



Medical Staff Update: What's ahead in 2024

from your physician leaders for the new St. Paul's Hospital and CSRC design & operational readiness

								
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Senior Medical Director	Senior Medical Director	Physician Program Co-Director	Physician Program Co-Director	Medical Director	Medical Director	Physician Leader	Lead Physician	Medical Lead
Quality & Clinical Operations, Operational Readiness	Medical Affairs & Engagement Strategies	Clinical Planning, Acute Care and Outpatients	Clinical Planning, CSRC and Outpatients	Clinical Planning, Surgery & Interventional Services	Clinical Planning, Multi-disciplinary Complex Primary Care & Substance Use	Primary Care Community Connectedness	Value-Based Health Care	Integrated Clinical & Academic Networks at PHC

This summer, we'll start the 1,000-day countdown to our new hospital's opening. Exhilarating....and daunting. After **Premier Eby's approval announcement** the CSRC is also full steam ahead. Hundreds of hours of medical staff engagement helped us get to this point, but there's much more to do. Contact **Charles** and **Vishal** for how you can be involved. Here's what's ahead in 2024.

Getting ready for the new St. Paul's Hospital

Operational Readiness

- **What's going where:** Last year we broadly identified which inpatient and outpatient services will go where – in 2024 we'll get specific. See updated [what goes where in the hospital](#) and [on the campus](#).
 - **Outpatient service allocation:** Early in 2024, decisions will be shared on which *specific* clinics will occupy spaces on Level 6 and 7 of the new hospital. This will help physicians with CSRC leasing decisions. 90% of existing SPH clinics will be in the NSPH. [See 3:47 in MSA Dec 5 meeting.](#)
- **Programs and services:** This year, Stantec will continue to have workflow sessions with clinical teams to create workplans to reflect future care, best practices and how teams will work in our more collaborative spaces. This then informs operations, models of care, technology and more.
 - **Upcoming workplan sessions** (invitation only): In February, Stantec will facilitate workflow sessions with Pregnancy, Birthing & Newborn, the Renal Program, Heart/Cardiac Services and Surgery. By the end of 2024, all programs will complete these workflow sessions in preparation for opening day and beyond.
 - **We continue to plan the future 'Embrace' Integrated Practice Unit (IPU)** — a value-based health care approach to delivering multi-disciplinary complex primary care, mental health and substance use care. [See 1:18:42 in MSA Sep meeting.](#)

Design, Equipment and Technology

- **Hospital building design:** It's essentially finished. [Final floorplans are here.](#)
- **Construction:** The final floors, eight to 11, will be built this year. Then the focus will be finishing the exterior and interior. [See construction site here.](#) We're on-time/on-budget for construction finish mid-2026, opening 2027.
- **Equipment:** This year we continue with equipment procurement – including furniture, patient physiological and vital signs monitoring systems, patient beds and stretchers, exam tables, lab analyzers, diagnostic sets, clinical storage carts and cabinets, and a variety of other equipment. We've finished procuring all architecturally significant equipment (e.g. MRIs, CT scanners, OR booms).
- **NEW Outpatient Digital Experience:** [Four early adopter SPH clinics](#) are helping design and test drive e-referrals and patient notifications in 2024 (Phase 1). Aim is go-live for most clinics in 2027 along with Phase 2's self-scheduling, digital wayfinding and mobile check-in. [Learn more.](#)

- **NEW Care Coordination Centre (SPH, MSJ, HFH):** A phased launch of ALL functionality is expected this year starting with Capacity Expediter in early 2024, followed by Patient Manager, Boarders, Discharge Prioritizer and Patient Deterioration. It's a game changer. [Learn more](#).
- **MORE Connected Patient Rooms:** This year we select **NEW inpatient bedside tablets** and **NEW wireless communication devices physicians/staff will use** (just two elements in our more 'connected' single inpatient rooms). Bedside devices enable patients to connect with family, control room light/temp, access entertainment, order meals — and physicians can use language translation tools, share education materials, share care plans and meet virtually with the patient's external care team, all at the bedside. The wireless staff communication devices will help us receive critical alerts and talk with each other in a much larger hospital.

Clinical Support and Research Centre

- **Design:** This year the CSRC design will progress from floor-level to room-level design. Medical/Clinical 'Designated' pods will be on floors 6 and 7 and 'Clinic Pro' will be on floors 2 and 3. [See December's CSRC 2023 Medical/Clinical Update and 2024 Sneak Peek for what goes where and lots of great CSRC info.](#)
- **Leasing:** Medical/Clinical lease details will be shared in the coming months with cost and agreement types. Watch for emails from Vishal Varshney and Ashley Arvay.
- **Gap planning:** In 2024, the CSRC team will begin developing detailed plans for how we'll operate two sites and serve patients between the hospital opening in 2027, and the CSRC opening in 2028/2029. Stay tuned.

Value-Based Health Care

- In 2024, we'll continue to advance [Value-Based Health Care](#) as we embed it into practice and align it with operational readiness planning. Value-Based Health Care will enable newly co-located clinical teams working with similar patient populations to share a focus on measuring and achieving health outcomes that matter for patients while decreasing fragmented care and driving quality. [Learn more](#).

Primary Care

- **Primary Care** has been focusing on connecting the new hospital with the community to ensure a seamless transition for patients between campus and community — i.e. care plans are effectively coordinated and communicated to all services. Several projects underway are:
 - **Enhance healthcare provider communication:** Develop a self-sustaining, secure and asynchronous communication platform for healthcare providers to directly communicate with each other.
 - **Streamline clinical workflows and documentation:** Design and implement standardized clinical workflows to eliminate ambiguity in post-discharge recommendations i.e. future referrals, investigations.
 - **Continue the previous work on creating a clear, concise, and useful discharge summary template** and spreading the improvements to other in-patient services.

Have questions?

- [Contact Julia Raudzus](#) for NSPH operational readiness, patient safety concerns, how you can be involved in quality work, current clinical operations and programming optimization.
- [Contact Dan Kalla](#) for physician wellness and safety, group compensation and contract support, leadership development, Departmental HR and future planning, mentorship opportunities, credentialing issues.
- [Contact Vishal Varshney](#) for the CSRC or NSPH outpatient care or [Charles Lo](#) for NSPH acute care or outpatient care.