



**City of Richmond**  
Urban Development Division

**Memorandum**

**To:** See Distribution List  
**From:** Terry Crowe  
Manager, Policy Planning  
**Re:** **Spring 2005 Update**  
**Richmond Health Services**

**Date:** March 31, 2005  
**File:**

On Monday April 4, 2005, at General Purposes Committee, Dr. Jeff Coleman, COO of Richmond Health Services (RHS), will give a short update regarding 2004 and 2005 RHS activities.

To facilitate discussion, attached please find:

1. a summary of his PowerPoint presentation, and
2. RHS facts and accomplishments in Richmond.

For clarification, please contact me at 4139.

Terry Crowe  
Manager, Policy Planning

TTC:ttc  
Att. 2

Mayor Malcolm Brodie	Councillor Rob Howard
Councillor Linda Barnes	Councillor Kiichi Kumagai
Councillor Derek Dang	Councillor Bill McNulty
Councillor Evelina Halsey-Brandt	Councillor Harold Steves
Councillor Sue Halsey-Brandt	

pc

- |  |
|--|
| - George Duncan, Chief Administrative Officer                                      |
| - Cathy Volkering Carlile, General Manager - Parks, Recreation & Cultural Services |
| - Rod Kray, C.M.A., General Manager, Finance & Corporate Services                  |
| - Mike Kirk, General Manager, Human Resources                                      |
| - Jeff Day, P. Eng., General Manager, Engineering & Public Works                   |
| - Joe Erceg, MCIP, General Manager, Urban Development,                             |

# Richmond Health Services Operational Plan 2005/06



*Promoting wellness. Ensuring care.*

City of Richmond General Purpose Meeting  
April 2005

# Key Priorities for 2005/06 - Acute

- Access
  - Reduction in surgical wait time
  - Reduction in emergency wait time (target 10 hrs)
  - Medical bed capacity
  - Maternity (planning for repatriation of secondary perinatal services)
- Patient Safety
  - Community oncology (BCCA standards)
  - Rapid response team and closed ICU
  - Safety and medication huddles
- Patient Flow

# Key Priorities for 2005/06 - Community

- Affordable/Supportive Housing for Seniors
  - Replace 130 CC beds at Richmond Lions Manor
  - Add 160 new CC beds:
  - Develop 116 ALUs
- Palliative and End-of-Life Care
  - Operationalize integrated Hospice Palliative Care Program
  - Implement End of Life strategy

# **Key Priorities for 2005/06 – Primary Health Network**

- Chronic Disease Management
- Public Health Core Services
- Urgent Care / Primary Health Care Access Center
- Richmond Oval Planning

# **Key Priorities for 2005/06 -**

## **Mental Health & Addictions**

- 10 Beds Short Stay Stabilization Community Facility
- 29 Units Supportive Housing for MHA Clients
- Assertive Case Management Program for MHA Clients
- Addiction Core Services (home, daytox, residential)
- Implement Psych / FP Shared Care Services

# Service Levels - Community Care Network

Statistic	Actual	Forecast	Forecast	Forecast
	2003-04	2004-05	2005-06	2006-07
# Complex Care Beds	648	698	720	750
# Home Support Hours	216,111	159,257	178,368	227,956
# Bridging Beds	20	20	10	10
# Transitional Care Beds	-	-	10	10
# Hospice Beds	-	-	10	

# Service Levels- Acute Care Network

<b>Statistic</b>	<b>Actual 2003-04</b>	<b>Forecast 2004- 05</b>	<b>Forecast 2005- 06</b>
# Discharges (excluding newborns) - acute and rehab only	8,181	8,310	8,480
# Newborn Discharges	1,155	1,200	1,200
# OR Cases - Inpatient	3,347	3,345	3,640
# OR Cases - Outpatient	3,631	3,625	3,866
# Emergency Visits	38,316	38,088	38,088

## Targets to be achieved through:

Medical Bed Augmentation

Surgical Augmentation and Hip and Knee Reconstruction Project

Patient Flow Initiatives

Overhire Recruitment Strategy

Mental Health and Addictions (housing, urgent short stay unit, assertive case management)



