

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 3/31/2023 1:10:43 PM
Subject: Invitation to visit DTES Hope to Health facility
Attachments: Hope to Health Overview - Feb 2023.pdf

Hello Mayor and Council,

Sandra and I recently had the opportunity to tour Dr. Montaner's *Hope to Health* Facility in the DTES. He has an impressive clinical and research program underway. We thought some of you might be interested to learn more about his approach and program.

The H2H team are very pleased to welcome Council for a tour and have requested we focus on one date. They have offered two options for that tour date:

- Thurs, April 20th or Thurs. April 27th
- 10:00 a.m. start; 90 min tour

If you are interested, please rsvp to Sarah.pickstone@vancouver.ca with your preferred date. As with the Seymour OPS, we will select the time that works for the most people.

Some information is attached for your review as you consider this invitation.

Best,

Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x^wməθk^wəyəm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

HOPE TO HEALTH OVERVIEW

FEBRUARY 2023



625 Powell Street
Vancouver, BC V6A 1H2



SCS: 604-416-2871
Clinic: 604-416-1517



www.bccfe.ca

About Hope to Health

Opened in late 2019, the BC-CfE's Hope to Health (H2H) clinic is an interdisciplinary primary care service in Vancouver's Downtown Eastside. H2H's team-based approach to primary health care is based on the best evidence for service design in engaging marginalized populations. Clinical services at H2H were also planned using evidence and best-practices and refined under an ongoing quality improvement (QI) approach. Psychosocial supports offered at H2H include helping clients in areas of housing, income, social supports, and behavioural interventions.



Hope To Health Complex Includes



SUPERVISED CONSUMPTION SITE



SAFER DRUG SUPPLY



PRIMARY CARE CLINIC



CLINICAL & BEHAVIOURAL RESEARCH STUDIES



CLINICAL RESEARCH LABORATORY

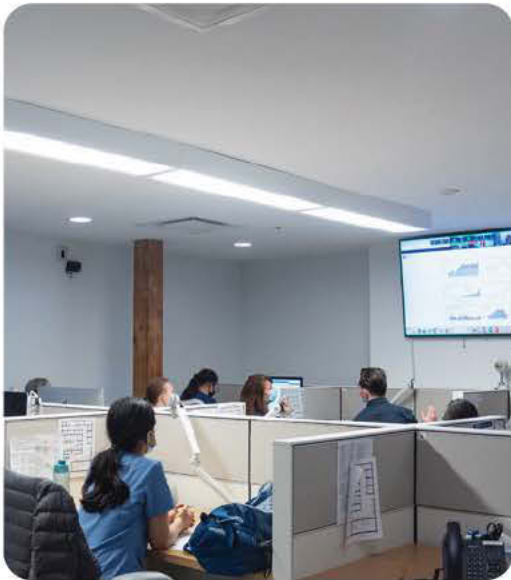
Before H2H opened, DTES residents relied extensively on the publicly-administered community health centres (CHCs) in the neighbourhood. CHCs have difficulty in engaging and retaining clients with complex medical and psychiatric needs and also have limited capacity to enroll new clients.

The most marginalized DTES residents predominantly access health care through emergency services at one of three hospitals in central Vancouver. Many patients discharged from acute care stays in hospital do not have an identified primary care provider resulting in limited outpatient follow-up and frequent re-admission.

HOPE TO HEALTH LOCATION

Fig 1: Downtown East Side Map





HOPE TO HEALTH STAFFING

Fig 2: 625 charting room

H2H staffing consists of various primary care teams and one triage team. Each primary care team has a family doctor, social worker, peer, medical office assistant, and casual LPN and RNs. Teams are supported by a behavioural consultant, a clinical pharmacist, a phlebotomist and a clinic coordinator. The triage team focuses on triaging walk-ins, and unattached clients who may have urgent care needs. Limited psychiatric consultations are provided by an on-site psychiatrist. Other specialized services are being offered including Infectious Diseases Consultations, behavioural interventions to manage Stimulant Use Disorders and Complex Chronic Pain and substance use disorders.



HOPE TO HEALTH SERVICES

Fig 3: clinic

H2H is open during regular business hours with access for after-hours consultation by an on-call physician. Services are wrapped around client needs, with proactive system of care, and use of Electronic Medical Record (EMR).



