

# City of West Kelowna Community Presentation

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# Community Care

## Vision:

Health and well-being for all

## Mission:

Working together to improve quality of life for individuals and communities, inspired by innovation and partnership

## Values:

Quality

Integrity

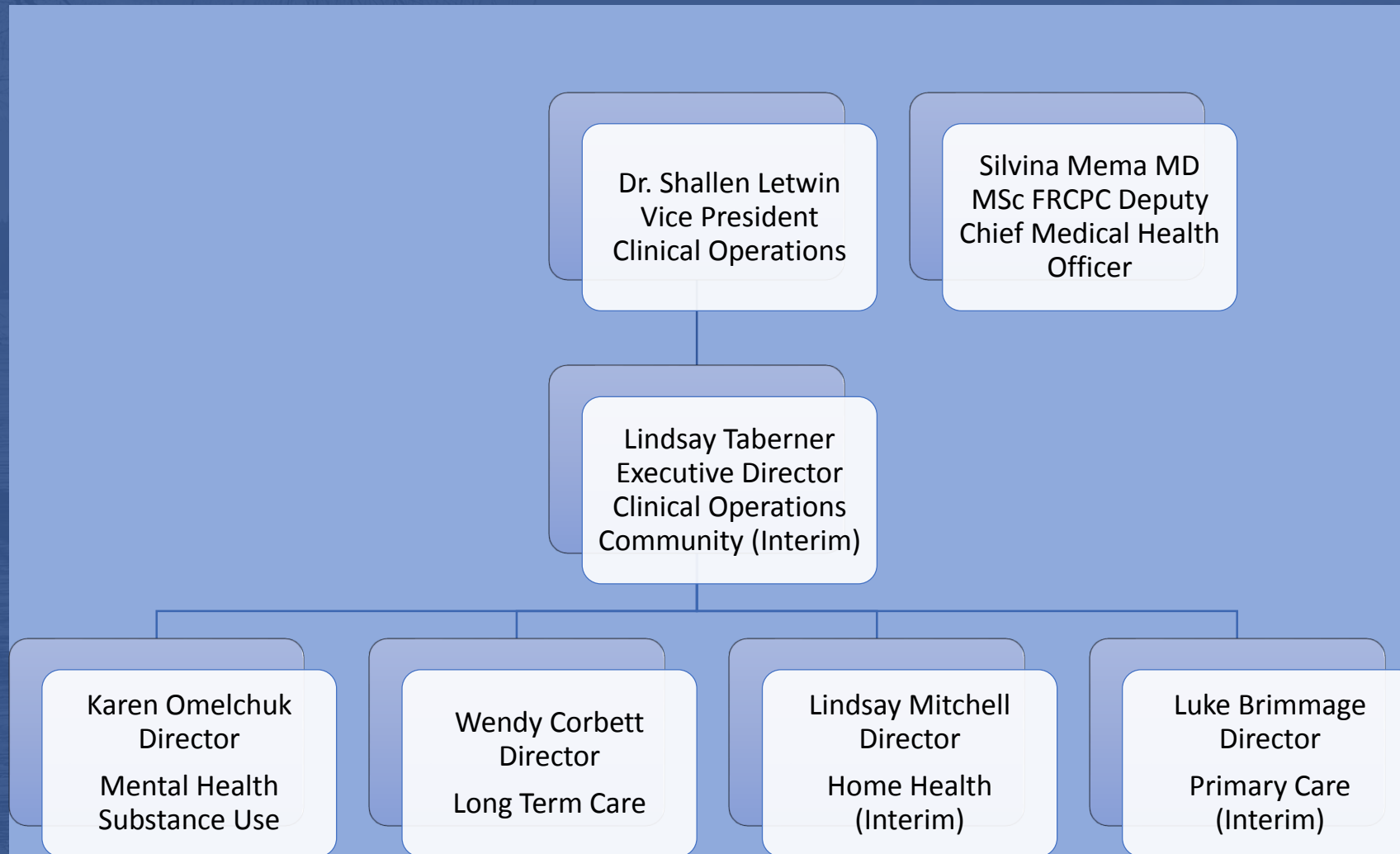
Compassion

Safety



Quality - Integrity - Compassion - Safety

# IH South Leadership Team



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# Population Health

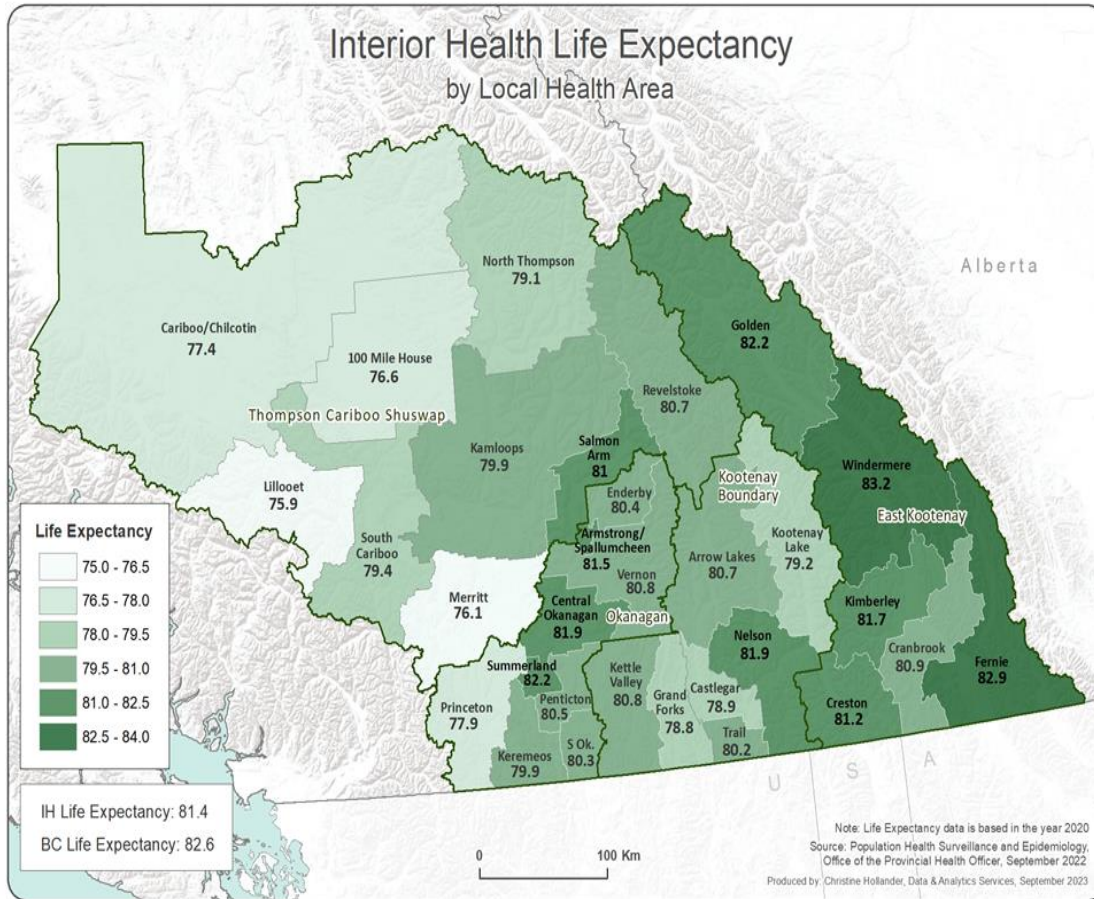
## What Challenges are we Facing?

