



First Nations Health Authority  
Health through wellness

# Annual Report 2016/2017 Vancouver Coastal Caucus

**First Nations Health Authority**  
**Fall 2017**



First Nations Health Authority  
Health through wellness

# ANNUAL REPORT 2016/2017





# Performance Measures





ENHANCE FIRST NATIONS  
HEALTH GOVERNANCE

GOAL ONE



# Goal One Highlights

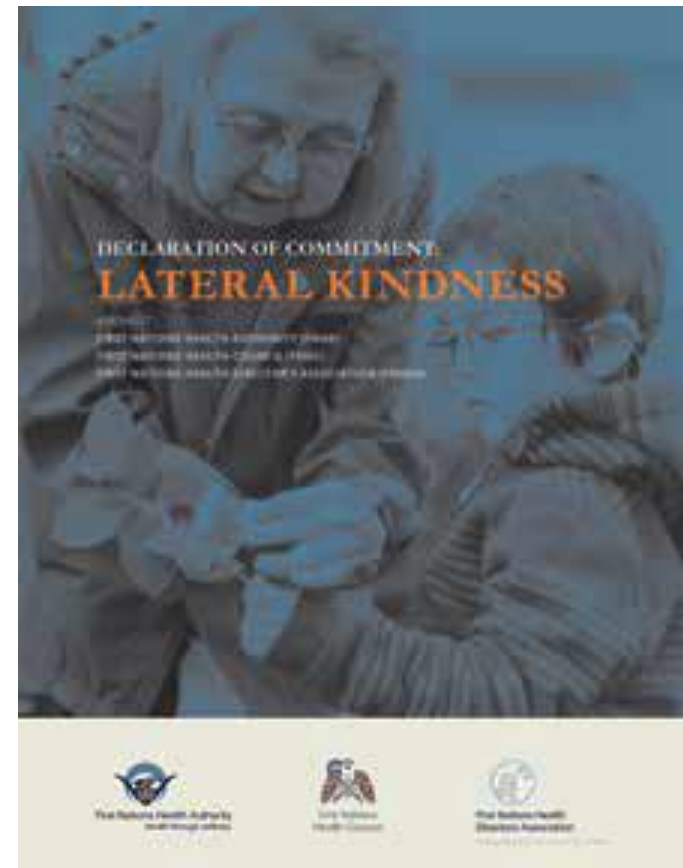
- **Regional Decision-Making**
- **Community Engagement and Governance**
- **Health Governance Partnership Activities**
- **Remembering Our Milestones!**





# Goal One Performance Measures

1. **Regional Caucus Satisfaction**
2. **Adoption of the Declaration of Lateral Kindness**
3. **Planned Partnership Activities Completed**





CHAMPION THE BC FIRST NATIONS  
PERSPECTIVE ON HEALTH AND WELLNESS



GOAL TWO



# Goal Two Highlights

## Cultural Safety and Humility

- 23 health regulatory bodies sign Declaration of Cultural Safety and Humility
- Cultural Safety and Humility Webinar Action Series







## Goal Two Highlights

- **First Nations and Indigenous Cancer Strategy**
- **Overdose Crisis – Sharing Tools and Resources**
- **Engagement Events and Wellness Grants**





## Goal Two Performance Measures

- 1. Participant Satisfaction with FNHA Sponsored Wellness Events and Initiatives**





ADVANCE EXCELLENCE IN PROGRAMS AND SERVICES

# GOAL THREE



# Goal Three Highlights

- **Robust Health Benefits, Mental Wellness and Environmental Public Health data collected**





