



# Emma's Story

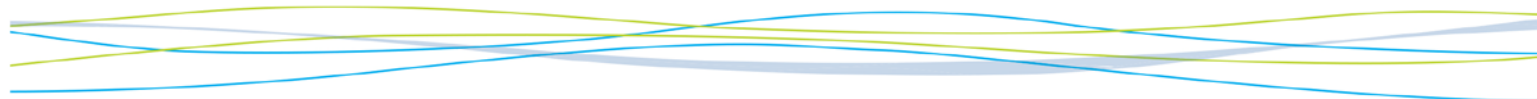
What was Emma's experience of DTES health care in 2017's model of care?

## Vancouver Coastal Health's Services in the Downtown Eastside

Downtown Eastside health care is world-famous for innovative services tailored to the community.

Our teams are thoughtful, skilled, dedicated and constantly strive to do the best for our clients.

It is because of this that we set out to discover how VCH could do better .... for Emma and for others like her.



# Meet Emma from the DTES



She has worsening diabetes, bipolar disorder, trauma from abuse, and uses street opioids



She has medications for all of these conditions



She sees a counsellor, a psychiatrist, a GP, a social worker, and a pharmacy



# Where to turn...



Her care is spread across multiple sites



She doesn't know who to go to for what and when



Her care providers can't collaborate on the plan and follow-through



She feels confused and frustrated

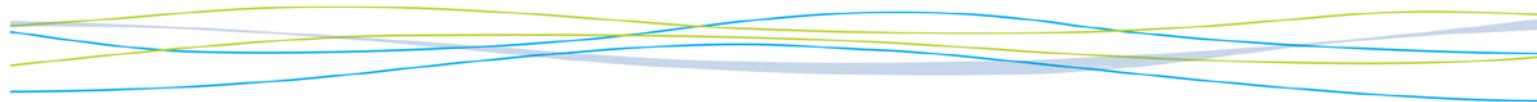
Trauma counselling at Pender

Pharmacy at DCHC

Outreach from POS

Psychiatry at Strath MH

Housing and income supports



# Retraumatizing...



Has to meet multiple clinicians at different locations



Has to retell the story to each of them



Reliving trauma again and again



# Currently, Emma...



Doesn't like to visit the clinic



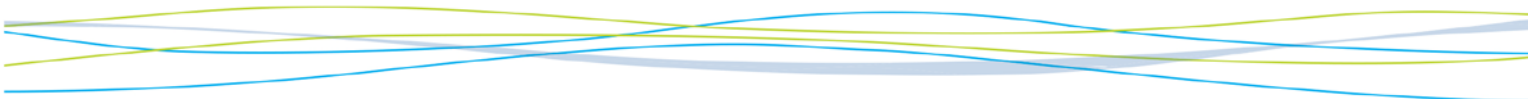
Was assaulted before and worries the assaulter could be sitting in the waiting room



Feels uneasy about the uniformed male guard at the door



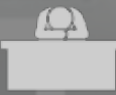
Doesn't want to be alone with the male physician



