First Nations Health Authority: Background

• Vision: Healthy Self-determining and Vibrant BC First Nations, Children, Families and Communities

• Seven Directives of First Nations Health Governance

• Health Transfer achieved October 1, 2013
First Nations Health Governance in BC

- Technical Support
  - First Nations Health Directors Association
  - Regional Representatives
- Political Advocacy
  - First Nations Health Council
  - Regional Caucuses & Representatives
  - Chiefs and Tribal Leaders
- Service Delivery
  - Community level service delivery
  - Regional Collaboration
  - First Nations Health Authority
First Nations Health Authority: Organizational Functions

POLICY, PLANNING & STRATEGIC SERVICES

CENTRAL STRATEGIC SERVICE & SUPPORT

PLANNING & POLICY
Supports strategic integrated planning & policy development throughout FNHA, with the FNHC and the FNHDA, and across the five regions.

RESEARCH, ANALYSIS & KNOWLEDGE MGMT
Supports strategic integrated planning, policy development, and decision-making through delivery of critical research, analysis & information.

COMMUNICATIONS
Supports FNHA's overarching internal and external communication, marketing, branding & PR requirements; and also supports the regional teams through the development of communications strategies and related materials, tools and other communication support.

STRATEGIC SERVICES
Provides strategic support and coordination to the startup, development, and shaping of a wide range of health projects and initiatives.

REGIONAL TEAMS

Northern Region

Vancouver Island Region

Interior Region

Vancouver Coastal Region

Fraser Region

The five regional teams function as a strategic integrated whole within an overarching framework of principles, standards, policies and practices to deliver health programs and initiatives to meet region-specific objectives.

Provide regional perspectives & considerations

FNHA DEPARTMENTS

Health Services

Health Benefits

HR & OO

Finance

IIMS

Corporate Services

Provide leadership & expertise to the continued development, management & delivery of health & wellness programs & implementation of the health plan.
Vancouver Coastal Health

- Diverse health care needs
- Community and residential health care
- First Nations and Aboriginal community members

http://aboriginalhealth.vch.ca/first-nations-and-aboriginal-communities/community-we-serve/
Aboriginal Health Strategic Initiatives: Vancouver Coastal Health

- Aboriginal Services
- Aboriginal Health Initiative Program
- Service contracts
- Aboriginal Patient Navigators
- Aboriginal Wellness Program
- Regional Partnership Accords

http://aboriginalhealth.vch.ca/home/
VCH and FNHA Partnership Accord May 2012

• Aboriginal Health Steering Committee
• Aboriginal Health Operations Council
• Urban Aboriginal Health Strategy
• Regional Health and Wellness Plan
• Culturally Competent and Responsive Strategic Framework
VCH First Nations and Aboriginal Culturally Competent and Responsive Strategic Framework

- **Partnership Accord**
  - Aboriginal Health Operations Council
  - Working Group

- **Partnerships**
  - Vancouver Coastal Caucus
  - Aboriginal Health Steering Committee

- **SET**
  - Aboriginal Health Operations Council
  - VCH Senior Leadership Team
Coming Together

Members of the Working Group:

* Clinical Practice Initiatives Lead, Aboriginal Health
* Aboriginal Nurse Practice Leader, Providence Healthcare
* Regional Manager, Integrated Risk Management
* Communications & Public Affairs, Policy Consultant, Population Health
* Leader, Community Engagement
* Regional Manager, Clinical Education
* Assistant Director, Vancouver Coastal Health Research Institute
* Freedom of Information and Policy Advisor
* Ethicist VCH and Clinical Professor, Faculty of Medicine, UBC
* Regional Practice Initiatives Lead

* Accreditation & Patient/Client Satisfaction Leader
* Coordinator, Staff Education & Development
* Director, Real Estate, Leasing & Property Management Fraser Health, Providence Health Care, PHSA and VCH
* Knowledge Exchange Leader, Aboriginal Health
* Regional Leader, Early Childhood Development

Members from outside VCH:

* Senior Consultant, Kahui Tautoko Consulting Ltd
* Senior Advisor, Policy, Planning and Strategic Services, FNHA
* Regional Director, Vancouver Coastal Region, First Nations Health Authority
* Senior Policy Officer, First Nations Health Authority
Challenges and Opportunities

* Varied knowledge and awareness of First Nations and Aboriginal people

* Setting the foundation

* Being assured commitment from the leadership
Successes

* Having external partners to defer to and to center the work
* Partnership Accord
* Commitment to the work
What is Cultural Competency?

* Cultural competency
* Cultural safety
* Cultural responsiveness

https://www.youtube.com/watch?v=xw9BBb8LhYw
VCH First Nations and Aboriginal Culturally Competent and Responsive Strategic Framework: Foundation

VCH True North Goals

First Nations Perspectives on Wellness
VCH First Nations and Aboriginal Culturally Competent and Responsive Strategic Framework

First Nations and Aboriginal People

- Environmental
- Social

Nation

Land

- Culturally Competent Organization
- Culturally Safe Environment
- Culturally Competent Board, Management and Staff
- Culturally Appropriate Structural and Clinical Processes

Human Being

Community

Family

Improved Health and Well-Being Outcomes
FIRST NATIONS AND ABORIGINAL CULTURALLY COMPETENT AND RESPONSIVE STRATEGIC FRAMEWORK (CCRSF)
First Nations and Aboriginal People Health and Well-Being Outcomes

FIRST NATIONS PERSPECTIVES ON WELLNESS

LAND
Land is the foundation around which First Nations people centre their cultural identity. It sustains and nourishes people physically, emotionally, spiritually and mentally.

