

APRIL 4 – 6, 2023

First Nations Health & Wellness Summit



First Nations Health Authority
Health through wellness

Sharing wise, community-driven practices for wholistic wellness

Breakout Session:

Strengthening Health Transportation Capacity



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Welcome & Introductions

Sharing wise, community-driven practices for wholistic wellness



Gary Housty

- A/ Executive Director, OCNO, FNHA
- Dad of three little ones



Suzanna Ho

- A/ Director, Quality, OCNO FNHA
- Mom of two little ones



Nancy LaPlante

- Health Director, Ulkatcho First Nation



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Agenda

Sharing wise, community-driven practices for wholistic wellness

First Nations Perspective on Health & Wellness

HSO Cultural Safety & Humility Standard & Culturally Safe Patient Transport

Patient Transportation Complexities

- SWOC Analysis

Medevac Process & Partnerships

- FNHA Nursing Stations
- Medevac Statistics

Ulkatcho First Nation & FNHA Medevac Partnership

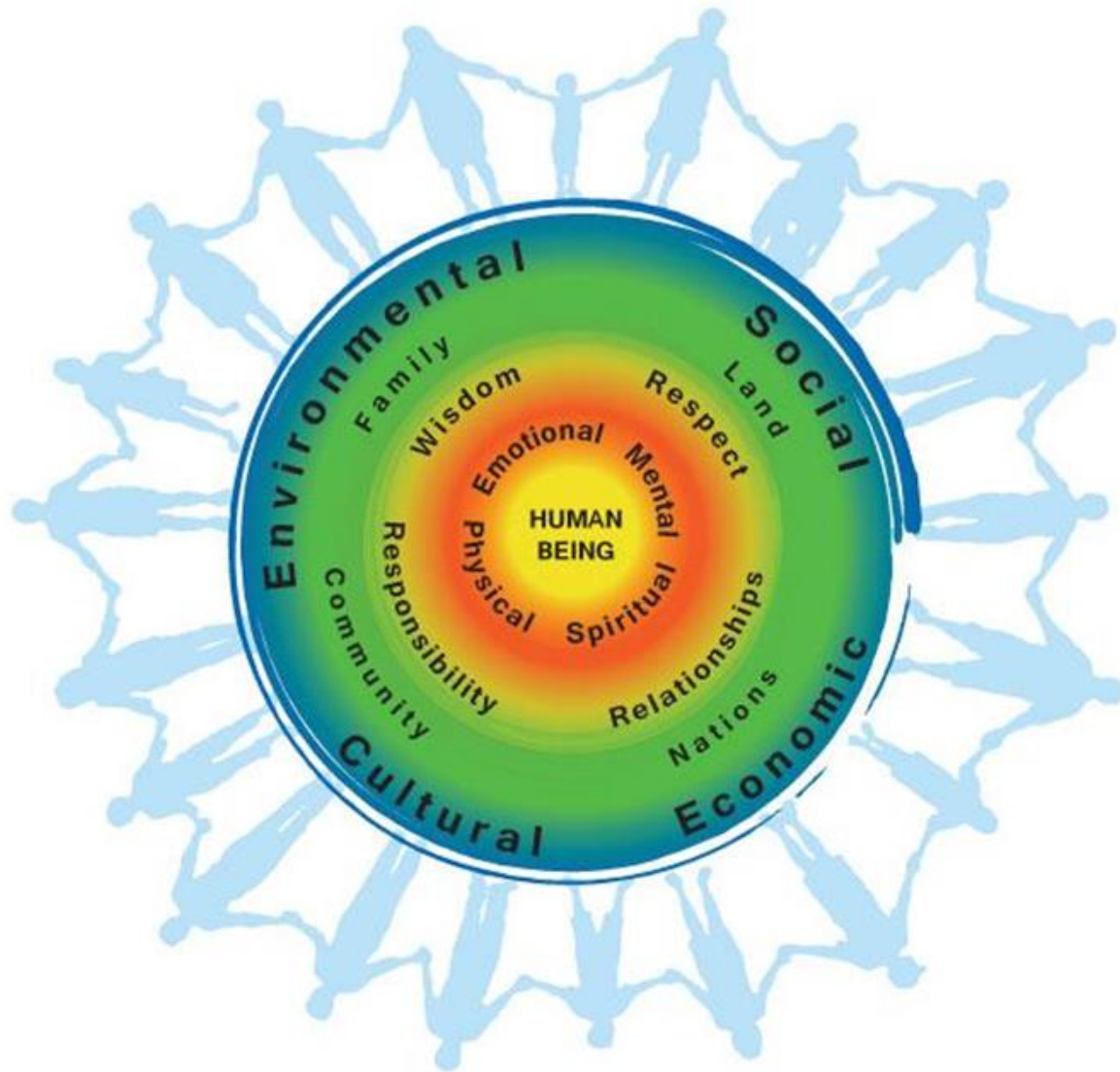
Additional Capacity Supports



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First Nation perspective on Health and Wellness

