

Developing a new strategy for Southlake

King 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 would 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 and compassionate care when they visit Southlake.
- Southlake provides a safe environment for patient advocacy.
- There is clear communication throughout my patient journey.
- There are social and community integrations in place that provides care closer to the King area.
- My family feels comfortable when visiting me or staying overnight.
- Healthy and appetizing food options are available.
- Surgical wait times have been reduced.
- Southlake provides other caregiving services (e.g. hair care, shaving patients, etc.)
- There are more private beds available for patients, particularly in the Palliative Unit.
- Southlake provides amazing mental health care services.

2. How would you describe the current healthcare needs and challenges within King?

- Southlake is overcapacity given the rapidly growing and aging population.
- Better supports for an aging population are needed beyond the Emergency Department.
- There is a need to explore additional transportation methods to make Southlake more accessible.
- Additional primary care and family physicians are needed.
- Alternative therapies, holistic medicine and naturopathy services are limited.

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

- Staff are caring, compassionate and empathetic.
- Patients are treated with dignity.
- Patients have access to a garden or green space.
- Confidentiality and privacy policies are followed.
- Southlake is a welcoming environment.

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

- Provide broad communication about programs in the community
- Provide wellness programs and fall prevention workshops
- Increase community engagement (e.g. healthy awareness workshops in schools)
- Focus on prevention and collaborating with community partners to drive communication

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

- Treat all patients with compassion and respect
- Provide quiet spaces for patients, families, and staff
- Continued staff education (e.g. de-escalation strategies, providing patients with delivering difficult news, etc.)
- Being more inclusive of patient and family traditions and cultures
- Use technology for communications

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 and close to the highway.
- Southlake should consider satellite sites with communication and education.
- Proximity to the current Davis Drive site should be considered when planning the new site.
- The new site should not be on the Greenbelt.
- The new site should be central to Southlake's catchment area, ensuring it is close to growing areas, growing population, and the workforce.