



SOOKE HEALTH STATUS SNAPSHOT

Population:

- Sooke population in 2016: 13,000
- Grew by 14% between 2011–2016, the second fastest-growing region within Island Health's service area, after Langford
- 5% of the Western Communities' population identify as Aboriginal

Health Status:

- Rates of chronic disease such as heart failure, dementia, chronic kidney disease, hypertension and stroke are lower than the Island Health average
- Rates for depression are higher than the rest of Island Health

Service Utilization:

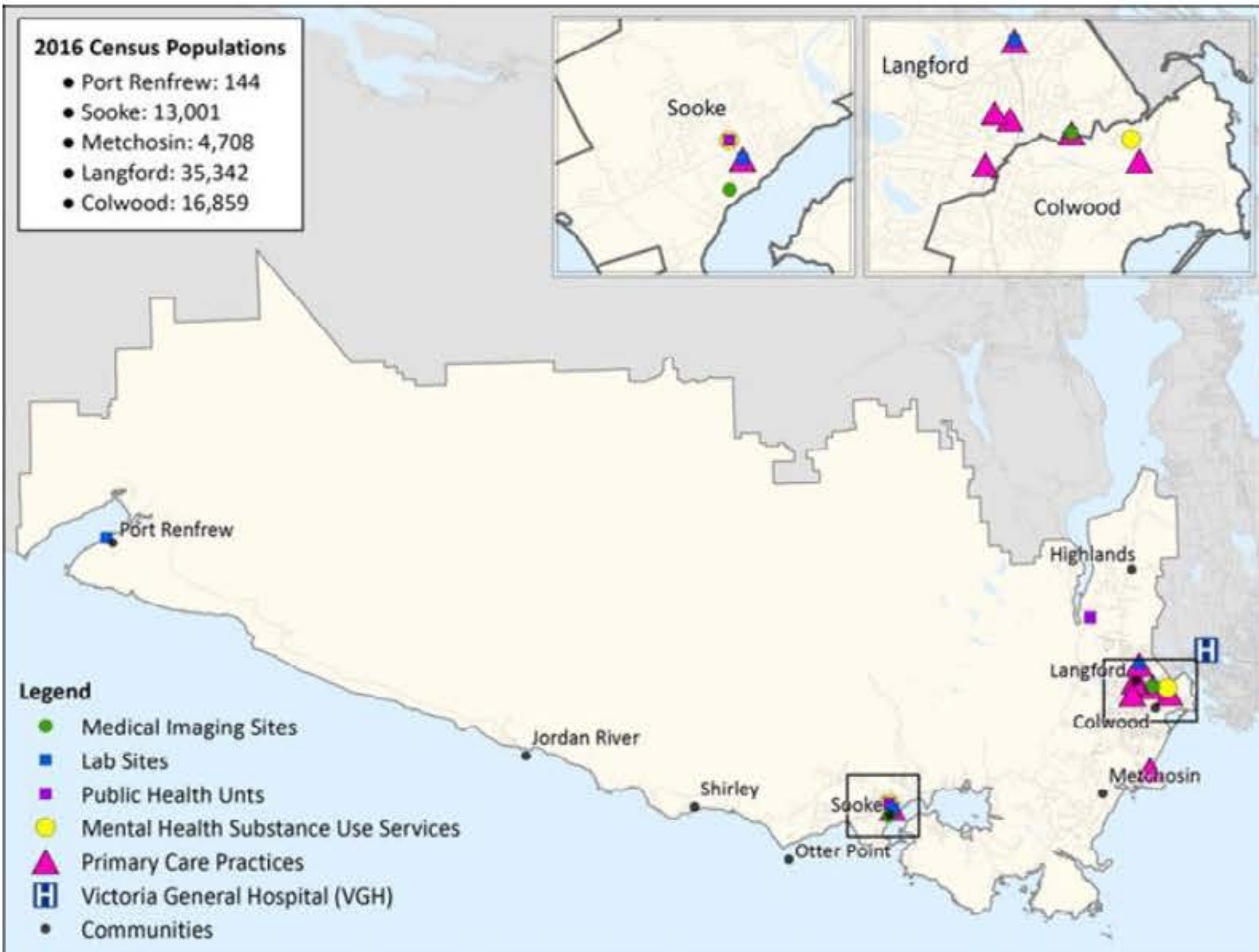
- 65% of Sooke residents are attached to a family physician
- 72% of Sooke residents are attached to a physician practice, as are 73.8% of residents of the Western Communities. This is slightly lower than BC and Island Health percentages.
- Sooke residents had fewer visits to the Emergency Department than the Island Health average; an average of 9 visits to VGH Emergency Department daily. 1 in 7 of those get admitted to hospital.