-  1 in 3 people have a **chronic disease**
-  1 in 5 children live in **poverty**
-  We rely **too much on cars** instead of our feet
-  **Housing** is unaffordable for many
-  We are **getting older**
-  **Mental health** and well being are main priorities for our communities
-  Many do not have access to **healthy foods**
-  **Health inequities** exist in our communities
-  **High demand, cost, and pressures** on our emergency services and health care system



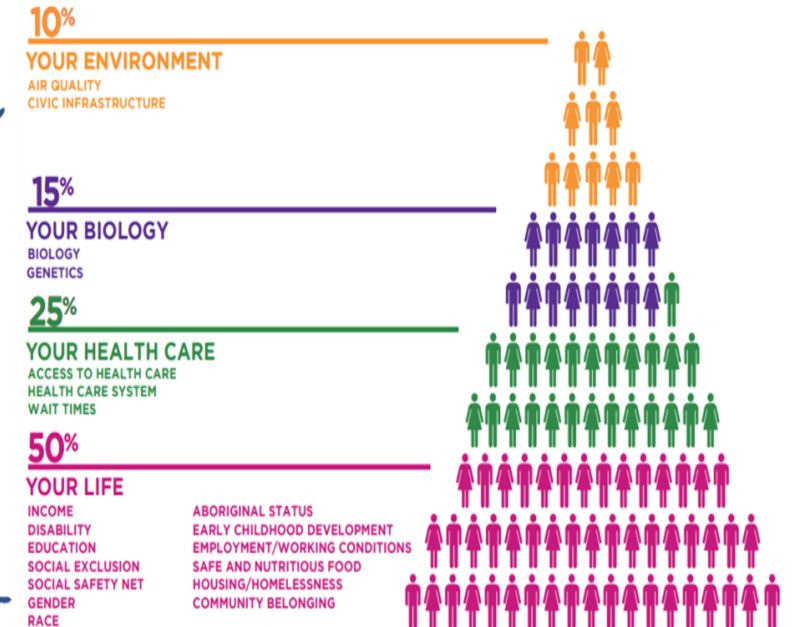


# Building Blocks of Health



About  
60%

of what influences our health  
is related to factors in our  
natural, built and social  
environments

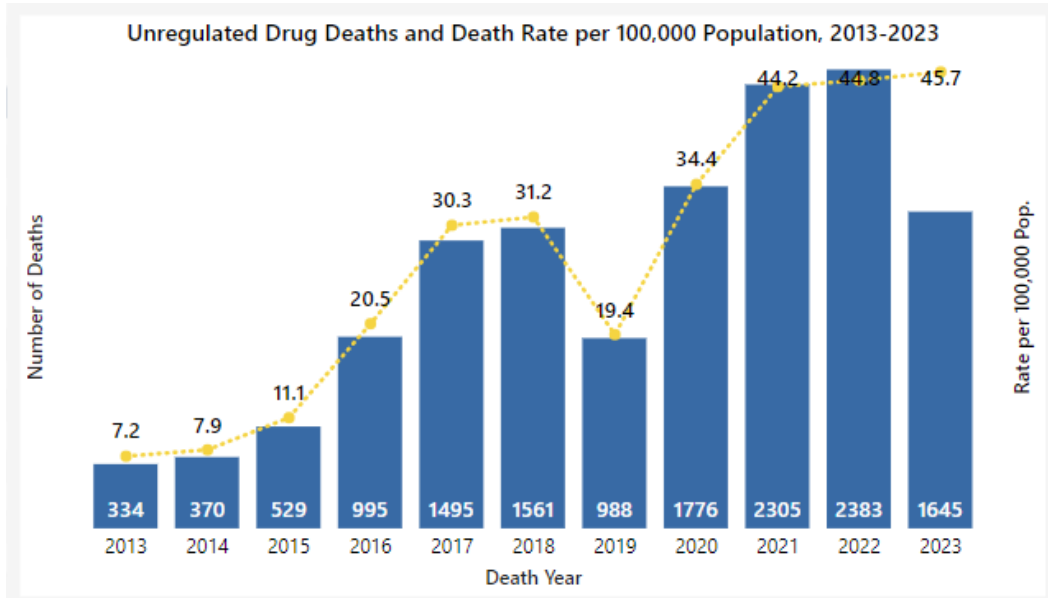


Source: Adapted from: Canadian Medical Association. Health equity and the social determinants of health. 2012.<sup>18</sup> Original data source: Standing Senate Committee on Social Affairs, Science and Technology. The health of Canadians – the federal role. Volume 1 – the story so far; 2001.<sup>18</sup>



