RUIS McGill

Population of 1.7 million people, spread out over more than 63% of the Quebec territory or 953,000 km²

A network that assures specialized and super-specialized services to the population
The MUHC in Numbers

- 40,000 admissions
- 173,000 visits to ER
- 35,000 surgical procedures
- 717,000 ambulatory visits
- 3,800 deliveries
- 3,988,000 kg of laundry washed
- 2,310,000 meals served
- 12,425,000 clinical lab tests
- 532,000 medical imaging tests

- 151,000 electrocardiogram (ECG) tests
- 35,000 nuclear medicine tests / procedures
- 34,000 radiation oncology treatments
- 550 researchers
- 1,800 peer-reviewed publications
- 1,900 clinical studies
Our Model: The Six P’s of Transition

- **PEOPLE**
  - Workforce Planning
  - Training/Development
  - Team Effectiveness
  - Work Climate

- **PERFORMANCE**
  - Clear Vision and Goals
  - Evaluation of Performance
  - Indicators and Outcomes

- **PARTNERSHIPS**
  - Liaisons with Community and Families
  - MUHC Transversal Services
  - Integration of Services

- **PHYSICAL SPACE**
  - Work Space
  - Patient Rooms
  - Distance to Consulting Services
  - Environment

- **PROCESSES**
  - Workflow
  - IS/IT Infrastructure
  - Patient Flow
  - Interventions/Support Services

- **PRACTICE**
  - Evidence-Based
  - Harmonization
  - Documentation
  - Guidelines, Policies & Procedures
  - Patient Education Materials

**PATIENT-FAMILY CENTERED CARE**
Ongoing research collaborations with 51 countries worldwide
MUHC 2015: Physical Moves
The Glen Site
Surgical Block C, Hybrid OR
Adult Emergency Dept, Rapid Assessment Room
C-block, 8th Floor, Inpatient Room
MRI, Block B
Cyberknife
CIM, Evaluation & Patient Room
Pneumatic Tube System
ScrubEx
RI-MUHC, Block E, Pneumatic Tube
Our Story in a Nutshell

- Construction
- Transition
- Activation
- Move Day
- Challenges
Construction

- PPP
- 53 months
  - Apr.1, 2010-Oct. 1, 2014
- 4 weeks late
- Payment at construction completion
  - $580,000,000
Transition

- Organizational readiness
  - Harmonization and optimization of practices
  - Consolidation of teams
- IT/IS
- Equipment purchases
- 2007 Clinical Plan implementation
Activation

- Site Readiness
  - 12 weeks vs 16 weeks
  - 46,000 minor deficiencies
  - Equipment installation
  - Training and orientation of 8,000 staff
  - Security access
  - Ventilation, electricity, electrical outlets, etc.
Move Day

- War Room
  - 3 weeks prior to move
- Command Room
  - Day of move
  - Site of transfer and receiving site
- Coordination with all partners
  - Network hospitals, Urgences-Santé, Medicar, MSSS
  - Emergency measures, etc.
Challenges

- Human
- Financial
- Quality
- Academic
Mission Accomplished