

Developing a new strategy for Southlake

Newmarket 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 improved my quality of life.
- Southlake attracts top talent. Their staff are empathetic and skilled.
- Southlake partners with academic centres.
- Resources are creatively and innovatively used.
- Southlake has the appropriate equipment and technology, including Artificial Intelligence and robotics.
- Southlake is integrated with social and community services and clinics to provide care closer to the Newmarket area.
- Southlake provides better supports for the aging population when they transition from the hospital to home care.
- Remote monitoring and care teams are available in the community.
- It is easy to navigate myself around the hospital.
- Southlake is recognized for its ability to manage patient demand.
- More beds are available for patients when needed. This includes more private beds.
- A full-service rehab facility is available.
- Southlake is a leader in environmental sustainability.
- Southlake provides an example of healthy living. This includes providing food nutrition education and information to patients and families.
- Family education supports are available on financial matters.

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

- There is increased demand for care based on the growing community, aging population, young families, diverse population, ability to meet demand while sustaining quality of care.
- Care should be provided in the patient's language of choice to meet the community's diverse needs.
- There should be seamless sharing of healthcare information across the healthcare system.
- More Innovation and leadership are needed.
- Attracting top talent is challenging because of staffing shortages.

- More partnerships across the healthcare system are needed.
- It is difficult to access to primary care. Limited alternatives to using the emergency department have resulted in overcrowding. More urgent care centres, home care resources and satellite services are needed.
- It is difficult to access to services, including diagnostics (CT/MR), stroke care and rehabilitation services. There are long wait times to see specialists.
- There is increasing demand for mental health and addiction services. These services should focus on crisis prevention, community services to limit the need for hospital services unless medically necessary.
- People are still dealing with the impacts of pandemic, including isolation, mental health and addictions challenges and homelessness.
- There should be more openness to natural solutions and naturopathy.
- People have more access to information.
- There needs to be an increase focus on health, wellness, and prevention, including social determinants of health and more education on healthy living.
- More education is needed to raise awareness about services at Southlake and in the community.
- More communication and education are needed for older adults. Southlake should consider communications at places where older adults gather including social hubs and retirement homes.
- Wayfinding within hospital is challenging and should be improved.
- Work needs to happen now to support emergency and disaster planning for things like climate change and future pandemics.

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

- Patients should always receive the best medical care. This includes maintaining the highest level of quality with personalized experiences.
- Everyone is treated with respect, courtesy and dignity.
- In addition to the electronic surveys, feedback on patient experience is asked in real-time, ensuring patient concerns are heard and actioned in the moment.
- Innovative strategies are being developed to improve patient experience.
- There is increased communication and transparency, including more communication on services and clinics available in the community.
- A seamless transition back home once patient is discharged.
- More language services.
- There is integrated care across the province. This includes better integration with community services and clinics to ensure people have access to the right care in right place.
- The right staff are available based on patient needs or concerns (e.g. RN versus RPN).
- An advocate should be available to repeat vital information throughout the patient journey.
- Staff receive safety protocols education and de-escalation training.
- There are alternatives for the Emergency Department, including urgent care centres and walk-in clinics.
- A patient liaison should be in the Emergency Department to talk to everyone and help reduce anxiety while patients and families wait.
- There should be shorter wait times.
- Healthy food options should be available.
- Southlake should broaden the scope of preventative medicine.
- More mental health and addiction services.
- Better staff retention strategies for top talent (e.g. providing hybrid shifts – 8hr and 12 hr shifts).
- Technology should be used help staff be more efficient (e.g. taking patient temperatures).

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

- Use social media and technology to increase outreach through various modalities; identify internal Southlake “influencers” and find community champions and advocates.
- Increase promotion of programs to raise awareness of current programs and services.
- Community engagement at existing forums, including schools, churches, local farmers’ market, arenas, library events, the legion, senior centre, community centres, etc.
- Create a standalone Community Outreach Team focused on relationship development with community partners and leveraging existing initiatives.
- Building on existing relationships to increase education and awareness in the community.
- Use Southlake’s bridge and community billboards to share stats and facts that promote Southlake and health and wellness.
- Have a dedicated column in Newmarket Today.
- Educate the community on how funding works (e.g. where does Southlake receive funding, and how that funding can be used).
- Align with age friendly communities’ framework and better understand community demographics to target initiatives.
- Restore Southlake Rehab pool for physical wellness and social engagement.
- Leverage family physicians/family practices and help ensure everyone has a doctor.
- Host an event for Southlake to listen to patient experiences.
- Promote through the patient experience office.
- Build a strong network of community partnerships, including with public health, other hospitals and existing frameworks.
- Southlake should model health and wellness with healthy patient food options with nutrition labels and healthy retail outlet choices.
- Add information to the patient experience survey to create patient experience feedback.
- Improve access to mental health resources and collaborate with mental health agencies on services and media opportunities that address stigma.
- Advocate to the Ministry, Public Health, etc.
- Promote community-to-community support; “help thy neighbour” and introduce ‘matchmaking’ for sharing health cooking/meals, etc.

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

- Translator services should be available.
- Increase outreach to target populations, underserved populations.
- Help underserved populations and those with disabilities access healthcare services in the community.
- Work with community leaders and Public Health. This includes partnering with Public Health on data sharing.
- Consider adding additional occupational therapy, physiotherapy and rehab services.
- Broader community outreach and information sharing supported by communications through multiple channels and technologies.
- More diversity, equity and inclusion initiatives to ensure everyone is treated equally.
- Use focus groups and surveys to ensure Patient, Family and Advisory Committee diversity.
- Develop specific services catered to cultures, religions, etc.
- Increase staff diversity and support cultural training for staff.
- Use geo-analytics to better understand the community and its needs.

- Alternative medical therapies should be available.
- Develop a healthy senior's program.
- Use volunteers more.

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?

- Proximity to the current Davis Drive site should be considered when planning the new site.
- The new site should be accessible for patients and staff.
- The new site should be central to Southlake's catchment area, ensuring it is close to growing areas, growing population, and the workforce.
- Decisions on new site should be based on logic and evidence.
- The new site should not be on the Greenbelt.
- The new site should be cost-effective.
- The new site should be close to innovation centres and other healthcare clinics (e.g. universities, advanced medical centres, etc.).
- The new site should include a variety of services and have land set aside to support future growth.
- Various and affordable parking options should be available.
- The new site should have multiple access points and be closer to areas conducive to healing (e.g. walking trails, parks, etc.).
- Southlake should consider satellite sites with integrated systems.