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# Toxic Drug Supply Update



\*Data to the end of Aug 2023

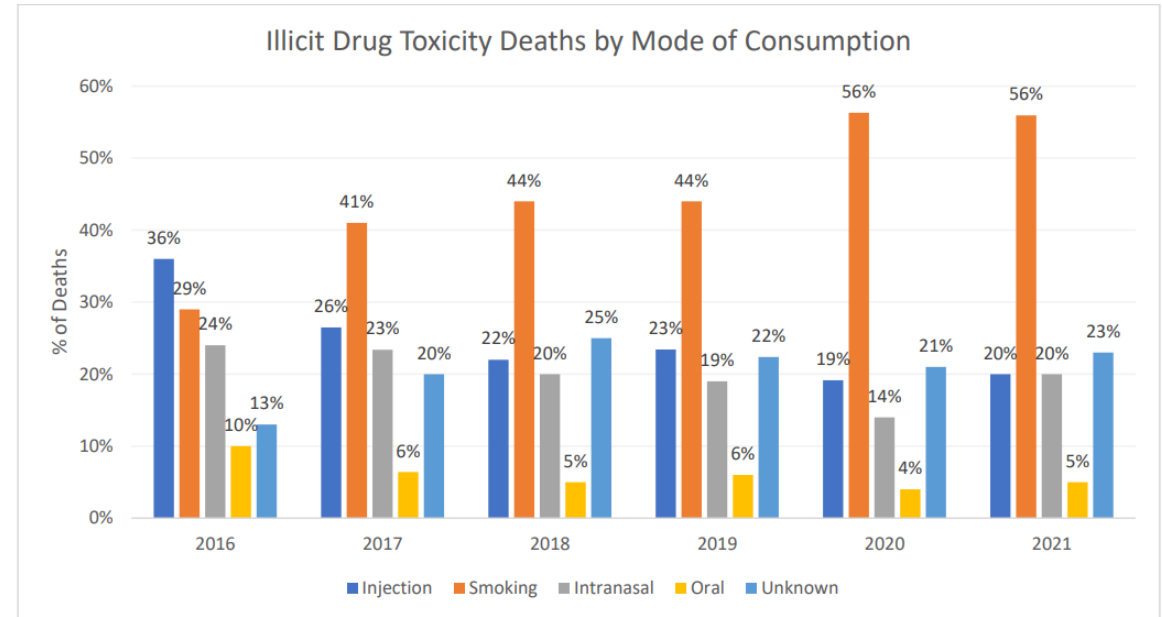
LHA Name	2016	2017	2018	2019	2020	2021	2022	2023
Central Okanagan	54	91	66	42	78	85	94	77
Kamloops	49	40	51	28	65	84	98	66
Vernon	14	30	24	14	30	43	50	32
Penticton	7	17	16	22	17	27	30	15
Cranbrook	2	3	2	0	10	16	11	14
Nelson	5	4	2	2	7	7	11	13
Salmon Arm	4	5	6	3	10	16	13	12
Cariboo/Chilcotin	4	7	9	3	10	11	19	8
Trail	2	5	2	3	4	6	4	8
Grand Forks	0	4	9	3	3	5	4	5
Merritt	8	9	5	3	2	14	11	5



# Location

- ❑ In 2022, 100% of deaths occurred in Private Residence in West Kelowna Private residence includes own home, home of another person, trailer, vacant home
- ❑ In 2023, 44% were in Private Residence, 44% were in Recreational/Public/Entertainment/Commercial Areas, 12% were in a group home

# Mode of Consumption



\*Data is preliminary and subject to change as investigations are completed. In some cases, more than one mode of consumption was identified; therefore, percentages add up to more than 100%.