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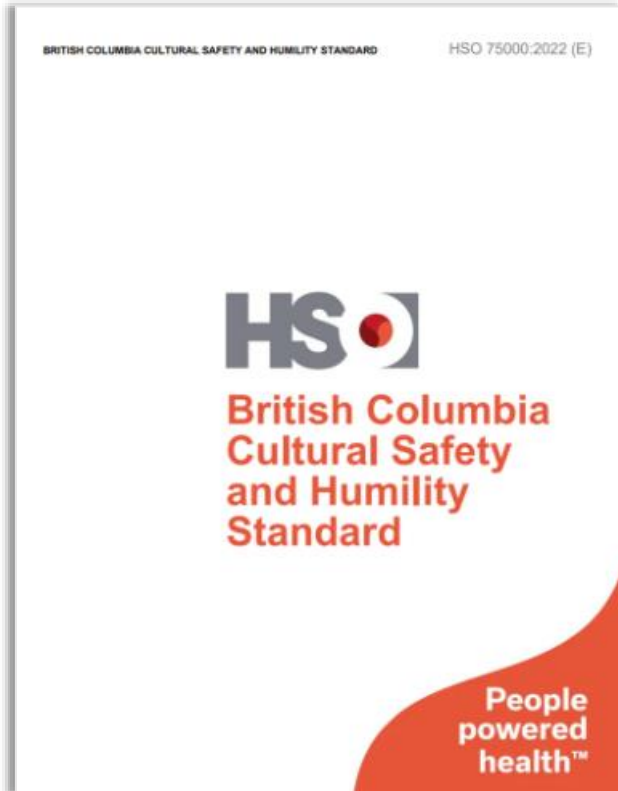
- A visual expression of the First Nations Perspective on Wellness – the way it has always been.
- Passed down from our Elders and traditional healers.
- Wellness belongs to every human being and their reflection of this Perspective will be unique.



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Cultural Safety & Humility Standard: *the expectation for health organizations*

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Make sure that your clients know their **rights and responsibilities** when accessing care



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FNHA OCNO Provincial Cultural Safety & Humility

FNHA

Vision

Healthy, self-determining, and vibrant BC First Nations Children, Families and Communities

FNHA Health & Wellness Plan 2022/2023 Key Alignment Goal 4

Advance First Nations approaches to addressing anti-indigenous racism in health

Vision

A BC Healthcare System which is culturally safe and free of Indigenous-specific racism

Mission

Become a world leader in Cultural Safety and Humility in the workplace and influence transformation of the BC Health System through Indigenous ways of knowing and being

