

CITY OF HAMILTON

MOTION

General Issues Committee Date: July 9, 2012

MOVED BY COUNCILLORB. McHATTIE

SECONDED BY COUNCILLOR

Hamilton Health Sciences Urgent Care Centre in West Hamilton – Reduction to Hours of Operation

Whereas, Hamilton Health Sciences (HHS) closed the McMaster University Medical Centre (MUMC) adult emergency department in favour of a pediatric emergency department in spring 2011,

And Whereas, Hamilton Health Sciences opened an Urgent Care Centre in April 2011, to assist patients in west Hamilton by providing low acuity patient care from 8:00 a.m. to 10:00 p.m.,

And Whereas, using data for less than a year’s operations of the Urgent Care Centre, Hamilton Health Sciences will be reducing the hours of the facility July 1 2012 by 14 hours per week, to 9:00 a.m. to 9:00 p.m.’

And Whereas, the reasons for the cutbacks are unclear and may relate to the new facility not being adequately advertised, or other issues,

And Whereas, Hamilton Health Sciences made their decision to cut the hours of the Urgent Care Centre with no consultation with the public, nor the City of Hamilton, namely the Emergency Medical Care group (ambulance service);

And Whereas, City of Hamilton data demonstrates a negative impact on ambulance response times following the reduction in service experience following the closure of the MUMC adult emergency department, and that a reduction in service hours in the Urgent Care Centre may similarly result in negative impacts to City of Hamilton EMS services.

Therefore Be It Resolved:

- (a) That HHS be requested to provide Hamilton City Council with data relating to the operation of the Urgent Care Centre as reported to the Ministry of Health via Provincial "Pay for Performance" indicators including but, not limited to, numbers and ages of patients registered, including visitation times; and data outlining patients who left without being seen for all months that the Urgent Care Centre has been open; and
- (b) That HHS be requested to provide Hamilton City Council with the Urgent Care Centre marketing and attraction plan, including number of patients expected and planned for, understanding that patients from west Hamilton, Dundas, and Flamborough can no longer use the McMaster University Medical Centre adult emergency department.