

Developing a new strategy for Southlake

Aurora 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?

- Southlake continues to build on a strong foundation of high-quality care.
- Southlake has maintained or improved access to care over the last 10 years. Wait times have decreased.
- Southlake has decreased ambulance offload times, so that patients have better access to care and emergency medical services can get back on the road faster.
- Patients who are admitted to Southlake through the Emergency Department do not need to wait long for inpatient beds.
- There is diversity in care at Southlake and patients have access to translation services.
- Southlake has attentive staff, who focus on patients and provide efficient, compassionate care.
- Southlake has expanded its services, including adding more speciality services.
- There are more doctors in the Emergency Department.
- There is a flexible care environment at Southlake.
- There is a new hospital with adequate resources and services.
- The cost of parking is reduced.
- Southlake has state of the art equipment and technology.

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

- It is difficult to access primary care and urgent care clinics. Limited alternatives have resulted in overcrowding in the Emergency Department. More urgent care centres, home care resources and satellite services are needed.
- Our community is rapidly growing, and needs are diversifying.
- With significant population growth, Southlake's Emergency Department needs an expansion and more resources.
- Limited space at Southlake has resulted in hallway healthcare.
- The time from diagnosis to treatment needs to be faster.
- Some areas within our community have closer access to care than others.
- More education is needed to raise awareness about the healthcare system, as well as the services available at Southlake and in the community.

- Healthcare workers are overwhelmed and experiencing burnout, which can lead to poor patient experience and bedside manner.
- Healthcare workers should be trained on the newest technology to ensure Southlake staff are keeping up with medical advances.

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

- Everyone is treated with respect, courtesy and dignity.
- Southlake should meet the highest expectation of care for all patients, ensuring that their physical and mental needs are met.
- Patient advocacy programs should be available to help families advocate and support their loved ones.
- Compassion and humanity should be pillars of the care provided.
- There should be better staff retention and recruiting strategies for top talent.
- Wayfinding should be improved throughout the hospital.
- There should be clear communication with patients and families, so they are properly informed about their healthcare journey and options.
- Efficient space planning is needed to reduce the number of patients receiving hallway healthcare.
- Infrastructure and technology for operating rooms and older facilities should be updated.
- There should be more in-house security at Southlake to ensure consistent safety for both staff and patients.
- There should be better patient flow in waiting areas.

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

- Southlake should expand partnerships with fitness, wellness and nutritional programs.
- Southlake should provide education in schools about general health and nutrition.
- Southlake should provide information on how to access primary care or other care providers.
- Southlake should develop an education portal with information like ‘When to go to the Emergency Department’.
- Southlake should offer preventative education with community health fairs or monthly newsletters.
- Southlake should develop support programs for elderly, including social opportunities.
- Southlake should expand their scope of practice to include on-site pharmaceutical support, expand screening and broaden nurse practitioner programs to support care at home.
- Southlake should work with media to highlight programs at the hospital.
- Southlake should work with Ontario Health Team to bring awareness to social determinants of health and highlight social supports.

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

- Enhance volunteer services and staff recruitment to increase diversity.
- Translator services should be available, and Southlake should utilize language technologies.
- Uphold high communication standards.
- Ensure there are culturally appropriate services available to patients, as well as equal access to care.
- Educate the community and patients on how the Ontario health system works.
- Increase staff education around diversity and inclusion.
- Make better use of space to create areas dedicated to our diverse population and cultural needs.
- Develop a system thinking approach focused on the aging population by expanding home care and health education to get ahead of the higher acuity curve.
- Increase modes of transportation and help escort patients into areas of care.
- Leverage data-driven decision-making and utilize information like geo-analytics.

- Provide performance surveys to patients after hospital visits.
- Focus on improving staff satisfaction to better the patient experience.

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 easily accessible for patients and staff.
- The new site should align with population density and be built where people are.
- The new site should have multiple access points and be closer to areas conducive to healing like green spaces, parks and trails.
- The availability of public transit is essential.
- The new site should be close to other healthcare facilities and other care options like walk-in clinics and urgent care services.
- The new site should have a helipad.
- There should be a nice atmosphere, pleasant food courts, calming colours, and clear wayfinding across the new hospital.
- Staffing at the new site should see better nursing care ratios and education opportunities for healthcare workers.
- The new site should offer incentives to keep staff at the hospital.
- The new site should offer structured efficiency that is sustainable and built with future population growth in mind.
- Southlake should ensure the efficient use of funds for building, offered services, new technology and diagnostics.
- Southlake and the new site should be affiliated with downtown hospitals, teaching and research hospitals, and universities.
- Southlake should employ local staff who understand the community and its needs.