

FREQUENTLY ASKED QUESTIONS

What is it?

Our Healthy Future is about long-range planning for our redevelopment over the next 20 years.

Where are we today?

With input from our staff, physicians, partners, patients and families, and the members of the communities we serve, we've developed a vision for the delivery of health care by HHS over the next 20 years and the facilities we will need to deliver that care.

What is our vision?

▶ Rebuild where we provide care

- 50% physical growth to meet patient needs and modern standards
- Focus acute care growth at Hamilton General Hospital and Juravinski Hospital and Cancer Centre
- Relocation of programs at St. Peter's Hospital to new space at Juravinski Hospital
- A new Children and Women's Hospital located at the General campus
- Rebuild West Lincoln Memorial Hospital
- Increase community points-of-access to HHS care and expertise
- Move outpatient services into new settings – in partnership wherever possible
- Investigate viability of mobile clinics and web-based virtual care options

▶ Rebuild how we provide care

- Continue to re-organize programs and services around patient care pathways
- Reduce the transactional and episodic nature of hospital care
- Collaborate with patients and families before, during and after hospital visit
- Activate patients at risk before they have a health crisis

▶ Population health model

- Address the root causes of poor health and work in partnership to prevent and manage episodic health care

What won't change?

- HHS will have the same core programs and services it does today
- There will be the same number of emergency departments that exist today
- There will be the same number of labour and delivery (maternal/newborn) locations
- Day surgery will continue to be performed at all Hamilton acute care sites

What is happening now?

- Our vision was approved by our Board in June and then submitted to the LHIN and Ministry of Health and Long-Term Care for review
- The vision is the first part of stage one (1A) in a five-stage planning process
- The second part of stage one (1B) will include cost estimates, priorities, and timelines for our vision to take shape. This stage will take another year or more to complete

What does this mean for patients?

- Patients will continue to receive the same level of service and care HHS has always provided
- We will continue to re-organize programs and services around patient pathways – the routes patients normally follow as they receive different types of care
- This vision is about serving our patients better

Why rebuild at just the General and the Juravinski in Hamilton?

- It's better for patient flow and reduces patient transfers between sites as needs change
- It's a better use of resources (staff and equipment) to cluster our programs on fewer sites
- We don't own the MUMC site. It's owned by McMaster University
- The St. Peter's site is land-locked and would be difficult to expand

What is being proposed for West Lincoln?

- The site will be rebuilt to serve the larger community
- It will house four anchor programs: Emergency medicine, Maternal/newborn care, Community surgery, and Community medicine

What about the Urgent Care Centre on Main?

- There is a plan in development for the Urgent Care Centre. It is part of our larger community clinic strategy

What is the rationale for this planning?

- We need to address patient volume predictions. Our services must grow to meet demand
- Modern privacy and accessibility standards will increase our space needs by 50%
- We have to address the fact that hospitals can no longer be the default destination for patients - there are better ways to deliver care and we need to be responsive to this need
- We must advance our strategic goal of sustainability
- The Ministry and the LHIN require hospitals to plan 20 years ahead and show how services work together

Where can we learn more and provide input?

- Part of this vision includes hearing from as many people as possible and giving them ways to engage on *Our Healthy Future*
- We have a website devoted to communicating our timeline, what we've done already and what to expect. Visit ourhealthyfuture.ca or contact ourhealthyfuture@hhsc.ca
- Over the past year, we have engaged the community and our staff and physicians at town halls, webinars, videos, social media, progress reports, staff events, focus groups, newsletters and in the media
- We will continue to communicate via all available channels during the next phases
- Staff can **complete a survey online** to tell us how we are doing in terms of communications on Our Healthy Future (http://survey.constantcontact.com/survey/a07ecyp9dg4iqs3ikoj/_tmp/greeting)