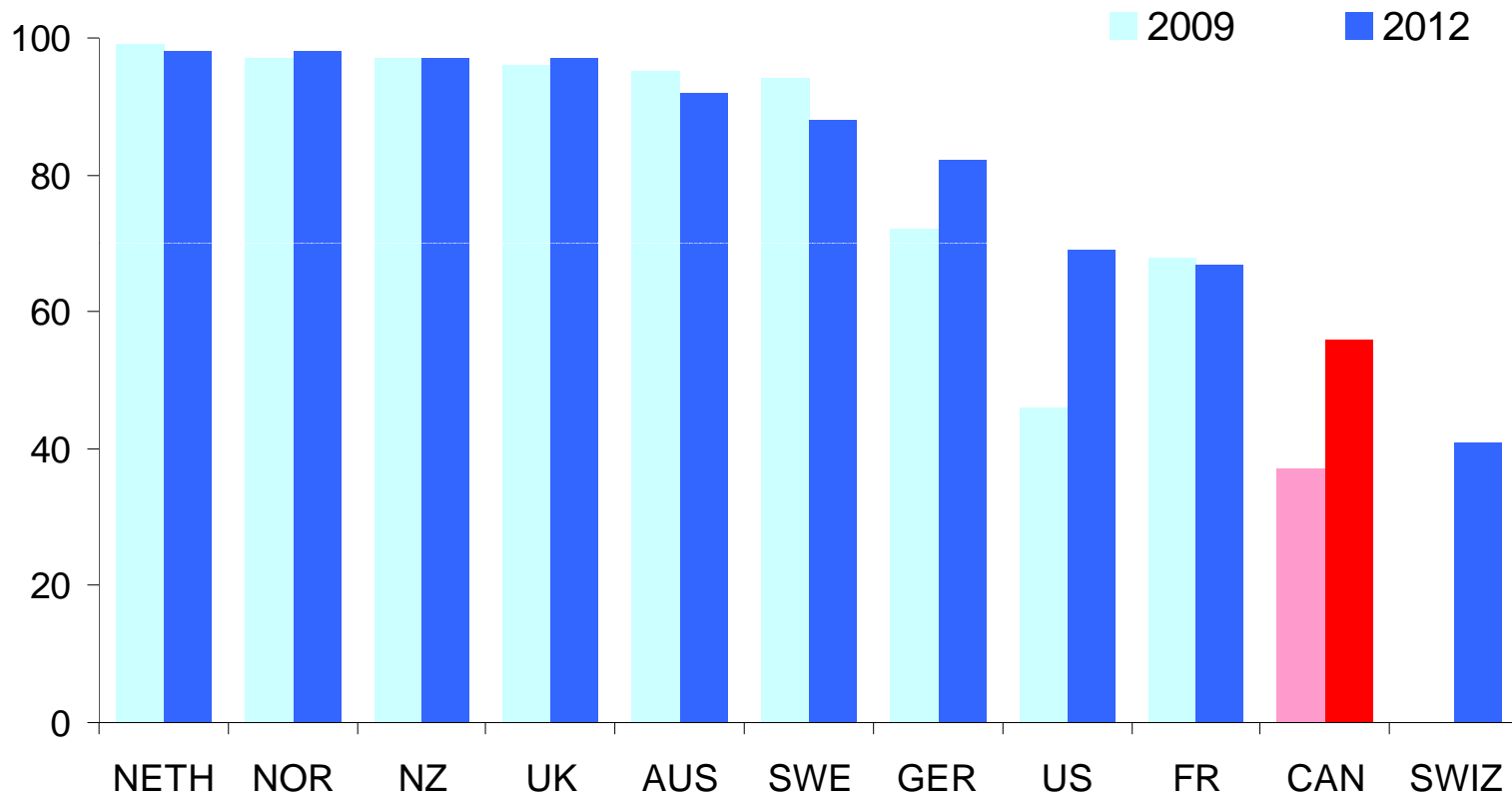


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