- ❑ 2016, injection was the most common mode of consumption and from 2017 onwards, smoking was the most common mode of consumption.
- ❑ Inaction has declined from 39% in 2016 to 20% in 2021; and
- ❑ Smoking has increased from 29% to 56% during the same period.



# Long-Term Care Services in West Kelowna

Long-term care services provide 24-hour professional nursing supervision and care in a protective, supportive environment for people physical and/or mental health conditions and can no longer be cared for in their own home.

There is 1 Long-term care home located in Tsinstkeptum 9; operating 100 Long-term Care beds.

❑ **Lakeview Lodge- operated by Sienna Living**

There are 2 Long-term care homes in the City of West Kelowna; operating 242 Long-term Care beds.

❑ **Village at Smith Creek- operated by Baptiste Housing**

❑ **Brookhaven Care Center- operated by Interior Health**

**Baptiste Housing also provides 62 Assisted Living suites at Village at Smith Creek**





# Home and Community Care

## Senior's Care

Providing a range of health and support services designed to supplement the efforts of individuals to care for themselves in their own home with the assistance of family and friends.

### Home Health Services:

- ☐ Home Support
- ☐ Community Nursing
- ☐ Community Rehab
- ☐ Adult Day Services
- ☐ Care Management
- ☐ Community Clinics
- ☐ Palliative Care & End Services

### Home and Health Services:

- ☐ Assisted Living
- ☐ Long-term Care Home



# Primary Care services

## **Prevention and Promotion, i.e. Public Health Nursing services provided in West Kelowna:**

- ☐ Child Health Clinics
- ☐ Immunization Clinics
- ☐ Communicable Disease Case and Contact management
- ☐ Maternal/Newborn services
- ☐ School Health
- ☐ Community outreach
- ☐ Nurse Family Partnership

## **Primary Care Network (PCN)**

### **HUB 3 PCN clinics :**

- ☐ Beachside Medical in Peachland
- ☐ EB Medical West Kelowna
- ☐ Lakeview Medical

PCN provides patient-centered culturally sensitive health care in WK UPCC and across Hubs.



# Primary Care services Special Populations

## ❑ **Acquired Brain Injury**

- ❑ Adults 19-64 living in the community with a documented brain injury which occurred after birth and is not related to a congenital or a degenerative disease
- ❑ Service through GP, or through community services such as local Brain Injury Societies

## ❑ **Health Services for Community Living**

- ❑ For adults with developmental disabilities and their families and caregivers who are eligible for services under Community Living BC (CLBC)
- ❑ CLBC refers to HSCL for complex medical health needs and health navigation, teaching or delegation of nursing tasks to manage a health need in community

## ❑ **Nursing Support Services**

- ❑ Support for managing complex medical issues for students in the School Districts
- ❑ Nurses provide care plans, and teaching or delegation to school district staff to manage complex health needs within the school setting

## ❑ **CSIL: Choices in Support for Independent Living**

- ❑ CSIL is an alternative to traditional home support for eligible families who:
  - ❑ Qualify for home support
  - ❑ Are willing/able to take on a "small business" framework of care including managing a contract, recruiting and training staff and functioning as an employer



# Primary Care services

## West Kelowna UPCC

**WK UPCC offers 2 models of team based care services :**

### ☐ Primary Care:

- ☐ appointment based longitudinal care
- ☐ 2 nurse practitioners
- ☐ services are offered 1130-1600 M-F; excluding stat holidays