FAMILY
In First Nations families, each family member has a role and responsibility. Family is the support base; it is where people come from. It is a broad concept including who one cares for, support systems, or traditional family systems.

COMMUNITY
Communities are where families come together to address the wellness of community members. Communities are where people come from and where they live and work. There are many different kinds of communities.

NATION
Nations are communities that work together to achieve specific goals or objectives. Nations are the broader community outside one’s immediate and extended families and communities.

CCRSF & TRUE NORTH GOALS

LEADERSHIP & STAFF
Cultural competency is foundational in achieving organizational change and it begins with staff and leadership

Goal: Develop the best workforce

STRUCTURAL & CLINICAL PROCESSES
Structural & clinical processes provide a support base for one’s work. This means developing innovative structures and processes to form the support base for cultural competency practice.

Goal: Innovate for Sustainability

SAFE ENVIRONMENTS
This represents the access of culturally safe environments where people work and receive services, as well as culturally safe services delivery practices, which increase access and safety.

Goal: Provide the best care

MEANINGFUL & STRATEGIC PARTNERSHIPS
Working with First Nations and Aboriginal leadership and communities through respectful partnerships and collaborations is integral to improving health.

Goal: Promote better health for our communities
Leadership and Staff (Land)

Goals:

1. Cultural Competency Training:
Leadership and staff have access to cultural competency training opportunities.
Leadership and staff participate in First Nations and Aboriginal cultural competency training.

Examples of Indicators:
* First Nations and Aboriginal participation at governance level
* All Board members have participated in First Nations and Aboriginal cultural competency educational opportunities
Goals:

1. Leverage Technology:
Leverage technology to inform and support culturally competent and responsive care delivery

2. Innovative Practices:
Identify and replicate innovative culturally competent practices across VCH.

3. VCH Practices:
Embed culturally competent and responsive practices into all levels of care (at the regional, department and unit level).

Examples of Indicators:

* Information on health service utilization and health outcomes is regularly made available to First Nations and Aboriginal communities

* Ongoing work at the provincial level to develop a metric for tracking changes in staff practice as a result of cultural competency training
Culturally Safe Environment & Services (Community)

Goals:

1. Access Barriers:
Address access barriers through culturally competent and responsive initiatives.

2. Continuum of Care:
Improve coordination across the continuum of care.

3. Physical Space:
Create, maintain and use physical space for culturally competent and responsive care within VCH facilities.

Examples of Indicators:

* Cultural components are documented and incorporated into intake, needs assessment, care planning, treatment and discharge planning processes

* Appropriate facilities in place in hospital facilities for First Nations and Aboriginal families for ceremonial and other purposes
Meaningful and Strategic Partnerships (Nation)

Goals:

1. Respectful Partnerships:
   Encourage respectful and shared decision-making between partners.

2. Collaboration:
   Embed collaboration and shared decision-making in the planning, delivery and evaluation work that we do.

3. Post-Secondary Institutions:
   Build the human resource capacity within health care systems by partnering with education partners and FNHA.

Examples of Indicators:

* Partnership Accord representatives (FNHC, FNHA and VCH) indicate a high level of satisfaction with their relationship
* Post-secondary institutions are partnering with First Nations communities to provide training / learning opportunities ‘closer to home’
The St. Paul Hospital Experience

How you want to be treated.
Hospitals Are Not Hospitable

- Relationships
- Communication
- Family and community can be a source for wellness and safety
- Cultural practices
Creating Culturally Safe Space

WHAT IT TAKES: EXAMPLES in PRACTICE

the COMMUNITY leads

ENCOURAGING SUPPORT
- Formal & informal programs
- Family life
- Privacy
- Experiential "outside expert"

CULTURAL SAFETY
- Spirit
- Wellness
- Full expression of self

CULTURE as a FOUNDATION FOR
Health + Wellness

LEAVING BEHIND:
- Expectations
- Acceptance
- Complexity

ACTION
- Education
- Partnership
-olon

CURRICULUM:
- Cultural Safety
- Spirit
- Wellness
- Full expression of self

SUPPORT:
- Family
- Privacy
- Experiential "outside expert"

COMMUNITY:
- Spirit
- Wellness
- Full expression of self

SUCCESS
- "Be my best relational nurse!"

Barriers:
- Stigma
- Embarrassed
- Family pulling away
- Risk/Transmission
- Misconceptions
- Action tied to local context
- Testing tied to social factors
- Gossip
- Previous health care experiences

TRUSTED ELDERS
- Mentoring
- Modelling

EVIDENCE OF SUCCESS
- Partnership
- Dzaawadaenuxw FN, Mowmekw FN, Nor'k Island
Small Steps...

* Educate staff on Cultural Safety and Competency
* Aboriginal Health Improvement Committee
* Collaborative Partnerships with VCH, PSHA
* Creating Opportunities for Ceremony in Hospital
* Being Culturally Present and request help and support from the community
* Creative collaborative partnerships with Aboriginal wellness and Health promotion programs
St. Paul’s All Nations Sacred Space
What has worked for Providence?

* Learn to see through a Indigenous lens
* Work with Community Elders and Youth to create safe spaces
* Be strategic
* Look to leadership from the community
* Be accountable
* Get support
* Who do you stand for?
* Who do you stand with?
St. Paul’s All Nations
Sacred Space Experience
In loving memory of:

Terry Haines
Partner, Son, Brother, Uncle, Friend, Warrior
Implementing Culturally Safe Initiatives: St. Paul’s All Nations Sacred Space

Remember the 5 Principles of Cultural Safety

* Protocols
* Personal Knowledge
* Partnerships
* Process
* Positive Purpose
Ensuring Safe Spaces for Future Generations
Self-Assessment Checklist