WESTERN COMMUNITIES HEALTH STATUS SNAPSHOT

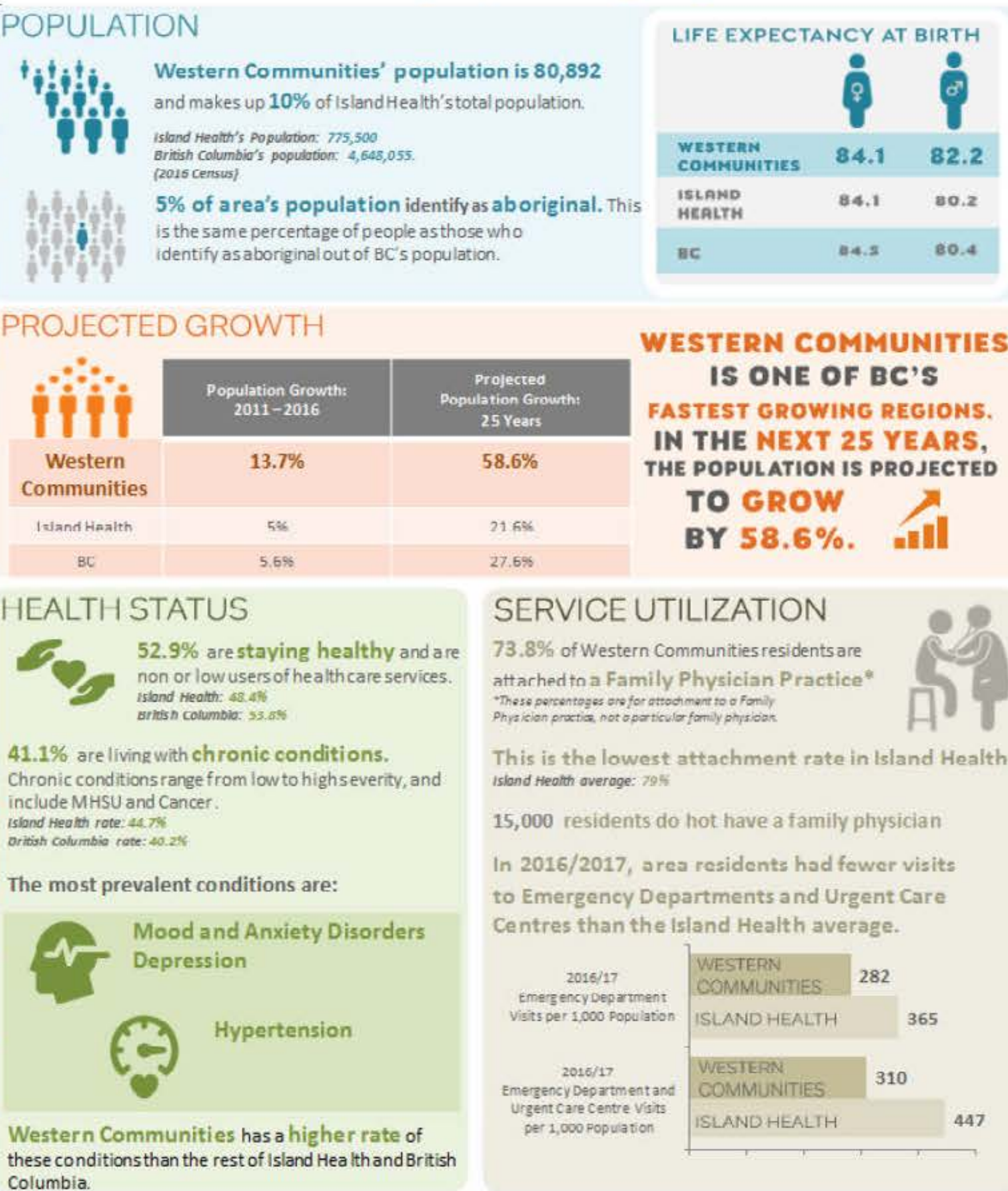


Service Map :



