

# HOPE TO HEALTH OVERVIEW

REPORTING QUARTER: MARCH 2024



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**



**PHARMACY  
SERVICES**

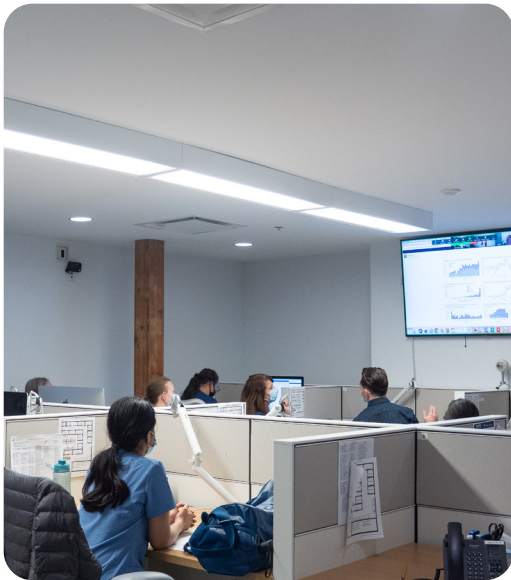
Before H2H opened, DTES residents relied extensively on the publicly-administered community health centres (CHCs) in the neighbourhood. CHCs have difficulty in engaging and retaining clients with complex medical and psychiatric needs and also have limited capacity to enroll new clients.

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

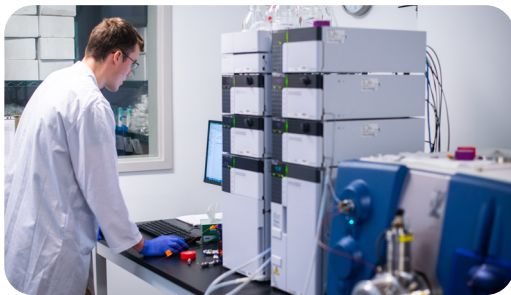
H2H staffing consists of various primary care teams and one triage team. Each primary care team has a family doctor, social worker, peer, medical office assistant, and casual LPN and RNs. Teams are supported by a behavioural consultant, a clinical pharmacist, a phlebotomist and a clinic coordinator. 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).



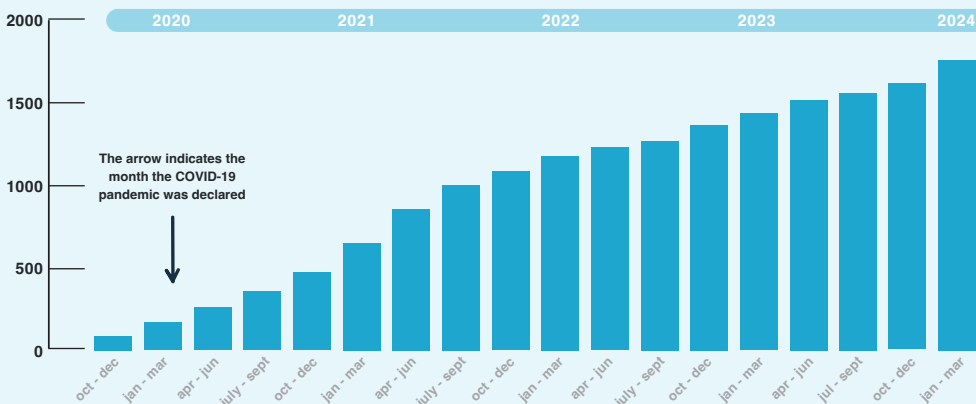
### HOPE TO HEALTH PERFORMANCE AND QUALITY