# Struggling clinicians...



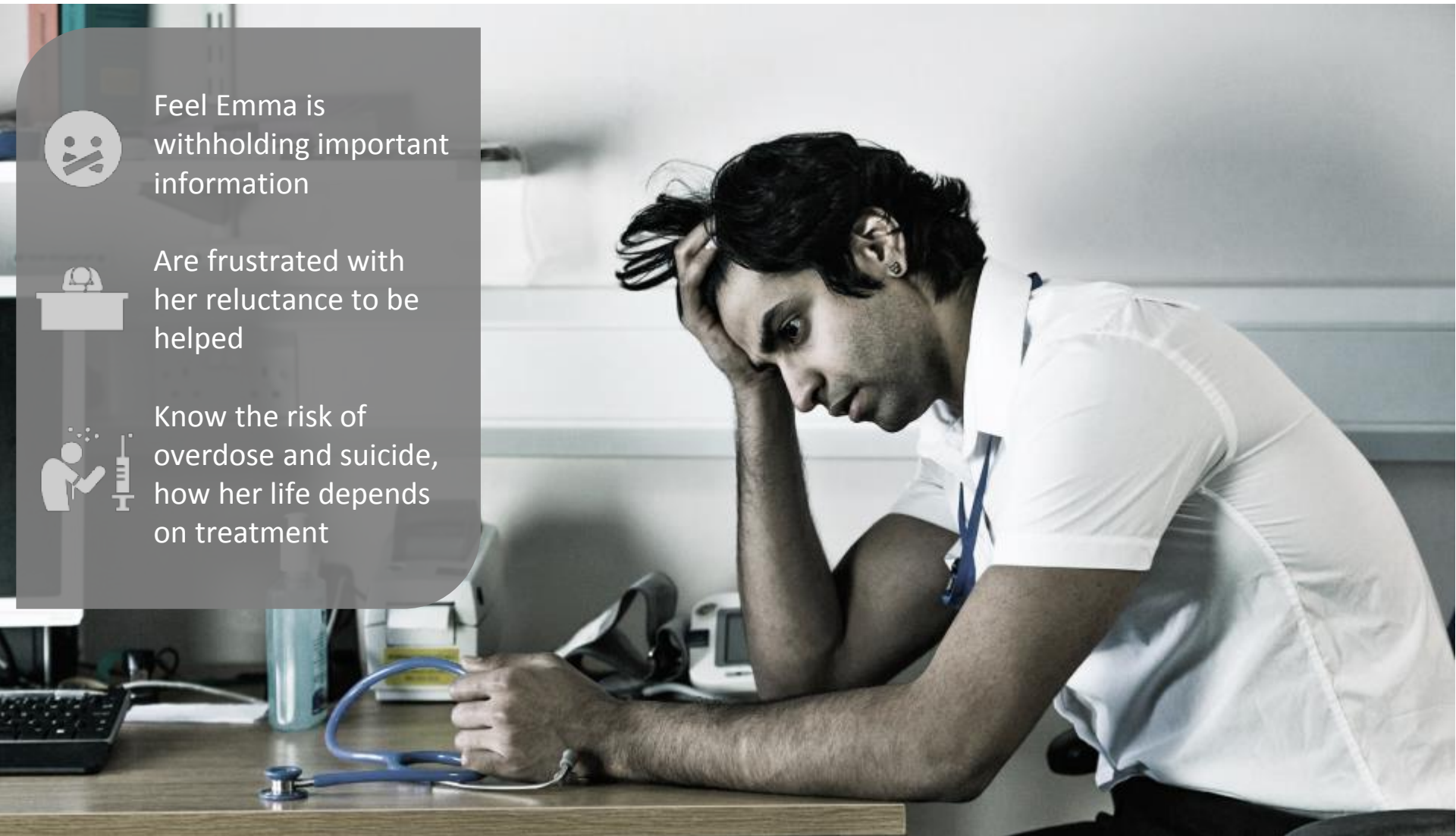
Feel Emma is withholding important information



Are frustrated with her reluctance to be helped



Know the risk of overdose and suicide, how her life depends on treatment





# Trying to get help...



Clinics are closed in the evenings, most on weekends



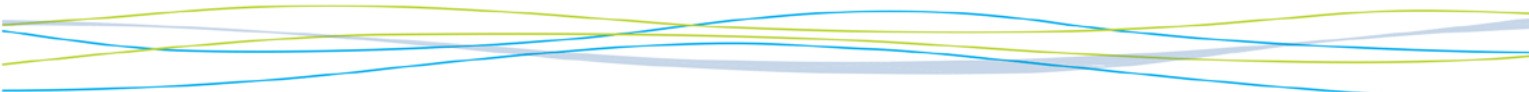
She doesn't know which sites are open when



After missing appointments, she returns to street drugs



She keeps ending up at the Emergency Department





# Confusion, frustration, danger...



Too many pills prescribed by too many people



She can't keep up with all the requirements



She's nearly died from overdoses many times already

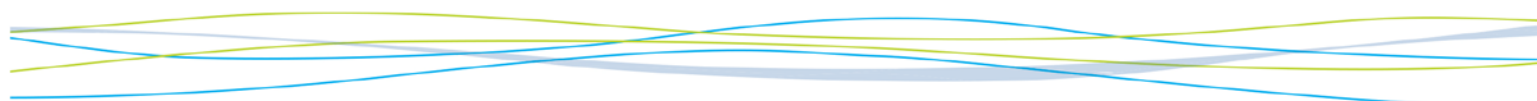


To stay alive, she needs effective treatment

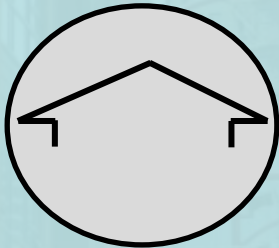




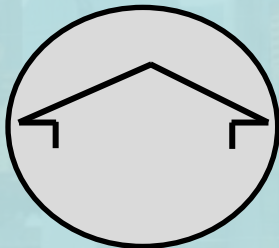
# What is changing, and how?