# Service Targets - Community

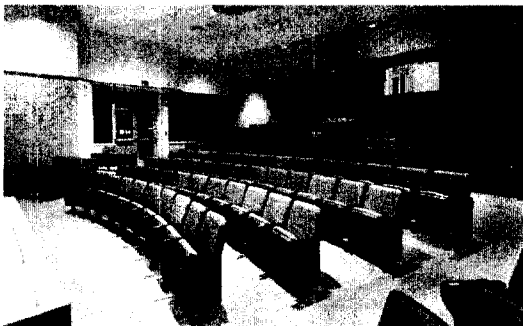
<u>Service Level/Measure</u>	RHS Forecast for 2004-05	CCN Targets				
		2005-06	2006-07	2007-08	2008-09	2009-10
Wait times for Residential Care from Acute (current target 7 days)	2 days Period 11 04/05	3	3	3	3	3
Wait time for Residential Care from Community (current target 50 days)	34 days Period 10 04/05	30	30	30	30	30

## Targets to be achieved through:

- Integrated Palliative Care Continuum and additional 10 Hospice
- Access to additional residential beds from German Canadian and Holy Family until construction is complete for CCN Plan

## RICHMOND HOSPITAL QUICK FACTS

- 24/7 Emergency service
- 38,000 emergency visits annually
- 6 operating rooms
- 177 beds
- 1200 babies delivered annually
- Ambulatory care: 12,500 annually
- Surgical daycare cases: 3,687 annually
- Operations: 7,246 annually
- One of two sleep disorders clinics in Lower Mainland
- **Medical services:** cardiology, gastroenterology, respiratory diseases, rheumatology, neurology, and infectious disease
- **Surgical Services:** general surgery, ophthalmology (eye), ENT (ear, nose, throat), plastics, vascular, orthopedics and gynaecology
- **Maternity: birthing rooms** for labour and delivery, special care nursery and care of babies and their families following birth.
- **Integrated palliative care program**
- **Ambulatory care:** medical clinics for diagnostic and treatment services, minor surgery, chemotherapy, diabetic day care, cardiac rehab, and rehabilitation services (hand clinic).
- **Cardiopulmonary / neurodiagnostics:** cardiology, neurology, respiratory therapy, adult and pediatric pulmonary function testing.
- **24/7 core lab service**
- **Diagnostic Imaging**



## **VCH Accomplishments in Richmond**

**6<sup>th</sup> OR and Hip and Knee Reconstructive Pilot** — Patients in Richmond will benefit from reduced wait times, improved access and specialized expertise for hip and knee surgery thanks to the opening of Richmond Hospital's 6<sup>th</sup> operating room and the collaboration between Vancouver Coastal Health, Provincial Health Services Authority and the Ministry of Health. This pilot will serve as best practice model to be shared with other hospitals across the Province.

**New gamma imaging camera at Richmond Hospital** — Richmond Hospital's new diagnostic imaging gamma camera, the first of its kind in Western Canada, allows nuclear medicine physicians to make more accurate diagnoses involving cancer, heart disease, bone trauma, infections, and medical conditions involving the liver, kidneys, and thyroid.

**New affordable housing in Richmond** — Lower income seniors in Richmond are eligible for new affordable housing and care options with the non-profit S.U.C.C.E.S.S. group's development of 50 units of assisted living to be built at 5411 Moncton Road on property owned by VCH.

**New hospice for those nearing end-of-life in Richmond and Vancouver** — The VCH and Salvation Army partnership to build Rotary Hospice House, scheduled to open in July 2005, will improve access to care and care quality for residents in Richmond and Vancouver, creating more options for those nearing end-of-life.

**New Wellness Centre in Richmond** — With \$300,000 from VCH's Primary Health Care Transition Fund, Richmond is now home to a Wellness Centre. The Centre complements the care of family physicians and specialists by providing access to a team of health care professionals, while acting as a 'hub' for other community resources.

**Richmond gets Canada and VCH's second DAYTOX program** — The new DAYTOX withdrawal management program in Richmond, which provides support services to some 20 to 25 people daily in an outpatient setting, is the second of its kind in the VCH and Canada.

**VCH partners with library and MLA to promote child literacy** — A partnership between Richmond Health Services, the Richmond Library, and MLA Linda Reid is promoting literacy for children to improve childhood health.

**VCH working on neighbourhood issues in East Richmond** — Community concerns and issues in the neighbourhood of East Richmond are being addressed through the East Richmond Healthy Community Project, a partnership with VCH's Richmond Health Services' Community Health Advisory Committee, the City of Richmond, the Richmond School District, community volunteers, and the Community Centre Association.

**Game created in Richmond now used to teach children** — A game created by Richmond community health nurses and students is teaching children in the VCH about their own health, and how to make healthy decisions. *Rides and Slides* is an interactive health-promotion and injury-prevention game based on the concept of Snakes and Ladders.