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

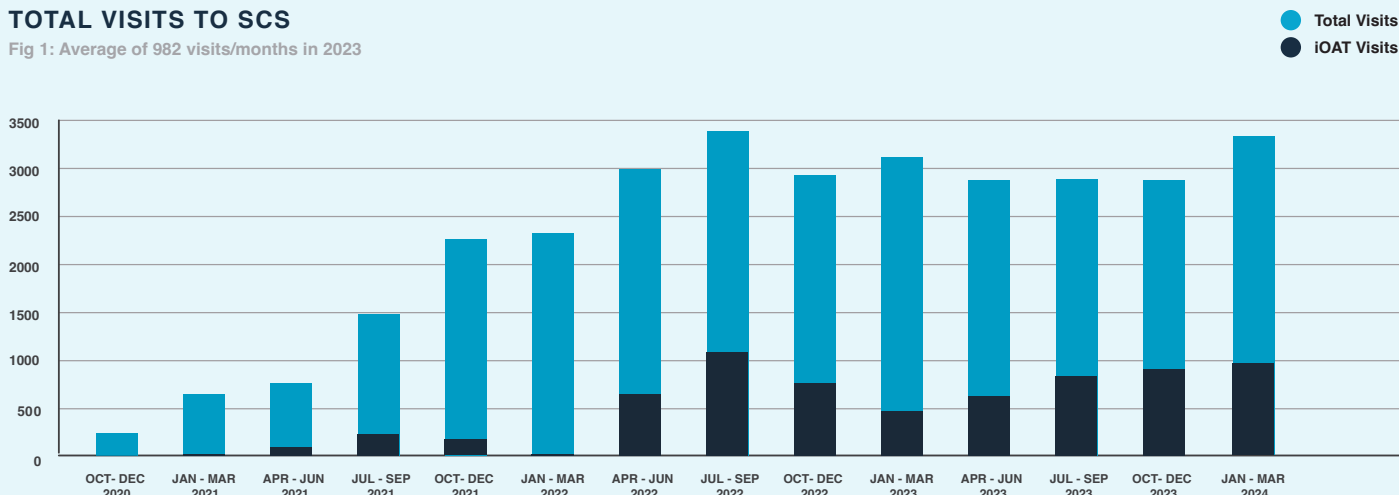


- 1725**  
CLIENTS  
ENROLLED
- 87.8%**  
CLIENTS ARE  
ENGAGED
- 84.5%**  
CLIENTS HAVE DOCUMENTED  
THEIR OWN GOALS (EMPOWER)
- 332**  
ACTIVE CLIENTS WITH A DIAGNOSIS  
OF OUD - 100% HAVE AN ACTIVE  
OAT/RM PRESCRIPTION

Total SCS Visits Reported Since Opening (Oct. 2020)

TOTAL VISITS TO SCS

Fig 1: Average of 982 visits/months in 2023



**5858** HARM REDUCTION SUPPLIES DISPENSED

**136** TOTAL OVERDOSES

**0** FATAL OVERDOSES

Data For The Month of March

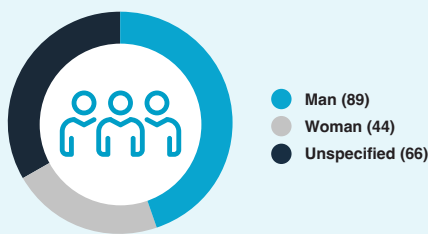
OVERDOSES & HARM REDUCTION

Fig 2: interventions



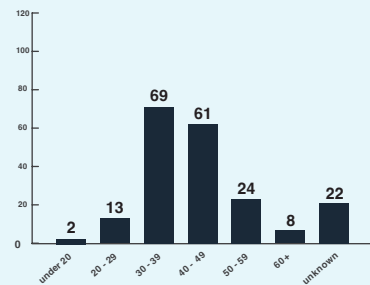
CLIENT IDENTIFIED GENDER

Fig 3: gender



CLIENT AGE DISTRIBUTION

Fig 4: age in years



SITE OVERVIEW & USAGE DATA

Fig 5: monthly overview

Total Number of Visits	1139
Total Number of Consumptions	863
Number of Unique Clients	199
New Clients	55
EMS Services Called	0

DRUGS CONSUMED BY VISIT

Fig 6: client identified substances

