

## BRIEFING NOTE: OUR OUTPATIENT STRATEGY

### SPRING 2018

#### Our vision for a healthier city

Hamilton is undergoing an exciting renaissance, with growth and diversification. Our population is also aging, with an increasing amount of chronic disease, and we have long-standing challenges with poverty. Hamilton Health Sciences (HHS) is planning for the future with these opportunities and needs in mind. Our vision includes:

- More focus on preventing health problems
- Helping people to better manage their health
- Providing care that is closer to home and easier to access
- Redeveloping selected hospital sites over the next 20 years

#### What we propose to change

HHS is planning for the expansion and modernization of two of our existing Hamilton-based hospital campuses: the **Hamilton General Hospital** campus in the city's north end, and the **Juravinski Hospital and Cancer Centre** campus on the central mountain. We are proposing to locate all of HHS' existing, Hamilton-based, acute care services at these two campuses, starting with the Juravinski Hospital and Cancer Centre.

At the same time, we are creating an outpatient (ambulatory) strategy to provide more care in the community so that people can more easily access services that do not need to be located in a large hospital. Some services could be offered safely and conveniently where people already gather, such as a community hub. Other services might be offered in a mobile setting, or through web-based technology.

Using input from patients, families and community partners, HHS has started to analyze these opportunities based on population and demographic forecasts, health service utilization patterns, the burden of illness in certain geographical areas, opportunities for partnership, access to transit and more.

Our approach will be focused on improving access and the patient experience. Clinic locations will be determined based on the needs of patients and where possible, opportunities to provide care further out in the community will be explored.

#### Why are we proposing this?

- Moving suitable programs into new settings beyond our hospital walls will increase the accessibility of care for many patients.
- Removing barriers to care is an important aspect of our population health approach. It is a goal raised frequently during our community engagement work.
- There is a lot of duplication within the system both internally and externally. Addressing this will not only help us provide more sustainable care, but also provide an improved experience

## How will we decide where outpatient services should be located?

Every change we propose to our service delivery model must be based on evidence demonstrating patient need and the best available science on effective health service delivery. Using this approach, we expect to find many opportunities to enhance patient access to services.

### 3 POINTS to remember

- ▶ We will provide new ways for people to access care beyond our walls
- ▶ We will locate outpatient services based on population need and effective health delivery
- ▶ If a service doesn't need to be located in a hospital, we will explore alternatives

## Where we are in the planning process

- We are following a five-stage planning process required by the Ministry of Health and Long-Term Care. We have completed Stage 1.
- Our overall vision for programs and services (Master Program) was endorsed in February 2018 by the Hamilton Niagara Haldimand Brant Local Health Integration Network. We have submitted a detailed facilities plan (Master Plan) to the Ministry of Health and Long-Term Care.

## How can I learn more?

Receive the Our Healthy Future e-newsletter. Email [ourhealthfuture@hhsc.ca](mailto:ourhealthfuture@hhsc.ca).

Ask a question or make a comment. Call **905-521-2100** ext **75387** or email [ourhealthfuture@hhsc.ca](mailto:ourhealthfuture@hhsc.ca).

Visit our web site: [www.OurHealthyFuture.ca](http://www.OurHealthyFuture.ca).

Invite HHS to speak to your organization. Contact Mary Siegner at **905-521-2100** ext **49428**, or [siegner@hhsc.ca](mailto:siegner@hhsc.ca).