First Nations Services Summary			
Community	Pop on Reserve	Pop off Reserve	Primary Care Services on Reserve
T'Sou-ke	128	132	Physician for Elders, Community Nursing Services, Counselling provided by Inter-tribal Health Authority
Scia'new (Becher Bay)	106	153	Community Health Nurse. Nurse Practitioner visits every 2 weeks; patient panel of 80.
Pacheedaht (Port Renfrew)	96	187	Community Health Nurse. Family Physician and Nurse practitioner alternate weekly visits; patient panel of 130.

Demographic Highlights:



Note: Many First Nations and Metis people live and access services off reserve and away from their home community

March 2018



WHAT IS A PATIENT MEDICAL HOME?

What is a PMH and PCN?

Connecting Patients and GPs to a COMMUNITY OF SUPPORT

PATIENT MEDICAL HOMES (THE DOCTOR'S OFFICE)

A Patient Medical Home (PMH) is a family practice supported to work at its full potential.

The core of the model is longitudinal care – including supports through teams – with the doctor's office at the centre of primary care.



There are 12 key attributes in what an ideal practice can deliver and how it can best be supported.

When these attributes are achieved, patients have access to continuous, comprehensive and coordinated care through their GP and linked teams and networks.

CONNECTING PATIENT MEDICAL HOMES WITH PRIMARY CARE NETWORKS

As the PMH represents the work within the doctor's office, the PCN is the system change.

To create a PCN, a network of PMHs in a defined geographic area are linked with primary care and community services that are delivered by a health authority and other organizations and services within that community.

Physicians work with teams of allied health professionals and other health care providers.

Everyone can work to their strengths, support and rely on each other, and patients get the best care.

GPs are supported to expand services to meet the needs of patients in their practices.

Partners collaboratively provide access for people who do not have a GP.

PCNs provide these eight attributes:

- Access and attachment to quality primary care
- Extended hours
- Same day access to urgent care
- Advice & information
- Comprehensive primary care
- Culturally safe care
- Coordinated care
- Clear communication



A Proven Model of Care. Read more at www.gpscbc.ca



WHAT IS A PRIMARY CARE NETWORK?

What is the big picture?

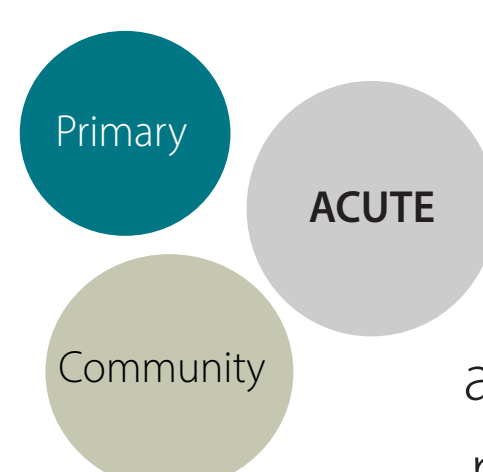
PRIMARY CARE NETWORKS in an integrated system of care

Many people in BC can't get a family doctor or the full range of care they need.

Patients and doctors have a hard time navigating the system. GPs are under stress, and the threat of burnout is real. Meanwhile, hospitals are facing unsustainable pressures.

It's why family doctors, divisions of family practice, health authorities and provincial partners are creating an integrated system of primary and community care across BC, enabled by **Patient Medical Homes (PMHs)** and **Primary Care Networks (PCNs)**.

