

# Strathcona Community Hospital

July 2017

# Overview



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The Strathcona Community Hospital opened May 21, 2014.

The site is focused on providing 24/7 emergency care as well as integration of services already established in the community including:

- ✓ Ambulatory Home Care
- ✓ Addictions & Mental Health Services
- ✓ Community Laboratory Services
- ✓ Diagnostic Imaging
- ✓ Emergency Medical Services (EMS)
- ✓ Primary Care Network
- ✓ Community and Family Services

## Services Provided

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- ✓ On-Site Pharmacists
- ✓ Community Rehabilitation including Respiratory Therapy
- ✓ Chronic Disease Management
- ✓ Addictions & Mental Health Services
- ✓ Ambulatory Clinics, including IV Therapy Clinic
- ✓ Support Services including:
  - Patient Registration, Health Records, Data Collection, Supply Management, Facilities Management, Environmental Services, Clinical Engineering, Switchboard, Infection Control, Protective Services, Administration

## Service Activity

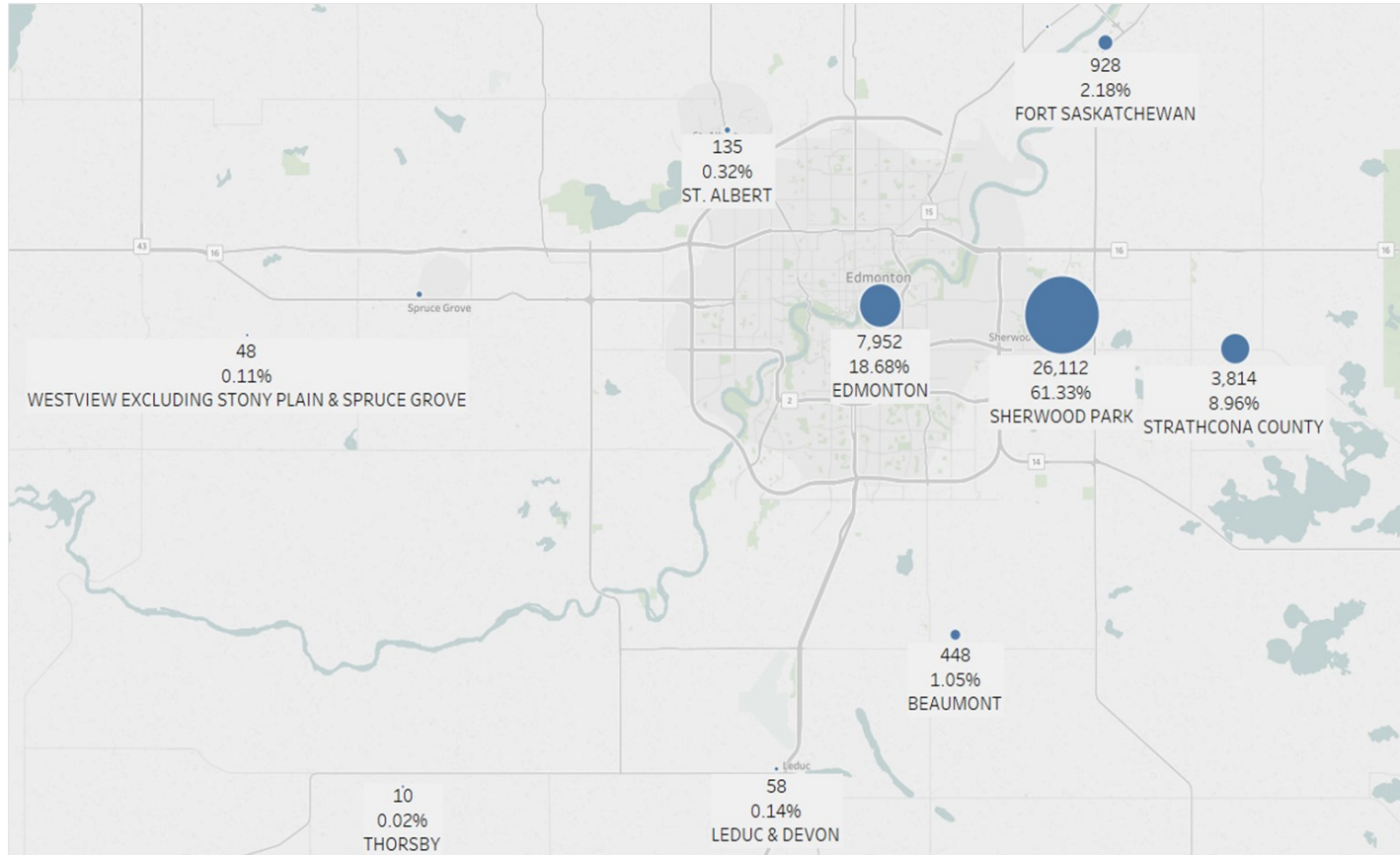
	2015/16	2016/17	Per Day
<b>Emergency Visits</b>	<b>43,435</b>	<b>44,165</b>	<b>123</b>
<b>Diagnostic Imaging Exams</b>	<b>31,962</b>	<b>34,867</b>	<b>95</b>
<b>Laboratory Services Collections*</b> (includes Emergency & Outpatients)	<b>27,082 (2015)</b> <b>32,954 (2016)</b>	<b>17,971</b> <b>(2017)</b>	<b>74 (2015)</b> <b>90 (2016)</b> <b>99 (2017)</b>
<b>Ambulatory Care Visits</b>	<b>5,683</b>	<b>8,159</b>	<b>22</b>
<b>IV Therapy Visits</b>	<b>3,262</b>	<b>7,561</b>	<b>21</b>
<b>Ambulatory Home Care Visits</b>	<b>2,189</b>	<b>2,082</b>	<b>6</b>
<b>Addiction &amp; Mental Health Appts</b>			
Children, Youth & Families**	<b>2,067</b>	<b>2,769</b>	<b>11</b>
Adults**	<b>4,754</b>	<b>5,237</b>	<b>20</b>
<p>* Laboratory Service Activity is based on the calendar year, not fiscal year.  **Therapy Appointments are typically scheduled as a minimum of 1-2 hrs duration.</p>			