### ☐ Urgent Care:

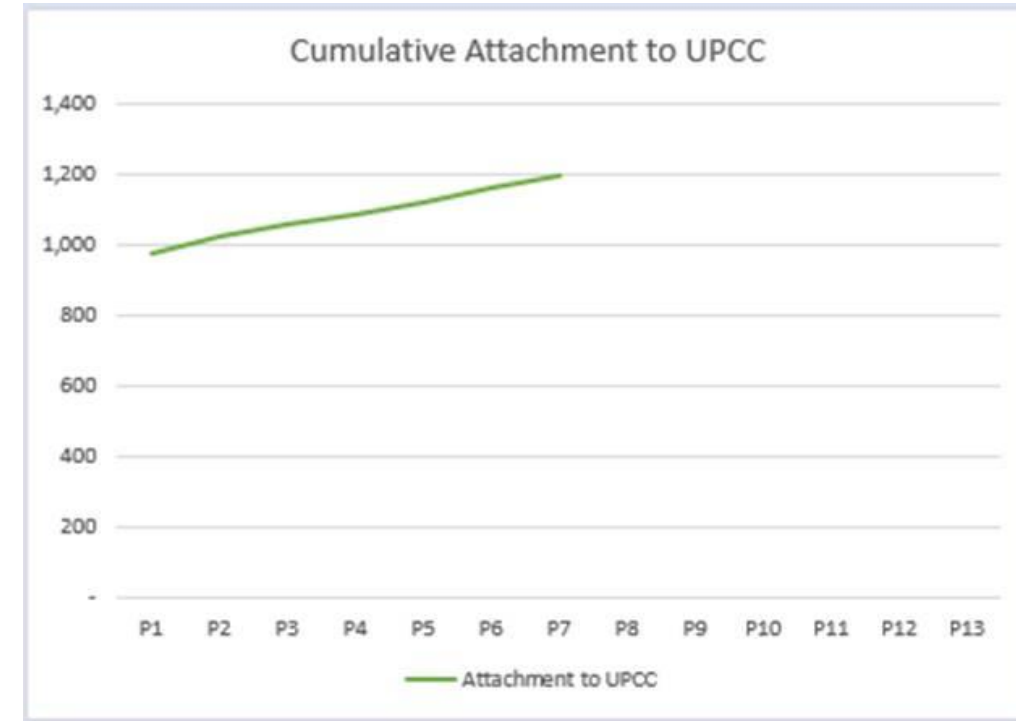
- ☐ drop-in, patients are triaged by registered nurses
- ☐ care is provided by priority based on nursing assessment
- ☐ current hours of Urgent Care services are M-F 1630-2030. Weekends and holidays 1130-2030

### ☐ Urgent Care services:

- ☐ non-life-threatening illness or injury that needs immediate treatment,
- ☐ sprains and simple fractures caused by minor accidents and falls,
- ☐ minor bleeding/cuts requiring stitches,
- ☐ mild to moderate breathing difficulties, minor burns,
- ☐ rapid access to MHSU crisis intervention services

- ☐ Provides same day care for patients without a family physician (FP) or nurse practitioner (NP)

**The Ministry of Health has approved an extension of urgent care hours to be 1130-2030 7days/week that will commence December 15<sup>th</sup> 2023.**

