

November 21, 2018

Joseph Zhou

Manager Vendor Selection

Procurement@vch.ca

Tel: 604-829-2565

Subject: REFOI 2018-BISS-011 (Pearson Health Care Hub and Urgent Primary Care Centre)

Dear Mr. Zhou,

Seymour Medical Group is pleased to submit our response to the above mentioned REFOI as follows;

Core Business:

Seymour's core business is operating large scale multi-disciplinary Primary Care Health Centres with the guiding principles of a Patient Medical Home (PMH's) consisting of team-based wrap around patient care and all-services under one roof. Seymour's short-term key objective is work with collaboration with VCH and DoFP to create PCN's which will include UPCC's, PMH's to improve patient Access and Attachments in Vancouver region providing continuity of care and right care at right time initiatives.

Experience:

Seymour currently own and operate Seymour Health Centre. Western Canada's largest medical centre offering Primary Care Physicians, Specialists, Nursing and MOA support, all under one roof. Proudly serving the Greater Vancouver community since 1937, we believe the key to our success is the ongoing commitment of our team to delivering excellent, personalized health care services.

- hours of operation 0730AM-6:00PM Six days a week.
- 30 FTE GP's, 20 Specialists, 5 Nurses, 26 MoA's
- 1530 W7th Ave, with over 80,000 attached Patients

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Seymour has been rated Top #1 Medical Centre in Vancouver 4 years in a row by Georgia Straight Newspaper. Seymour have been operating BC's largest PMH for many years as stated above.

The Seymour Health team is currently innovating health care by implementing Vancouver's first UPCC, becoming an integral part of developing the City Centre PCN. Seymour Health's leadership has supported VCHs and VDoFP vision by being involved in physician engagement with City Centre GPs. To have their buy-in Seymour Health's leadership along with VCH and DoFP has spoken directly with City Centre GPs and advocated for the innovation of Primary Health Care via the UPCC and PCN.

Vision for the Site:

Seymour will operate both HCH and UPCC as a sole proponent and will utilize all 45,500 square feet providing the following healthcare services

- UPCC
- Patient Medical Home that will consist of GP's and Specialists along with full allied health care teams providing full wrap around care
- Full Lab and Full DI Services along with ultrasound ECG and Pharmacy operations

Once selected, Seymour will start negotiations with VCH to either buy or lease the premises as a sole proponent for the whole site. Due to the significant investment required and long-term stability Seymour is proposing to purchase of 96,000 square feet from VCH and will offer a long-term lease back to VCH for the 50,500 square feet as VCH requirement.

UPCC/HCH OPERATING MODEL:

UPCC will provide urgently needed primary care services for patients with injuries, illnesses and conditions that should be addressed by a health care provider within 12 to 24 hours, but do not require the level of service or expertise found in an emergency department of a hospital. The Seymour Group already has been selected as a service provider (operator) by VCH to operate this UPCC at 1290 Hornby Street, City Center Downtown Vancouver. Seymour is an experienced service provider of primary care services and has the expertise, capability and resources necessary to deliver these services. This model will provide the following services at a single site:

1. Direct Patient Care: provision of medical services including taking of complete histories; conducting physical examinations and investigations for conditions; conducting consultations; performing assessments; making diagnoses and providing treatment; conducting special consultations including histories, physical examinations, review of X-rays and laboratory findings, and providing written reports.
2. On-site X-ray, Ultra Sound and ECG Services for "Continuity of Care" and "Right Care at Right Time at Right Place" Ministry Initiatives.
3. On-site full Laboratory Services for "Continuity of Care" and "Right Care at Right Time at Right Place" Ministry Initiatives.

Outcomes

1. Enables access to urgent primary care for patients with injuries, illnesses and conditions that should be addressed by a health care provider within 12 to 24 hours, but do not require the level of service or expertise found in an emergency department of a hospital.

2. Provides patient-centered, effective, efficient, and equitable urgent primary care to these patients.
3. Supports patient attachment to Family Practitioners and/or PMHs, through appropriate mechanisms defined in partnership with respective Division(s) of Family Practice.
4. Connects and coordinates care for UPCC patients with appropriate and needed Primary Care Network – other primary care providers, allied health care providers, social care, and community-based services.

The UPCC and HCH is envisioned as part of the PCN (which will comprise a network of Patient Medical Home (PMH), health authority primary care services, and community organizations providing primary care) in this south Vancouver area. PMHs are primary care practices working towards achieving attributes that include providing accessible, timely, comprehensive, continuous and coordinated services. This PCN will achieve eight (8) core attributes of a high quality, sustainable PCN, by providing:

1. Process for ensuring all people in a community have access to quality primary care and are attached within a PCN.
2. Provision of extended hours of care including early mornings, evenings and weekends.
3. Provision of same day access for urgently needed care through the PCN or an Urgent Primary Care Centre.
4. Access to advice and information virtually (e.g. online, text, e-mail) and face to face.
5. Provision of comprehensive primary care services through networking of PMHs with other primary care providers and teams, to include maternity, inpatient, residential, mild/moderate mental health and substance use, and preventative care.
6. Coordination of care with diagnostic services, hospital care, specialty care and specialized community services for all patients and with particular emphasis on those with mental health and substance use conditions, those with complex medical conditions and/or frailty and surgical services provided in community.
7. Clear communication within the network of providers and to the public to create awareness about and appropriate use of services.
8. Care is culturally safe and appropriate.

This UPCC and PCN will have linkages with Specialized Community Services Programs (SCSPs), Specialists, community agency services, and acute care, to ensure that the client has a seamless transition to all required services on the continuum of care. Strong linkages to the existing services in Pearson/dogwood area will be supported by Electronic Medical Record (EMR) [REDACTED] and clear client pathways. The aim is to develop a system where communication and care coordination are simple and intuitive for both clients and providers. This work will evolve over time as the PCN develops and integrates with the existing services.

Through this model, Seymour along with its key partners as VCH and DoFP will aim to address the following key objectives of the UPCC/PMH/PCN model:

1. Access;
2. Attachment;
3. Coordination of care;
4. Clinical quality of care;

The impact will be significant:

- Having multiple services within a single site will provide patients with single-visit access to services, thus saving time for patients, improving the efficient delivery of services, and providing better patient experience and care outcomes.
- Congestion will be reduced at hospital DI/Lab facilities, thereby improving their capacity to focus on servicing acute patients.
- By offering extended daily hours and operating 365 days per year, patients will be provided with more options and better accessibility to healthcare services.

In Conclusion, Seymour will continue to be part of this PCN Care Model being developed by in collaboration between Seymour, VCH, VDoFP, and Doctors of BC. This model will have significant impact on improving patient access and attachments. We look forward to going through this REFOI process as quickly as possible in order that we can serve our patients through this new model of coordinated care at this Pearson Dogwood site.

Sincerely,

Sabi Bining, MBA
Chief Executive Officer,
Seymour Health Center Inc.