# Service Population

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Local Geographic Area	Visits	Percentage of Visits
Sherwood Park	26,113	62.0%
Strathcona County	3,814	9.0%
Edmonton	7,951	18.0%
Fort Saskatchewan	928	2.0%
Tofield	521	1.0%
Beaumont	448	1.0%
Fort McMurray	237	0.5%
Other	2,566	6.5%

# Service Utilization by Population



# Emergency Department Services

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- 27 individual treatment spaces including:
  - 2 trauma rooms
  - 2 women's health rooms
  - Eye/ear/nose/throat room
  - 1 orthopedic room with 2 patient care spaces
  - 1 isolation room
  - Decontamination shower
- Integrated Nurse Practitioners
- Integrated Paramedics
- Social Worker coverage
- On-site pharmacist support





## Recent Emergency Department Activity

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- Currently, seeing an average of 123 patients per day (compared to 121 last year)
- On average, shortest ED Wait times in Edmonton area
- On average, only 5% of Emergency Department visits have required transfer to another facility (admission or specialist consultation)
- 74% of patients are discharged home within 4 hours
- 60% of patients are of high acuity (53% last year)
- Door to doc time (from Triage to seen by doc) average is about 1 hour
- 86% of patients arriving by ambulance are offloaded in < 45 minutes

# Ambulatory Care

- Intravenous Therapy
  - Antibiotic Therapy
  - Blood Transfusions
  - Phlebotomy
  - Iron
  - IVinRho
  - Saline
  - Care of PiCC lines
  - Other medications
- New Ambulatory Care Clinic additions:
  - Internal Medicine & Infectious Diseases
  - General Surgery



## Ambulatory Care Clinics

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- Emergency Transition Clinic
- Rheumatology
- Otology Clinic
- Women's Health Clinic
- Allergy Clinic
- Pediatric Clinic
- Ambulatory Home Care
- Dermatology
- Pain Clinic
- Orthopedic Clinic
- Seniors Clinic
- IV Therapy Clinic

## Chronic Disease Management

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Registered Nurses, Registered Dietitians, Kinesiologist, and Psychologist supporting:

- Group Diabetes classes
- Weight Management classes
- Chronic Disease Management classes
- Self Management classes
- Individual Outpatient Diabetes consults
- Linkages and information about all PCN services

# Addiction & Mental Health Services

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**Children, Youth & Families** - a wide range of publicly funded addiction and mental health services for children and youth 5-17 years of age, and their families, residing within Edmonton and area who require mental health assessment and treatment. Crisis services include Mobile Response Team and Walk In Services at Northgate clinic.