# Goal Three Highlights

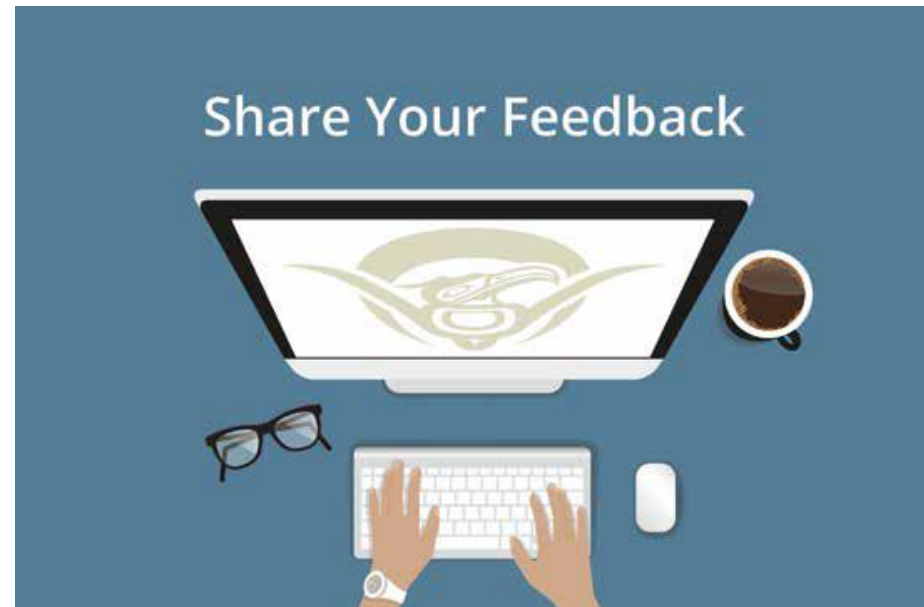
- **FNHA Quality Agenda**
- **Quality Forum 2017**
  - Pre-Forum: Members Dialogue Session
  - Best of Both Worlds Session





# Goal Three Performance Measures

- 1. Health Benefits Client Satisfaction Survey**
- 2. Partnership Satisfaction Between the FNHA and First Nations Health Organizations**





# GOAL FOUR



OPERATE AS AN EFFICIENT, EFFECTIVE AND EXCELLENT FIRST NATIONS HEALTH ORGANIZATION



# Goal Four Highlights

## Fostering a First Nations Organizational Culture

- 38% Self-Identified Aboriginal staff
- 62% of management are women
- FNHA commits to trauma-informed training

## Functioning at a High Operational Standard

- Ongoing Policy development
- Strengthening Privacy and Security
- New Occupational Health clinic opens

