

BRIEFING NOTE: AMBULATORY SERVICES REVIEW

About Our Healthy Future

Hamilton Health Sciences (HHS) is doing long-range planning for our redevelopment over the next 20 years. The initiative is called ***Our Healthy Future*** and it requires a high degree of staff and community engagement. Redevelopment is a multi-year process for Ontario hospitals, requiring approvals from the Local Health Integration Network and the Ministry of Health and Long-Term Care.

Ambulatory services review: What's happening

We're now working on the next stage which will result in recommendations for replacing and rebuilding our aging facilities, and rethinking how ambulatory services are provided at HHS and in our community today and in the future.

Together with our partners, we are undertaking a comprehensive review of outpatient services at HHS and in the regions we serve. We expect that the review will identify opportunities that can be realized in the next few years to ensure that our patients have a consistent and quality experience in all of our clinics. At the same time, the review will explore opportunities to strengthen and build partnerships so that care can be delivered beyond our walls and closer to patients as part of ***Our Healthy Future***.

HHS operates over 170 ambulatory services across our sites for patients ranging from infants to seniors with an annual average of 630,000 visits.

The review is being informed with input from our staff, physicians, patients, families, and our health and community partners including St. Joseph's Hospital, McMaster University, the Hamilton Niagara Haldimand Brant Local Health Integration Network, family health teams and many others.

This work includes:

- a comprehensive review of things such as procedures and processes, patient volumes, wait times and demand for service
- interviews with staff and physicians
- input from our patients and families
- best practice identification
- development of a comprehensive inventory of services offered by both HHS and our partners
- an assessment of service gaps, community needs, and current infrastructure
- and, an exploration of new partnership opportunities for the delivery of outpatient services.

Why are we proposing this?

The ambulatory review will help us:

- Provide a consistent and high quality experience for all patients
- Identify short-term opportunities to enhance outpatient services over the next several years
- Inform the next stage of our 20-year redevelopment planning
- Identify opportunities, application of best practices, and increased use of technology
- Ensure the best practice, teaching and learning environment for our providers, researchers and students
- Respond to public input to enable:
 - More and better access
 - Services closer to home
 - A system that is easier to integrate
- Enable a **population health approach**
- Build on existing partnerships
- Align with the **Patients First Act**

3 POINTS to remember

- ▶ HHS, together with our health and community partners, and with input from our patients, families, staff, physicians, and partners, is undertaking a comprehensive review of ambulatory services at HHS and in our community.
- ▶ The review will inform the next stage of our long-range planning for ambulatory services as part of *Our Healthy Future*, as well as identify opportunities that can improve the quality of our patients' experience over the next several years.
- ▶ The review will explore opportunities so that care can be delivered beyond our walls and closer to patients. We need to preserve precious hospital resources for patients who need them most.

Where we are in the *Our Healthy Future* planning process

The *Our Healthy Future* (OHF) initiative is a redevelopment planning process that began in spring 2015. As of June 2016 we developed a vision for our future model of care and the facilities we'll need to deliver that care.

This work is now being reviewed by the Hamilton Niagara Haldimand Brant Local Health Integration Network and the Ministry of Health and Long-Term Care.

HHS has started work on the next stage of planning, which adds more detail to our high-level vision, including cost estimates, prioritization of projects and timelines for the vision to take shape.

There are a total of five stages in the redevelopment planning process that Ontario hospitals are required to use. The process can take several years to complete.

How can I learn more?

Please visit our OHF web site: www.OurHealthyFuture.ca. You can also email us with a question or comment at ourhealthyfuture@hhsc.ca.