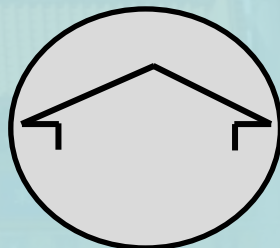
# Teams changing...



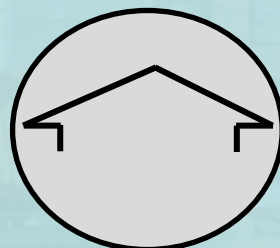
**Strathcona  
Mental Health**



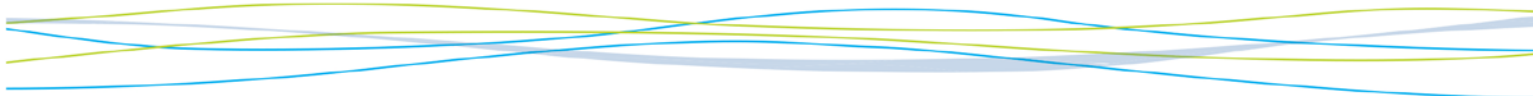
**DCHC**



**Primary Outreach  
Services**



**Pender Home  
Health & Primary  
Care**



Into new teams...

# 3 COMMUNITY HEALTH CENTRES



## HEATLEY

 330 Heatley

8:30 am - 8:00 pm  
MON - FRI



INTEGRATED  
CARE TEAMS



MENTAL HEALTH  
TEAM

8:30 am - 5:00 pm  
MON - SUN



## DOWNTOWN

 569 Powell

8:30 am - 8:00 pm  
MON - SUN



INTEGRATED  
CARE TEAMS



## PENDER

 59 West Pender

8:30 am - 8:00 pm  
MON - FRI

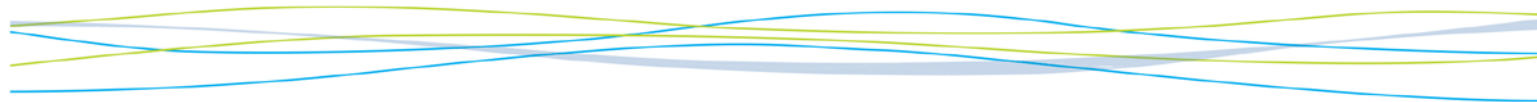


INTEGRATED  
CARE TEAMS



HOME HEALTH  
TEAM

Services arranged  
as needed

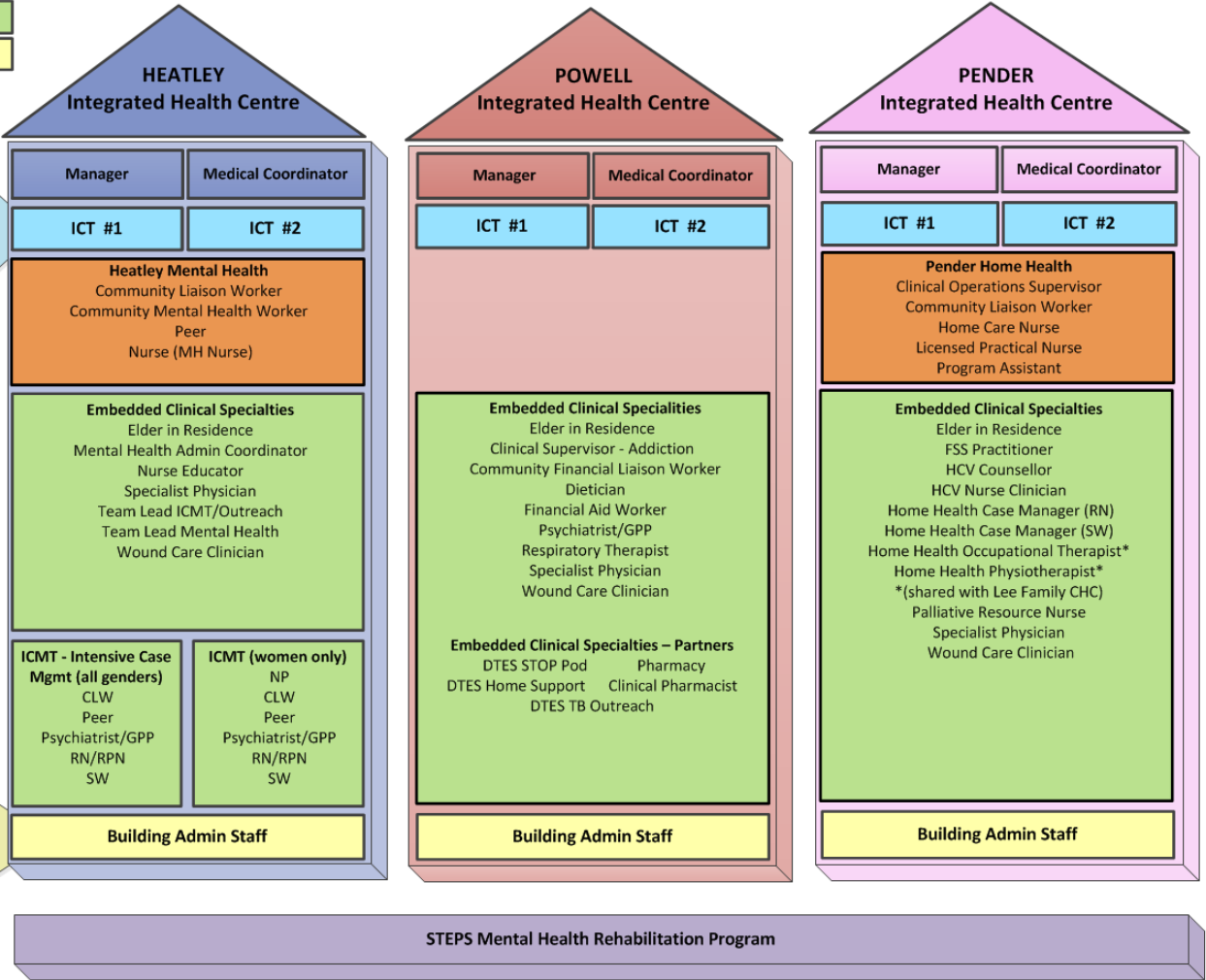


# Future DTES structure - details

LEGEND	ICT - Integrated Care Teams - Primary Care Home – VCH
	CCS - Community Care Services - Primary Care Home - FFS GP
	Embedded Clinical Specialities
	Building Admin Support Staff

- ICT Staff (per ICT)**
- Clerical Support Clerk
  - Clinical Coordinator
  - Community Liaison Worker
  - Counsellor
  - General Practitioner
  - ICT Nurse
  - Licensed Practical Nurse
  - Mental Health Nurse
  - Nurse Practitioner
  - Peer
  - Psychiatrist/GPP
  - Social Worker

- Building Admin Staff (per site)**
- Admin Assistant
  - Admin Supervisor
  - Clerical Support Clerk
  - Health Centre Coordinator
  - Health Unit Worker
- Additional at Heatley Site:**
- Secretary
  - Receptionist





# Implementation numbers

**>8000** current clients transitioned to new teams

**200** FTEs involved directly, completed training

**136** staff participated in job fairs, choosing new job descriptions, work schedules, teams and locations

**27** different education courses for ICT staff

**23** GPs with new contract expectations

**4** floors of facilities to renovate

**5** new clinical IT modules





# Emma's Story, Going Forward










How will her experience be different next year in Downtown Eastside health care?


# In 2018...

Most of the services she needs are available at any community health centre. They're all open in the evenings.



**Integrated Team:**

-  Family Doctor
-  Mental Health Care
-  Substance Use Care
-  Harm Reduction
-  Counselling & Groups
-  Outreach
-  Peer Support
-  Social Work Care
-  Nursing Care

 **33%** More hours per week health care is available



# One go-to person...

At Heatley Community Health Centre, Emma and her care coordinator develop a plan that covers her needs.