### FNHA FAMILY WORKFORCE PROFILE

NUMBER OF FNHA EMPLOYEES  
622

MANAGEMENT WHO ARE WOMEN  
62%

STATUS FIRST NATIONS EMPLOYEES  
35%

SELF-IDENTIFIED ABORIGINAL EMPLOYEES  
38%

COMPLETED SANYAS CULTURAL SAFETY  
TRAINING IN 2016/2017  
128

COMPLETED RESPECT IN THE WORKPLACE  
TRAINING IN 2016/2017  
160

COMPLETED BASIC SAFETY TRAINING IN 2016/2017  
183

COMPLETED AIRCRAFT DITCHING AND  
UNDERWATER EGRESS TRAINING  
36

COMPLETED WINTER DRIVING TRAINING  
24





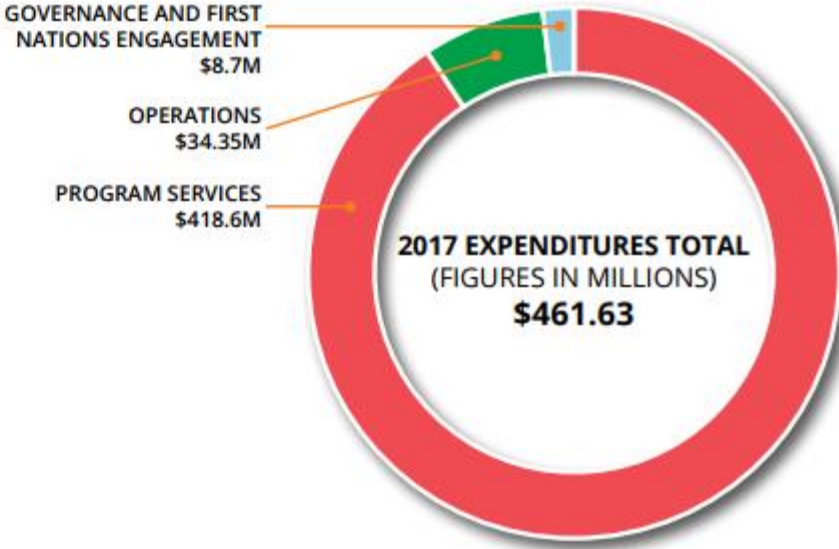
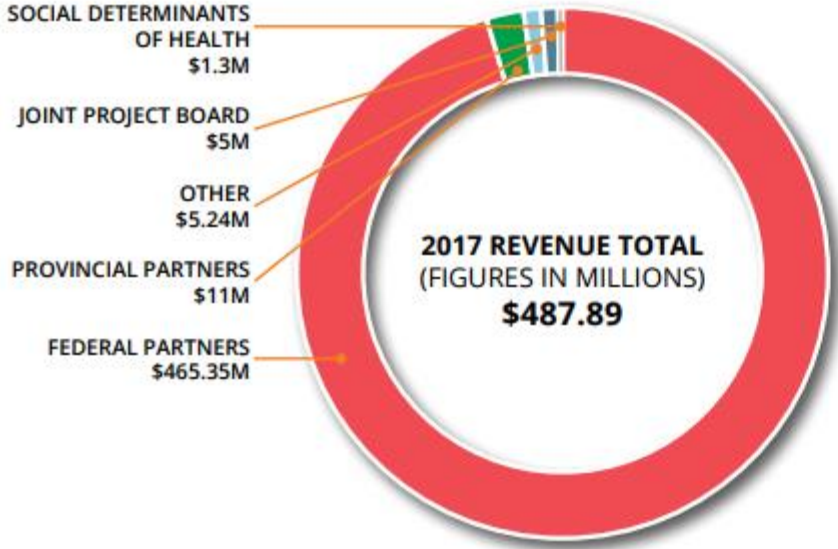
# Goal Four Performance Measures

1. Employee Engagement Survey
2. FNHA Operating Principles in Decision-Making





# Financial Report



Fi



What is your favourite wellness activity?



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# Current Trends and Future Directions, FNHA & Leadership Dialogue

Vancouver Coastal Caucus  
Fall 2017



# Purpose

- Provide highlights on key initiatives, including transition to PharmaCare and Jordan's Principle
- Discuss recent engagement with Health Directors and seek input on issues of importance
- Receive early feedback on key work in Mental Health
- Preface issues to be explored further over the next two days
  - *Emergency Management Sheet 1*



# Jordan's Principle

- Jordan's Principle established to end jurisdictional gridlock preventing First Nations children from receiving required services
- Jordan's Principle used to resolve payment disputes within and between governments – eligible services include education, health, childcare, recreation, culture and language
- FNHA is administering Jordan's Principle in BC at the request of the Government of Canada – within 48 hours we will examine and recommend supports to First Nations children and caregivers resolving delays and gaps in services
- FNHA's role does not interfere with the fiduciary relationship between the federal government and First Nations in BC
- System issues should also be examined



# FNHA Jordan's Principle Materials

**FACT SHEET**  
**Jordan's Principle**

**WHAT IS JORDAN'S PRINCIPLE?**  
Jordan's Principle is meant to prevent First Nations children from being denied essential services or experiencing delays in receiving them. Jordan's Principle:

- applies to all First Nations children
- involves all jurisdictional disputes, between federal departments or between federal and provincial governments
- provides payment for needed services by the government or department that first receives the request

To support Jordan's Principle, the Government of Canada is working to:

1. resolve situations where governments and departments cannot agree about who should pay for services and supports to meet the needs of a First Nations child
2. cover the costs for health and social services and supports for First Nations children in situations when a First Nations child does not have access to a publicly funded program usually available to other children
3. facilitate access to all services and supports for all First Nations children without delay or disruption

The Government of Canada's approach to supporting Jordan's Principle includes proactive measures to help prevent any delay in accessing needed services by First Nations children.

**JORDAN'S STORY**  
Jordan River Anderson was a five-year-old First Nations child from Norway House First Nation in Manitoba, born with a rare disorder that required hospitalization from birth. After spending the first two years of his life in a hospital, doctors felt he could return home. However, the federal and provincial government could not resolve who was financially responsible for the necessary home care in order for Jordan to return to his family in his home community 800 kilometers north of Winnipeg.