Transforming the health care system



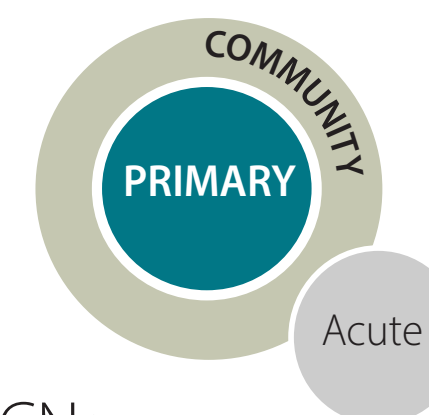
TRADITIONAL HEALTH CARE SYSTEM

Central focus: Episodic, acute / hospital care. Siloed primary & community care.



RE-DESIGNED, INTEGRATED SYSTEM OF CARE

Central focus: Robust primary care enabled by PMHs, teams and community supports in PCNs.



GPs are linked with a broader network of support. Patients get comprehensive service that is convenient.

**Better for patients.
Better for providers.
Better for our resources.**

FOR DOCTORS

- Eases the burden of doing it all alone.
- Increases supports for patients with complex health needs.
- Allows GPs to focus on patient relationships and addressing difficult diagnostic dilemmas.

You are freed up to do work you love to do, and what brought you into the medical profession in the first place.



FOR PATIENTS

- Increases attachment to a primary care provider.
- Coordinates care and services for easier access.
- Increases access to care in the community and links to a broad range of services.
- Improves support for vulnerable individuals.

FOR THE SYSTEM

- Builds sustainable, quality health care.
- Maximizes health care roles and resources and reduces hospital visits.





WORKING TO IMPROVE INDIGENOUS PEOPLE’S HEALTH

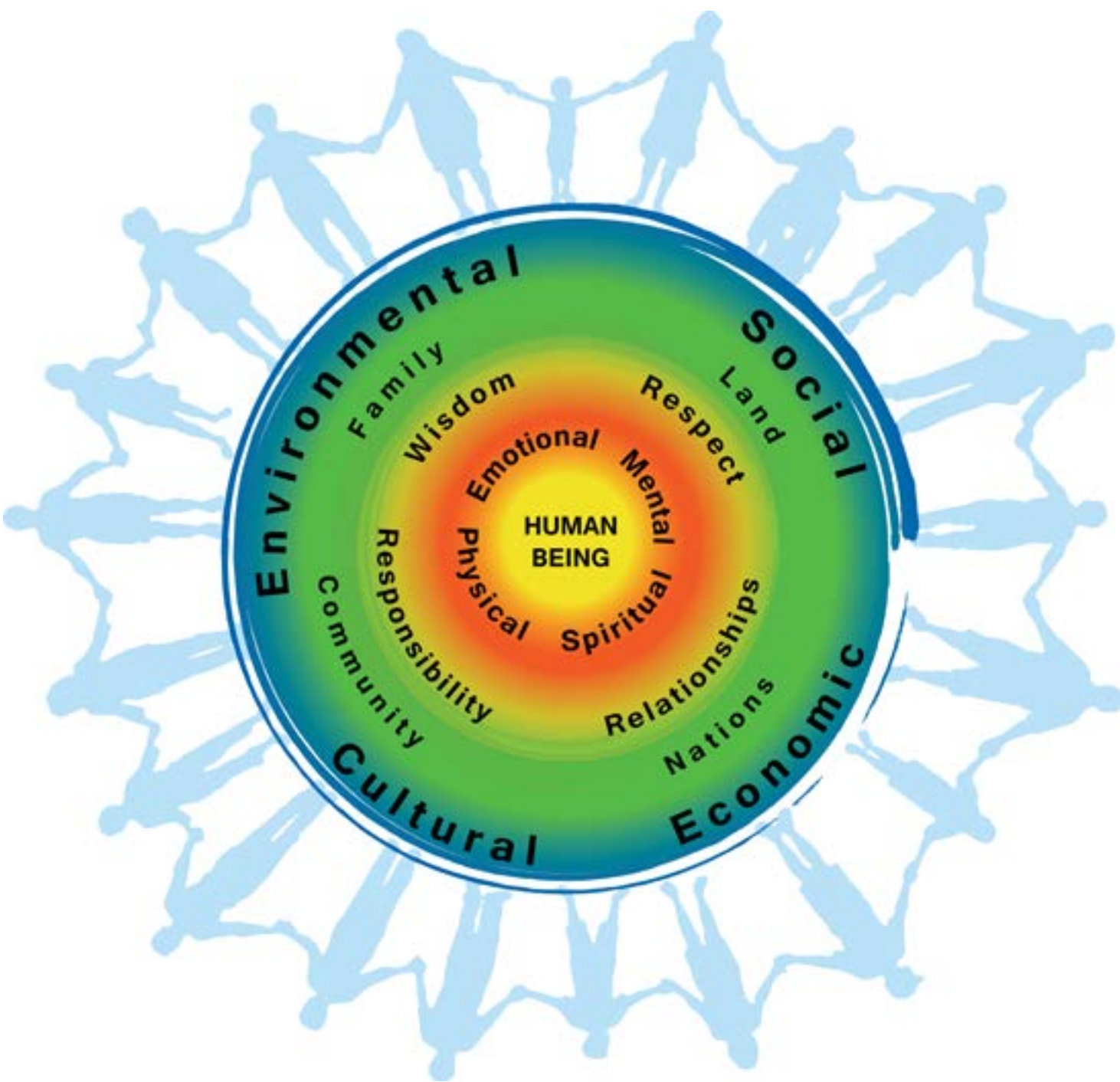
Embedding Cultural Safety and Humility Into Care