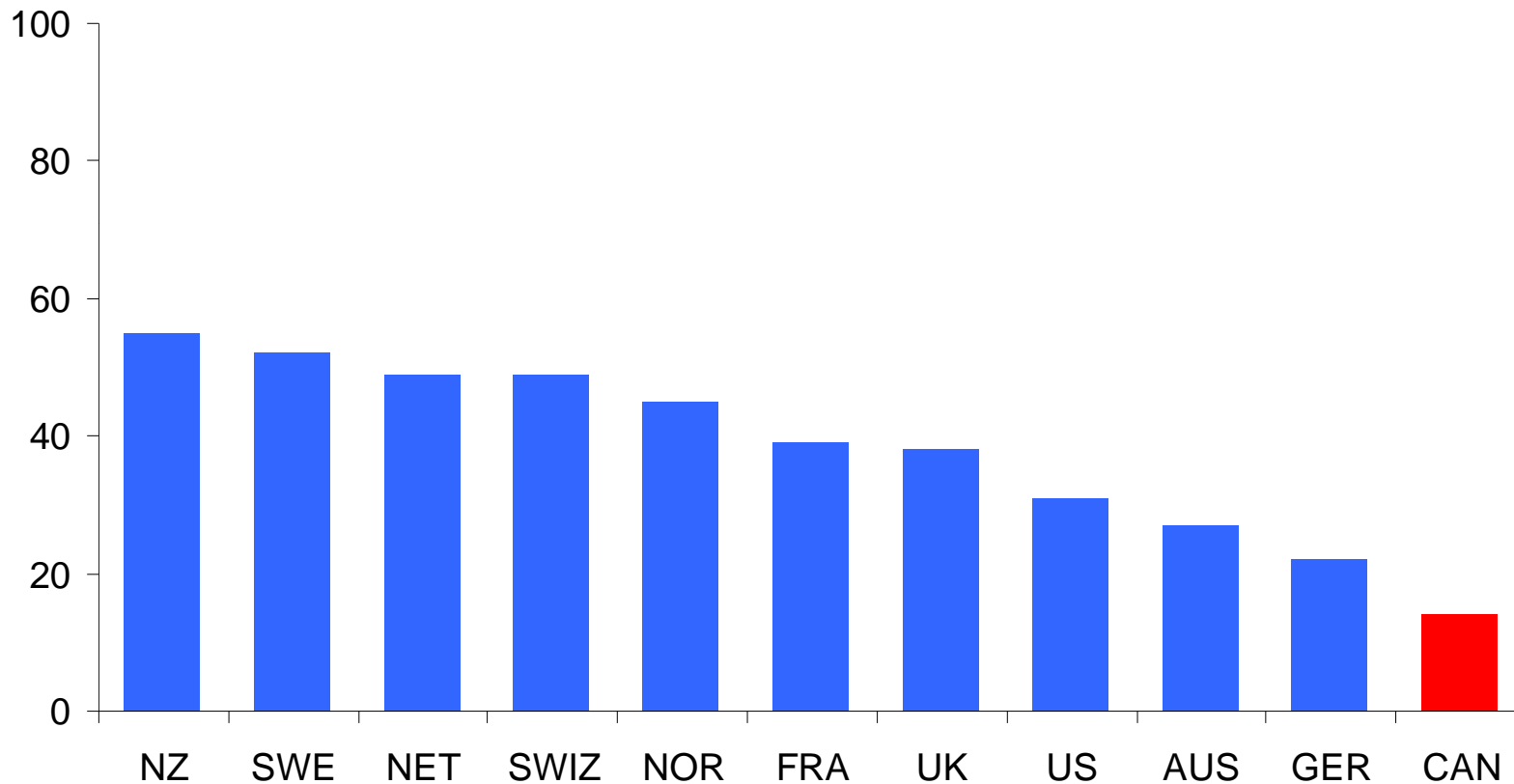