After spending over two years in hospital without cause while governments disputed who should pay for his at-home care, Jordan died in a hospital in 2005. On December 12, 2007, the House of Commons supported a motion focused on adopting an approach that addresses First Nations children's needs first. It was called Jordan's Principle.

**WHAT IS COVERED?**  
Examples of health services that may be considered under Jordan's Principle include:

- Home support and personal care; in-home nursing care; in-home respite; client assessment; case management; physiotherapy; occupational therapy; speech language therapy; in-home palliative care services for children; and certain nutritional supplements.

**Jordan's Principle in BC**

- 1 Make the call 1.866.913.0033**  
Tell us your needs in writing and then our staff will help you get the supports and services you need. We will support you in any situation that needs to be resolved and help you determine the best steps. If you are eligible for First Nations health services we will cover right away.
- 2 Get help dealing with the system**  
We will actively support you through the system process. Your staff needs, and work with you to:
  - get help early with your child's needs
  - identify designated care plans
  - coordinate your child and family to needed services
  - coordinate care across or overlapping service systems
  - expand your abilities as they change their needs
  - resolve unmet needs in your care
  - identify unmet needs in your care
  - report concerns you
- 3 Find out what treatment & supports you're eligible for under Jordan's Principle**  
We support access to government services like:
  - health care
  - education
  - mental health
  - medical equipment
  - speech therapy
  - and more
- 4 Referrals & assessments**  
Our staff may refer you to a specialist to help meet and monitor your child's needs. If you need a specialist, we will help you get the specialist you need. If you need a specialist, we will help you get the specialist you need. If you need a specialist, we will help you get the specialist you need.
- 5 Get treatment & support**  
Necessary equipment like prosthetic devices, hearing aids, and other services through federal funding is available. If you need a specialist, we will help you get the specialist you need.

**Our kids our cultures our futures are worth it**

**Our teachings tell us fairness is good medicine**

Help is available 1.866.913.0033  
fnha.ca/jordansprinciple jordansprinciple.ca

**I'm worried about my granddaughter**  
There's something wrong, and we live so far from town. What if she needs special care?

Our kids our cultures our futures are worth it

Jordan's Principle in BC

Help is available 1.866.913.0033  
fnha.ca/jordansprinciple jordansprinciple.ca



**Our kids our cultures our futures are worth it**

Jordan's Principle in BC

**Our teachings tell us fairness is good medicine**  
That's what Jordan's Principle is all about

**Jordan's story**  
Jordan River Anderson was from Norway House First Nation in Manitoba. He was born in 1999 with a rare disorder that required hospitalization from birth. After spending the first two years of his life in a hospital, doctors felt he could return home. However, the federal and provincial government could not resolve who was financially responsible for the necessary home care in order for Jordan to return to his family in his home community 800 kilometers north of Winnipeg.

After spending over two years in hospital without cause while governments disputed who should pay for his at-home care, Jordan died in a hospital in 2005. On December 12, 2007, the House of Commons supported a motion focused on adopting an approach that addresses First Nations children's needs first. It was called Jordan's Principle.

**Find out if Jordan's Principle can help a child you know**

**Culturally safe help for First Nations children and youth**  
All First Nations children, whether on- or off-reserve, from 0-19 years old, regardless of their health or social status, may be eligible for Jordan's Principle funding if they have an unmet service need.

**All children deserve the chance to get the care they need. That's Jordan's legacy.**  
On December 12, 2007, the House of Commons supported a motion focused on adopting an approach that addresses First Nations children's needs first. It was called Jordan's Principle.

It aims to make sure First Nations children and youth with unmet needs can receive services.

1.866.913.0033  
www.fnha.ca/jordansprinciple

First Nations Health Authority

**Billy's a sweet kid, but he seems younger than his classmates.**  
I feel he needs to be assessed, and get some special help. It's not fair to leave Billy behind.

**Our teachings tell us fairness is good medicine**

Jordan's Principle in BC

Help is available 1.866.913.0033  
fnha.ca/jordansprinciple jordansprinciple.ca

**I'm sick of getting the runaround every time I call someone for help.**  
Chaylene needs weekly physiotherapy. I thought there would be services for her.