Current State: Local First Nations Services Summary

Community	Primary Care Services On Reserve	Primary Care Services Off Reserve
T’Sou-ke	<ul style="list-style-type: none">Physician for Elders, Community Nursing Services, Counselling provided by Inter-tribal Health Authority	<ul style="list-style-type: none">Many First Nations and Métis people live and access services off reserve and away from their home community
Scia’new (Beecher Bay)	<ul style="list-style-type: none">Community Health NurseNurse Practitioner visits every two weeks	
Pacheedaht (Port Renfrew)	<ul style="list-style-type: none">Community Health NurseFamily Physician and Nurse Practitioner alternate weekly visits	

Next Steps:

- Promote Cultural Safety* and Humility***— including resources and education
 - PHSA’s San’yas Indigenous Cultural Safety Online Training: www.sanyas.ca
- Engage local First Nations communities and First Nations Health Authority** in Primary Care Network establishment, ensuring that cultural safety and humility is embedded into the work
- Ensure that care is culturally safe and appropriate**



First Nations Perspective on Wellness
©First Nations Health Authority

DEFINITIONS*

- Cultural humility** is a process of self-reflection to understand personal and systemic conditioned biases, and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a life-long learner when it comes to understanding another’s experience.
- Cultural safety** is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the healthcare system. It results in an environment free of racism and discrimination, where people feel safe when receiving health care.



REGION COMMUNITY HEALTH SERVICES PLANNING

IMPROVED ACCESS TO PRIMARY CARE AND SERVICES

Strong community desire for:

- **More primary care providers** (GPs and Nurse Practitioners)
- **Longer primary care hours**—evenings and weekends, including Sundays and holidays
- **Same-day access** to urgent primary care
- **Co-located space** with all primary health services integrated (virtually or physically)
- **Laboratory and medical imaging services**—increased hours
- **Optimized electronic medical/health records** to support better communication and continuity of care between care providers





IMPROVED ACCESS TO PRIMARY CARE AND SERVICES

Current state:

SERVICE	CARE PROFESSIONALS	HOURS
Primary Care Practice	<ul style="list-style-type: none">• 9 GPs• Barriers: limited clinic space and lack of incentive to attract more GPs	<ul style="list-style-type: none">• Mon–Fri, 7:30AM–6PM• Sat, 9AM–1PM by appointment & walk-in
Health & Wellness Team	<ul style="list-style-type: none">• Island Health Dietician, Social Worker, Nurse• Co-located at West Coast Family Medical Clinic	<ul style="list-style-type: none">• By appointment
Telehealth	<ul style="list-style-type: none">• Care providers connect with people using secure internet technology	<ul style="list-style-type: none">• By appointment
T’Sou-ke First Nation	<ul style="list-style-type: none">• GPs	<ul style="list-style-type: none">• 1 day per week
Edward Milne Community School	<ul style="list-style-type: none">• GPs	<ul style="list-style-type: none">• ½ day per week
Medical Imaging	<ul style="list-style-type: none">• X-Ray Services	<ul style="list-style-type: none">• Mon–Fri, 8:30AM–11AM
Laboratory	<ul style="list-style-type: none">• Laboratory	<ul style="list-style-type: none">• Mon–Fri, 8AM–4PM
Adult/Child Psychiatry	<ul style="list-style-type: none">• Psychiatrist	<ul style="list-style-type: none">• 1 day per month
End-of-Life Care	<ul style="list-style-type: none">• GPs, Nursing, Volunteers	
Residential Care	<ul style="list-style-type: none">• GPs, Nursing, Care Aids	
Midwifery	<ul style="list-style-type: none">• 2 Midwives	
8-1-1 HealthLink BC <i>free provincial phone line for health information and advice</i>	<ul style="list-style-type: none">• Registered Nurses• Dietitians• Pharmacists• Qualified Exercise Professional	<ul style="list-style-type: none">• 24/7• Mon–Fri, 9AM–5PM• Daily, 5PM–9PM• Mon–Fri, 9PM–5PM





IMPROVED ACCESS TO PRIMARY CARE AND SERVICES

Next steps:

- **Conduct community survey** to understand the need for increased access to medical care
- **Survey results** will inform expansion of service hours
- **Establish Primary Care Network in Sooke/Western Communities** to enhance services and access
- **Focus on physician and nurse practitioner recruitment/retention** through Primary Care Network
- **Explore opportunities for additional space** and possible co-location of services.
- **Explore opportunities to expand service hours** of private sector partners (lab and medical imaging)
- **Build connections with Mobile Health Clinic:** 1 outreach worker, 1 nurse provide care to marginalized population in Sooke, Thursdays 12PM–3PM. Service begins June 28, 2018, operated by Doctors of the World.





TEAM BASED CARE

Strong community desire for:

- **Nurse Practitioners or Registered Nurses** attached to West Coast Family Medical Clinic
- **A care team focused on seniors health**

Current state: *

- **West Coast Family Medical Clinic:** 9 GPs providing full service family medicine, including palliative and residential care
- **Co-located Health and Wellness Team:** Island Health dietician, social worker, nurse
- **Telehealth services** connect people with their healthcare team using internet technology: cardiology
- **Adult/child psychiatry:** approximately 1 day/month
- **General surgery:** approximately 1 day/month
- **Spirometry:** occasionally

Next Steps:

- **Establish a Primary Care Network in Sooke/Western Communities to increase access and expand and enhance team based care**
- **Identify opportunities to further develop team-based care** which may include services related to mental health and substance use, in-practice nurse, nurse practitioner
- **Explore opportunities for additional space and possible co-location of services**
- **Focus on nurse practitioner recruitment/retention** through the Primary Care Network

**Please note: This is not an exhaustive list of health services in Sooke.*



POPULATION WELLNESS

Strong community desire for:

- **Improved health literacy:** access to information on wellbeing and how/where to access services
- **Improved transportation and road improvements** were identified as a need but are outside the scope of health services work.

Current state - online resources listing health and wellness services include:

- **FETCH South Island:** www.south-island.fetchbc.ca for all things related to community health in the South Island
- **Island Health:** www.islandhealth.ca
- **Sooke Region Community Resources:** www.sookeregionvolunteers.org
- **BC 211:** Call 2-1-1 for community, social, non-clinical health and government services 24/7, or text 2-1-1, 8AM–11PM, 7 days a week

Next Steps:

- **Establish a Primary Care Network (PCN) website** to support community awareness and use of linked health care services available within the PCN.



REGION COMMUNITY HEALTH SERVICES PLANNING

HAVE WE MISSED ANYTHING?

Please share your thoughts and feedback here:

- What types of services would support you to achieve your health?
- Are there any gaps we have not yet identified?

Thank you for your participation!



Sooke.ca/Health