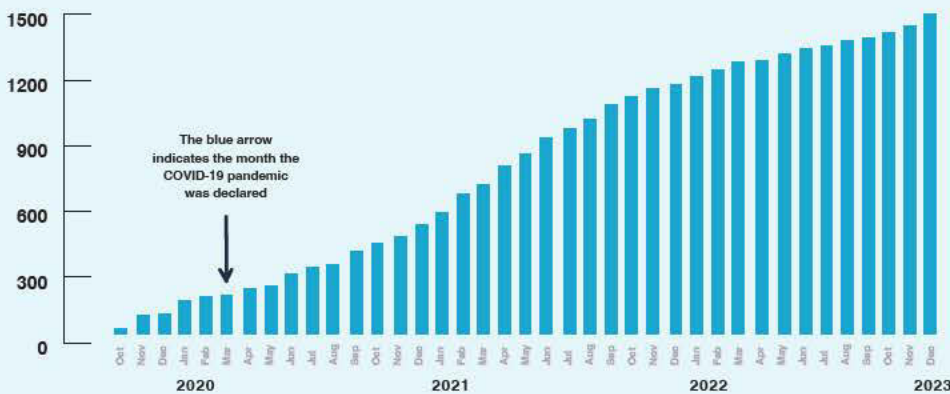
HOPE TO HEALTH PERFORMANCE AND QUALITY:

Fig 4: 647 lab

H2H clinic service uses performance and quality measures to drive quality improvement. A scientific evaluation of H2H will be carried out with a grant from the Canadian Institute of Health Research (CIHR).

H2H PRIMARY CARE SERVICES

Fig 5: number of clients

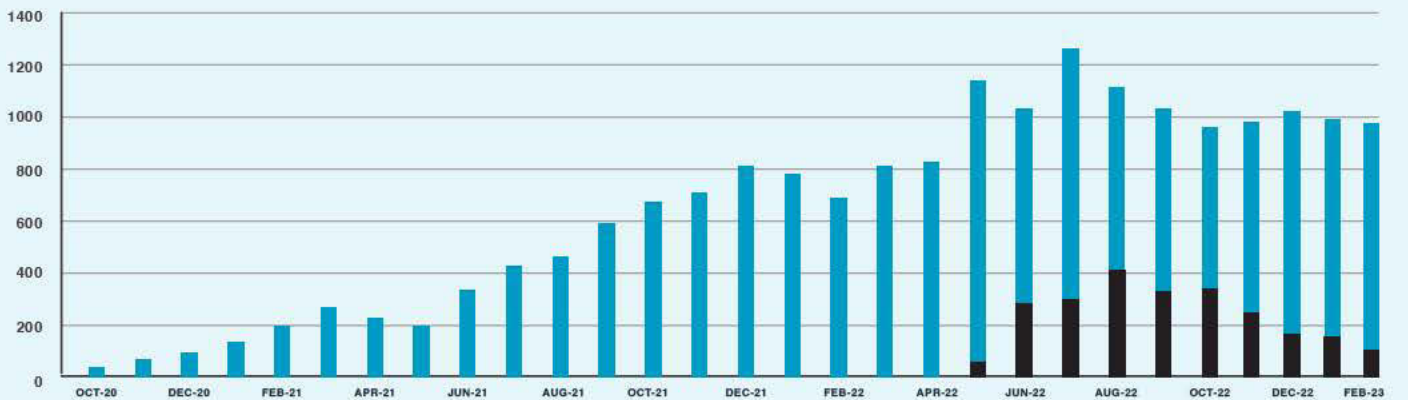


- 
1480
 CLIENTS ENROLLED
- 
86%
 CLIENTS ARE ENGAGED
- 
85%
 CLIENTS HAVE DOCUMENTED THEIR OWN GOALS (EMPOWER)
- 
200
 ACTIVE CLIENTS WITH A DIAGNOSIS OF OUD 98% HAVE AN ACTIVE OAT/RM PRESCRIPTION

Total SCS Visits Reported Since Opening (Oct. 2020)

TOTAL VISITS TO SCS

Fig 6: Average of 969 visits/months In 2022



2662 HARM REDUCTION SUPPLIES DISPENSED

85 TOTAL OVERDOSES

0 FATAL OVERDOSES

Data For The Month of February

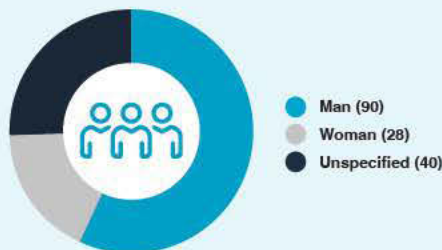
OVERDOSES & HARM REDUCTION

Fig 7: Interventions



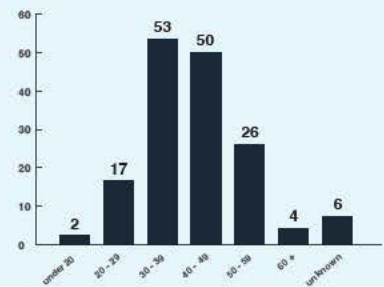
CLIENT IDENTIFIED GENDER

Fig 8: gender



CLIENT AGE DISTRIBUTION

Fig 9: age In years



SITE OVERVIEW & USAGE DATA

Fig 10: monthly overview

Total Number of Visits	962
Total Number of Consumptions	685
Number of Unique Clients	158
New Clients	24
EMS Services Called	0

DRUGS CONSUMED BY VISIT

Fig 11: client Identified substances