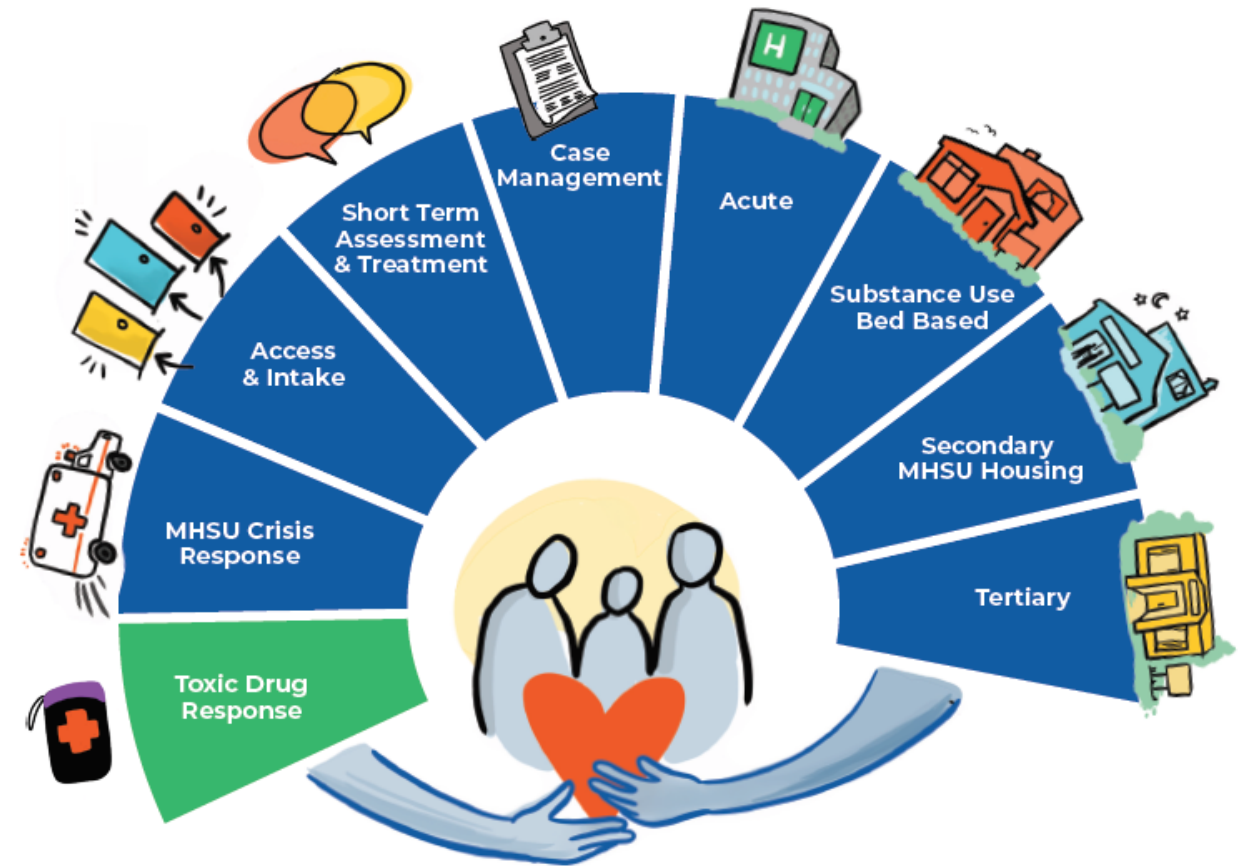


- Approximately 3600 new patients have accessed services
- Each new patient receives approximately 3 encounters from the UPCC team
- Average monthly attachment is 37 patients/month



# Mental Health & Substance Use

- ❑ Specialized services
- ❑ Moderate to Severe mental health and substance use
  - ❑ Counselling
  - ❑ Case management
  - ❑ Crisis response
  - ❑ Bed based
- ❑ Delivered via outreach and in-person
- ❑ Partnerships are critical – primary care, non-profits, shelters,





# Kelowna Renal Program

## Access to dialysis for West Kelowna residents is in Kelowna:

- ❑ There is one in-centre unit for the Kelowna area at KGH, and one in the South Okanagan based at PRH.
- ❑ We are developing a new Kelowna Community Dialysis Unit (CDU) of which details will be shared soon; the unit will be more centrally located in Kelowna. The current CDU is in Rutland.
- ❑ People who access dialysis from West Kelowna can be supported through a review of their treatment plans to determine if they may be supported for home dialysis through discussion with their renal team.



# Thank you

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