

Developing a new strategy for Southlake

East 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. How would you describe the current healthcare needs and challenges within East Gwillimbury?

- There is increased demand for mental health and addiction services.
- Gaps exist in some services that aren't available locally in East Gwillimbury (e.g. dialysis).
- 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 a lack of diagnostic services locally in East Gwillimbury.
- Healthcare is too centralized for urban centres. It needs to be expanded services to other areas so that there is equitable access to quality care for all residents.
- East Gwillimbury anticipates mixed demographics and a growing population of retirees.

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

- Focus on simple things that improve patient experience (e.g. check-ins with patients waiting in emergency)
- Education to families to allow them to advocate and support their loved ones
- Highest expectations for care, but needs work
- Emergency department challenges include space and staffing shortages. There is opportunity to group like patients.
- Shorter wait times to get a bed/specialty services
- Improved communication on discharge and throughout the patient journey
- Stability in discharge throughout the week
- Improved promotion of healthcare/community awareness to different groups on services, preventative medicine and how services work
- Clarity of communication and/or a point person. Speak with one voice and a single source of truth
- Systematize care and ensure high-quality care across different settings and providers
- Additional staff

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

- Earlier intervention
- Focusing on prevention and working with community partners to drive communication

- Using data to determine services that could be provided in the community and communicating those services to people
- Increasing access to primary care or urgent care, so there are other options than the emergency
- Setting big goals that people can get behind (e.g. becoming a blue zone, increasing life expectancy within our communities, building walkable communities etc.)
- Increasing public clinics to enhance access to healthcare services, offering extended hours and providing alternatives to emergency care
- Expanding the scope of practice for some staff, such as pharmacists
- Implementing preventive health strategies and early detection measures to divert potential health issues
- Improving mental health specialized services and addiction clinics
- Expanding collaborations and partnerships

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

- Training for staff, including sensitivity, awareness of culture needs, preference, triggers, etc.
- Educating and communicating to communities on what services are provided and available, and where and how people can access them
- Striving for a welcoming environment for diverse groups
- Actively communicating with diverse groups and reducing barriers for those seeking treatment
- Understanding the role of artificial intelligence in healthcare. Patients are much better educated and have access to more information.
- Increasing focus on going to where people are, including true local engagement with communities, church groups, retirement communities, etc.
- Bringing acceptance and understanding to alternative forms of therapy.

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

- Patients ask to be transferred to Southlake.
- They took good care of my loved ones.
- I went home sooner than I thought I would be.
- I got out of the Emergency Department and into a bed quickly.
- I didn't have to go to the Emergency Department because I had other options and they were well known.
- Southlake is the employer of choice.
- I was treated well.
- Non-urgent surgeries were booked quickly.
- Online/virtual advice was available for personal triage.
- I got to see a specialist quickly.
- Communication and follow up was excellent for the patient and their family.
- Care and communication was excellent after I was discharged.

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?

- Availability of land
- Accessible to transit for patients and staff
- Proximity to the current Davis Drive site
- Central to Southlake's catchment area, ensuring it is close to growing areas, population and workforce