**1** Single care coordinator and comprehensive plan for the issues she wants to address





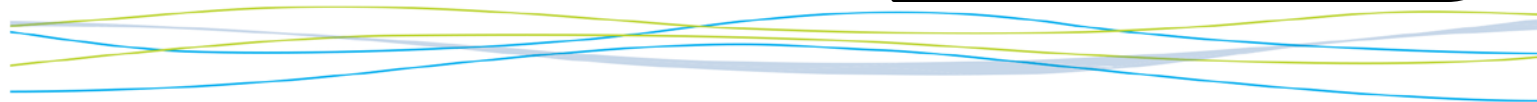
# Getting the right person...

Emma's new female nurse practitioner seems to know the right questions to ask. Her team members all learn her needs and her plan.



**10x** More staff trained in trauma-informed practice and cultural competence

**50%** More clinic time for women-only care



# Familiar faces...

Emma knows most of the members of her care team. If needed, she can walk into the clinic, even without an appointment, and get help from someone who validates and understands her plan and needs.



**42%**

Smaller teams for closer relationships, tighter teamwork





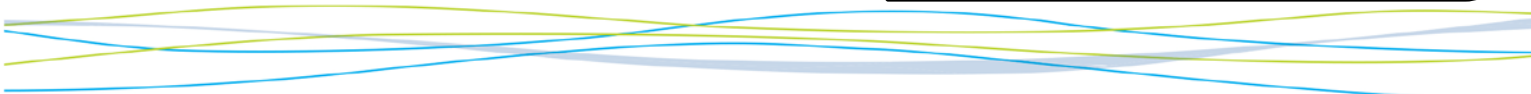
# Knowing where to turn...



Emma feels confident dealing with people she knows, who know what she needs. She can even call the clinic doctor or nurse practitioner in the middle of the night.



**24/7** Care is available from the people who know her plan.





# Feeling connection...

The peer who greets her when she arrives at the clinic makes her feel welcome and respected.

### Guiding Values:

- Quality Care
- Compassion
- Faith Based
- Hope
- Collaboration
- Respect
- Flexibility
- Individual Growth and Accountability



**90%** More teams with peer roles

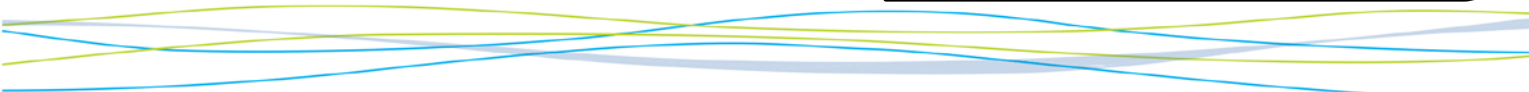


# Culturally meaningful...

She finds the Indigenous art comforting. With an Elder on her care team, she feels she's at the right place.



**100%** Of sites have  
Aboriginal  
Elders in  
Residence





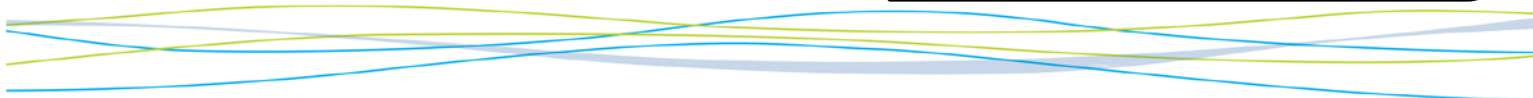
# Making sure she's supported...

Sometimes Emma needs to go to an appointment at another facility and one of her care team members will take her there.

When Emma doesn't feel well enough to leave her SRO, someone will visit her there to make sure she's okay.



**3x** More teams doing follow-up outreach visits and accompaniment as standard practice



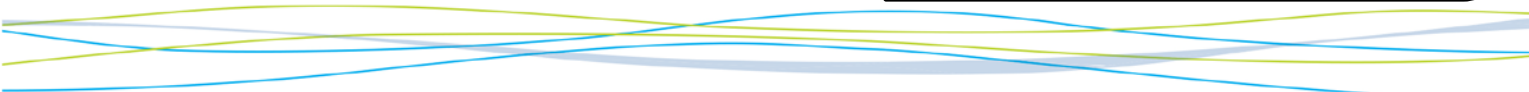
# Managing together...

Instead of being asked all the same upsetting questions, Emma feels supported and in control. So does her care team.



**100+**

People surveyed about their experience every year





Questions? Feedback?  
Contact [dtes@vch.ca](mailto:dtes@vch.ca)