**It takes strength & community to ask for help**

Jordan's Principle in BC

Help is available 1.866.913.0033  
fnha.ca/jordansprinciple jordansprinciple.ca

**I'm worried about my granddaughter.**  
There's something wrong, and we live so far from town. What if she needs special care?

Help is available

JORDAN'S PRINCIPLE IN BC



## Transition to PharmaCare

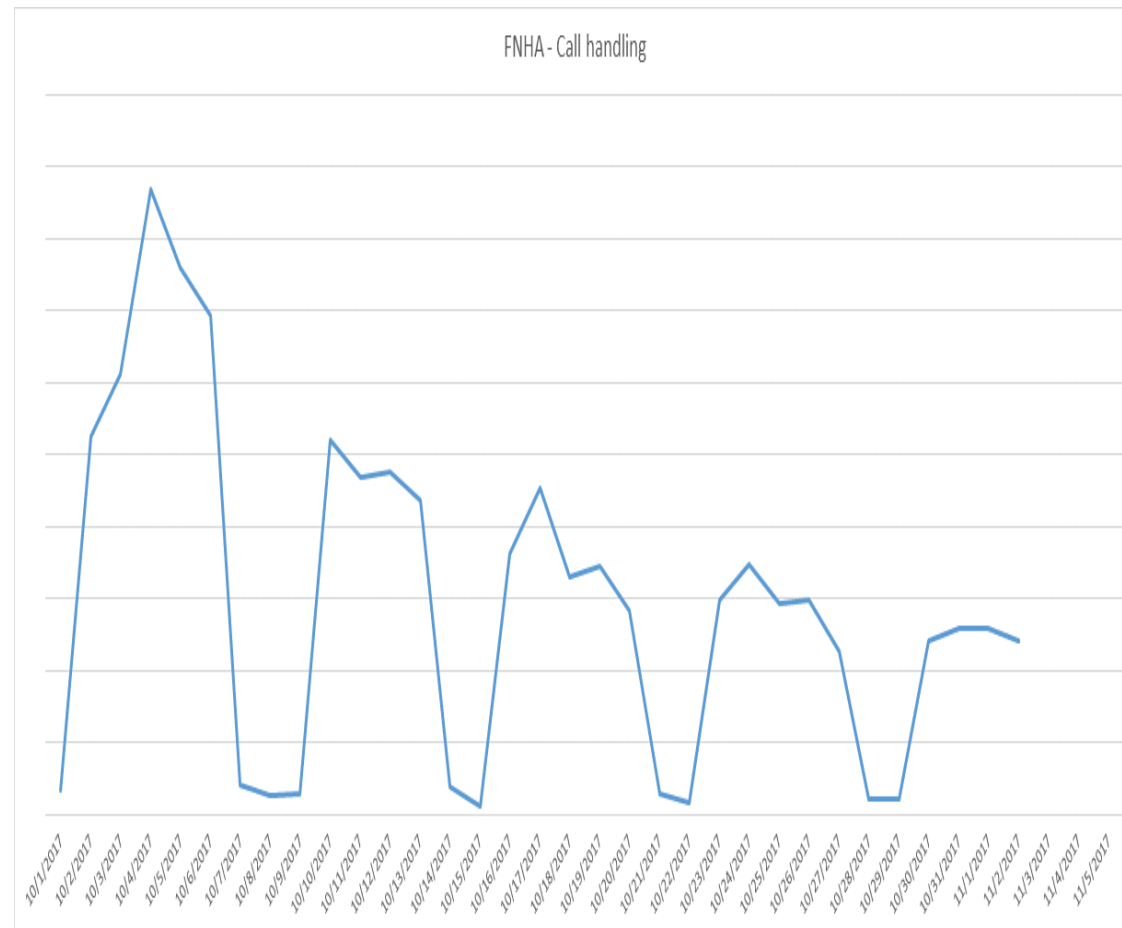
- Transition to Pharmacare makes our First Nations Plan W the payer of first resort
- Eliminates jurisdiction barriers
- Brings management of Health Benefits closer to home
- First step in bringing dental, vision and other benefits into First Nations ownership and control