Percentage of doctors using electronic medical records in their practice



Source: 2009 and 2012 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

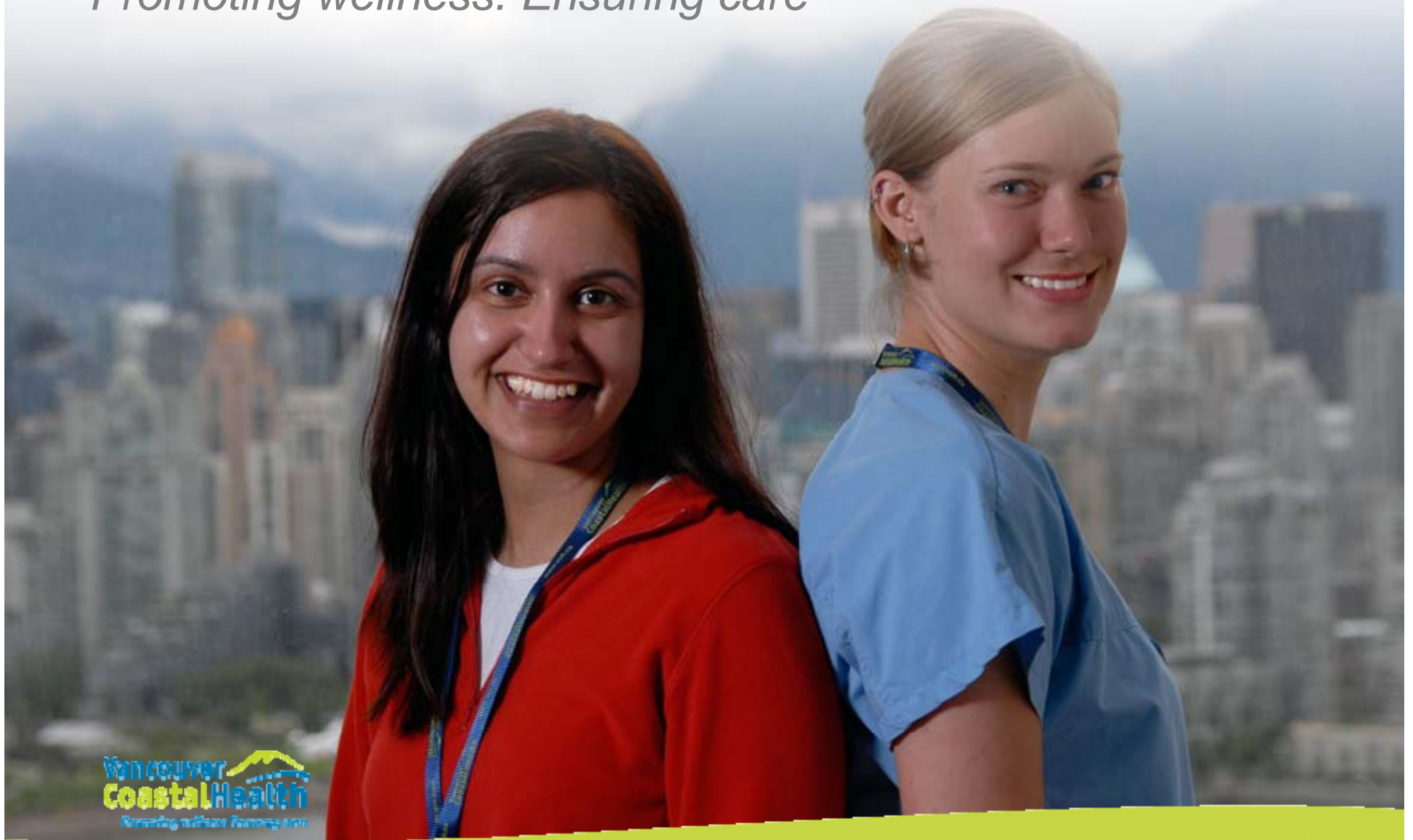
Percentage of doctors who exchange patient summaries and test results electronically with doctors outside their practice



Source: 2012 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

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Sustainability...if

In conclusion

Thank you