**Adult Community Services** - a wide range of publicly funded Addiction and Mental Health Services for adults who are experiencing emotional challenges and/or addiction concerns that are interfering with their day-to-day functioning.

## Allied Health Community Programs

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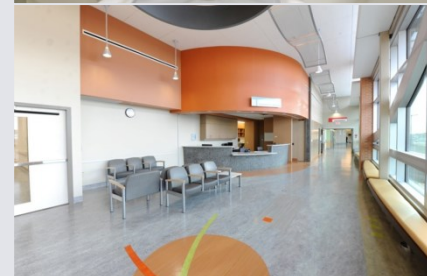
- Community Rehabilitation Interdisciplinary Services (CRIS)
- Complex Orthopedic Physiotherapy
- Pulmonary Rehabilitation Program
- Respiratory Services Ambulatory Clinic



# Diagnostic Imaging

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- General Radiology including X-Ray - 24/7
- Computed Tomography (CT) scanning - 24/7
- Ultrasound (7:30 – 3:45p.m.)  
Monday to Friday



# Laboratory Services

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- Community hours include Monday thru Friday (excluding Stat Holidays) from 0800-1700 hours
- Supporting Emergency Department 24/7
- Lab is on site to support the ED and any patients seen in the Outpatient Clinics
- The Lab will accommodate community patient collections





## Evaluation - Patients

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Patients felt that staff always or usually treated them with courtesy and respect

→ **96% ED**

→ **100% Clinics**

Patients very satisfied or satisfied with the hospital

→ **87% ED**

→ **95% Clinics**

Patients would recommend the hospital to family and friends

→ **94% ED**

→ **98% Clinics**

## Evaluation – Staff and Physicians

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Overall, staff, physicians & leadership are also satisfied with their experience.

### Conclusions:

- Operational since May 2014 the site has provided high quality services to Sherwood Park and area residents.
- Opportunity exists to further enhance the patient experience, patient care, and staff and clinician collaboration and efficiency.
- Will continue to provide high quality care while making ongoing improvements in these areas.

# Strathcona Community Hospital Foundation

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To assist the Strathcona Community Hospital and its programs, services, patients and staff by providing enhancements that are not typically part of healthcare funding.

Easy to donate via the website [www.stCHF.org](http://www.stCHF.org)

Partnered with Sawmill Restaurant for a New Years Eve Fundraiser on Dec 31/16 – raised over \$10,000

Hosted the first annual Golf Tournament on June 22, 2017 at Broadmoor Golf Course and raised over \$15,000



# Strathcona Community Hospital Foundation

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The Foundation works with the hospital team to prioritize projects to enhance patient care. To date, the Foundation has purchased:

- A procedure Chair to enable clinical providers to move patients into various comfortable positions for assessment & treatment.
- An ECG Page Writer that simplifies and streamlines workflow.
- An Intubating Bronchoscope to assist in situations where there is difficulty with airways for patients.

*Fundraising target is \$500,000 and we are very grateful.*



# Opportunities

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- Advancement of NP role in Emergency to provide continuity of care
- Partnership with surrounding communities for inpatients beds – e.g., working with Tofield to develop referral strategy
- Expanding partnership with Home Care and Regional Geriatrics
- Clear, concise wayfinding for our patients/visitors
- Supporting staff engagement via Wellness Committee initiatives



# Patient & Family Centered Care

Promoting & enhancing our Patient and Family Centered Care initiatives such as:

Hand Hygiene ***“Pie in the Face”*** incentive:

- Promoting and educating staff on the importance of hand hygiene compliance. Incenting by Leadership “pie in the face” days to entice staff/physicians to practice good hand hygiene and if we achieve our compliance target rate each month, staff get to throw a pie in the face of their favorite leader!



# Patient & Family Centered Care

## ***“15 / 5” PFCC Incentive:***

- When someone is 15 feet away their presence should be acknowledged through some means whether a smile or head nod. At this point you can also get a sense of whether or not they need immediate assistance.
- Once a staff member is within 5 feet of someone they should greet that person.
- It's those small interactions of kindness that can make all the difference – even a friendly smile or a warm hello – can make someone's day!



# Questions?

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*Thank  
you*