

Developing a new strategy for Southlake

Bradford West Gwillimbury Community Engagement Session Summary

Southlake is committed to working with the communities we serve to ensure that their ideas, feedback, concerns and aspirations are understood and considered in the development of Southlake's new strategy. If you have any additional feedback you'd like to provide, please send it to us by emailing strategy@southlake.ca.

Summary of Feedback

1. Picture Southlake in 2034. What would you like your family, friends and neighbours to be saying about us?

- Patients know they will receive exceptional quality care when they visit Southlake.
- Southlake is the employer of choice.
- Southlake is helping to find alternatives for the Emergency Department.
- Southlake provides better supports for the aging population when they transition from the hospital to home care.
- Local physicians are more closely tied to Southlake.
- The time between diagnosis and treatment is reduced.
- The need for patients to go to the hospital has decreased because alternate care options are offered in the community.
- There is increased collaboration between all hospitals surrounding Bradford West Gwillimbury.
- There are multiple methods to access information and provide education to patients before they are discharged.
- Southlake has helped increase mental health and addiction rehab services.
- Southlake is my hospital, and I want to go Southlake when I need care.

2. How would you describe the current healthcare needs and challenges within Bradford West Gwillimbury?

- There is a lack of long-term care homes, retirement homes and local testing centres in Bradford West Gwillimbury.
- Accessing primary care services is challenging. It is difficult to find a primary care provider. There are long wait times and limited services available.
- There is increasing demand for mental health and addiction and wellness services.
- There is a need to explore additional transportation methods to make Southlake more accessible.
- Aging equipment needs to be updated and upgraded.
- The demand for translation services has increased.
- Flow in Emergency Department needs to be improved to support better wait times.

3. What are your expectations for quality of care, patient safety and patient experience while at Southlake?

- Kind and compassionate staff
- Increased accessibility to services (e.g. local rehabilitation services)
- Fulsome testing and evaluation before patient diagnosis
- Broader community outreach and information sharing supported by communications through multiple channels and technologies
- Digital integration so patient records are accessible when visiting multiple hospitals or clinics
- Shorter wait times for beds and specialty services
- Advanced research and continued education for physicians
- Connected care across hospitals, healthcare organizations and services throughout Ontario

4. How can Southlake contribute to promoting health and wellness initiatives within the community?

- Better education for patients, families and the community about patient care and treatment plans
- Increased partnerships with existing services in the community that already provide various types of care (e.g. local family doctors, telehealth, etc.)
- More urgent care facilities and virtual care options to provide patients with alternatives to walk-in clinics and the Emergency Department
- Care Navigators work one-on-one with patients, caregivers and families once patients are discharged
- Wrap around services for patients and family
- Better communication about Southlake awards and positive patient stories

5. How can we make sure our strategy reflects the diverse needs and perspectives of the community we serve?

- Deliver connected care that is closer to home
- Hire and collaborate with local specialists with a high calibre of talent
- Extend services within Southlake@home
- Strengthen admission procedures to protect belongings and notify patients earlier when items are found after discharge
- Address staffing shortages and plan for staffing needs
- Offer accessible parking options that are affordable for patients who visit Southlake on multiple occasions (e.g. patient receiving regular cancer treatment)

6. Southlake has developed a plan to build a new hospital at a new location and redevelop our current Davis Drive site. What do you think are the most important factors to consider in deciding where to location the new site?

- The new site should be accessible to transit for patients and staff.
- The new site should include a variety of services and have land set aside to support future growth. Southlake should explore the possibility of using existing properties for the new site.
- The new site should be central to Southlake's catchment area, ensuring it is close to growing areas, growing population, and the workforce.
- The new site should support opportunities for partnerships (e.g. education and an academic centre that can draw on new graduates for staff).
- The new site should be close to other important organizations and strengthen local and provincial government and public sector partnerships for support.
The new site infrastructure must be self-sufficient.