# How is the transition going?

- Approximately 200,000 prescriptions filled during the month of October
- High Volume of Calls Initially
  - Added agents
  - Aligned resources with peak demand
  - Adjusted business processes





# Overdose public health emergency

- 1) MOH & PHO declared a Public Health Emergency April 2016
- 2) FNHA developed internal governance & participates in Provincial Response teams
- 3) Overdose Data and First Nations in BC - Released August 2017
- 4) Provincial Budget announced \$290 million over three years to address the Opioid Crisis
- 5) FNHA working with the province and health system partners to implement the Framework for Action



## Why a Policy Statement?

- Today we're seeking your feedback on Mental Health & Wellness and Harm Reduction Policy Directions and future actions.





## What we've heard

**Please refer to Fact Sheet #2- Overdose Public Health Emergency**



**FNHDA AGM 2017**



# Connection. The opposite of addiction



- The role of **family, friends and trusted care providers** are integral to support individuals who are using drugs
- Changing our strategy to reach family, friends and trusted care providers (e.g. reducing stigma/shaming, how to approach the topic, what are the signs of an overdose and what do I do to respond)
- Shift the terminology: We don't have an addictions problem, we have a pain problem



## Context for “Harm Reduction”

- What is Harm Reduction?
- Until recently the overall political climate in Canada has not been supportive of harm reduction approaches
- Historically, abstinence-only models have been a model delivered in many First Nations communities in BC
- BC is currently in an overdose public health emergency where First Nations are disproportionately affected
- Embedding harm reduction within a continuum of services addresses both the immediate risk of death as well as longer term strategies to address substance dependence

# Using the term 'Harm Reduction' in your com

A) Yes

B)  
Not  
Really

C) No

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## Shared Framework for Action

1. Prevent people who overdose from dying
2. Keeping people safer when using
3. Create an assessable range of treatment options
4. Support people on their healing journey





## Guiding Questions

**Please refer to Fact Sheet #3- Harm Reduction Policy Statement**

### *Vision*

*The FNHA works as a health and wellness partner to First Nations children, families and communities to enable harm reduction approaches that will support their health and wellness journeys.*

Do you agree with the Harm Reduction Policy Statement Vision?

A) Yes

B) Not Really

C) No

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# Mental Health and Wellness Policy Statement

Please refer to Fact Sheet #4- Mental Health and Wellness Policy Statement

## *Vision*

*Ensure that all First Nations people have access to a culturally-safe, comprehensive, coordinated continuum of mental health and wellness care that affirms, enables and restores the mental health and wellness of our people, and which contributes to Reconciliation and Nation rebuilding.*

Do you agree with the Mental Health and Wellness  
Substance Use Statement Vision?

A) Yes

B)  
Not  
Really

C) No

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# Mental Health and Wellness and Substance Use

Please refer to [Fact Sheet #4- Mental Health and Wellness Policy Statement](#)

## Mental Health and Wellness Directions

1. *Increased access to and quality of services*
2. *Traditional healing and wellness approaches as foundation*
3. *Community ownership through nation-based and Nation rebuilding approaches*
4. *Integrative system design and service delivery*
5. *Facilitate wellness across the continuum, center the needs of children and youth, and move upstream*

# Rate once (1,2,3,4,5) for your priority Mental H Wellness Direction?

- 1) Increased access to and quality of services
- 2) Traditional healing and wellness approaches as foundation
- 3) Community ownership through nation-based and Nation rebuilding approaches
- 4) Integrative system design and service delivery

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## New Opportunities

- **Mental Health and Wellness Summit**
- **Mental Health Action Teams**
- **Additional Regional Resources – Managers of Regional Mental Health and Wellness, Addictions Specialist, Child and Youth System Navigators, Crisis Response Leads/Advisors**
- **Continuation of Jordan’s Principle and implementation**
- **Mental Health & Substance Abuse / Opioid**
- **Nursing CWIS**

Please provide your question for the FNHA?

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Total Results: 0





# Questions & Discussion

# Thank you