Our Commitment Statement

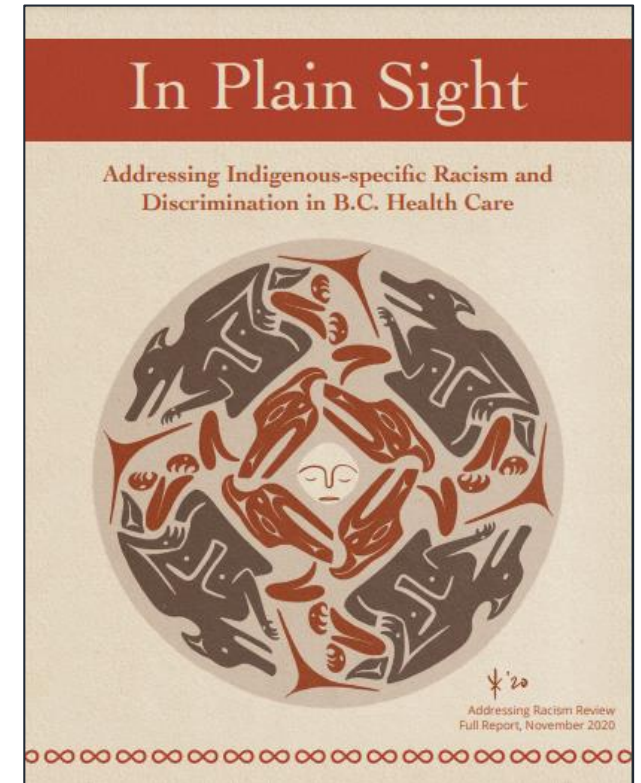
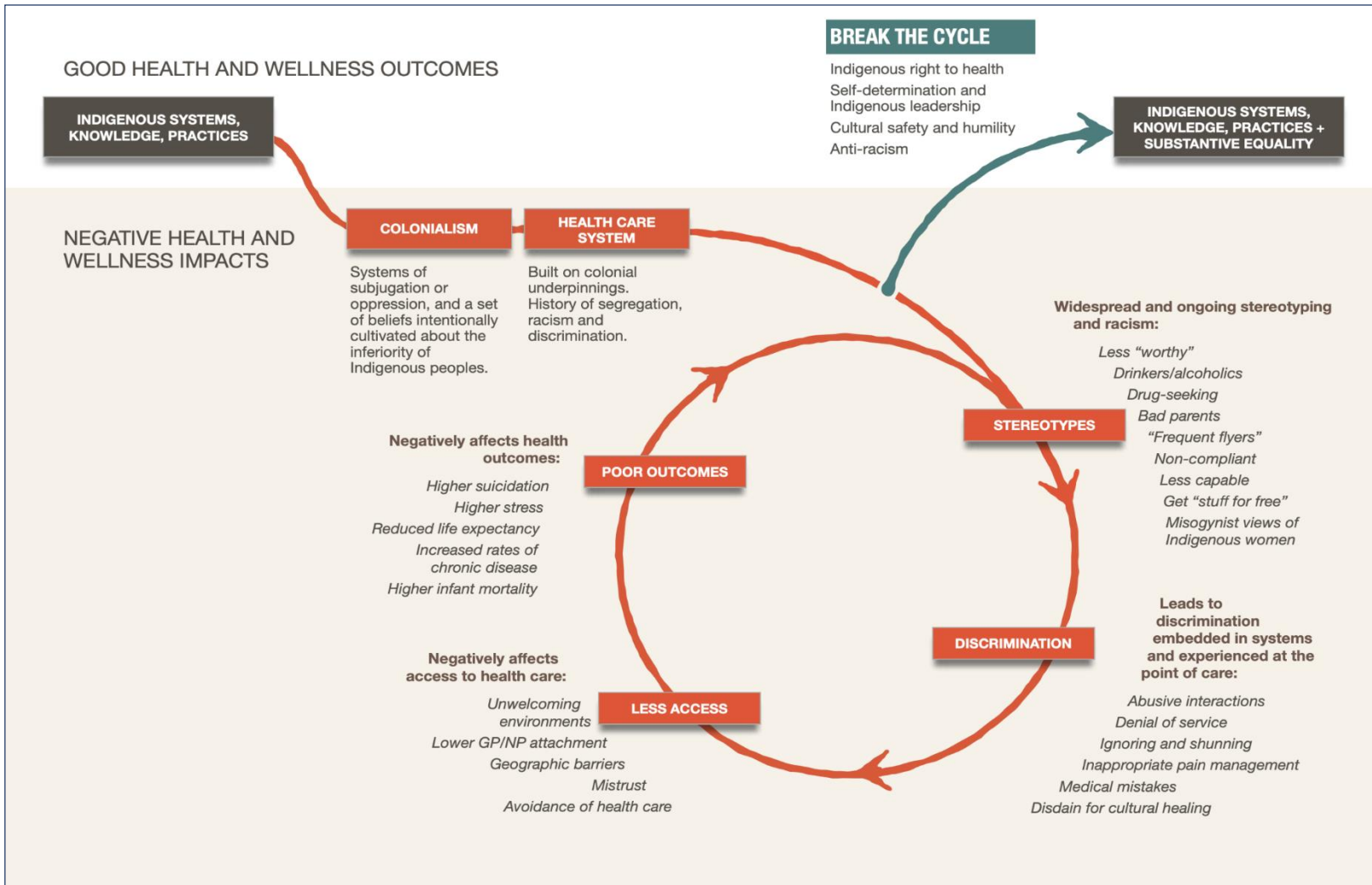
As a First Nations organization - in which each of us are a FNHA Takaya Wolf clan family member - our aim is to be able to inform and influence a variety of functions across FNHA and the wider BC provincial health system, while ensuring we are an exemplar of cultural safety and humility within FNHA first and foremost. We have a range of roles and functions that span from developing resources and training, to supporting the implementation of policy and standards, to coordinating accountability processes. As a result, we must commit to being proactive and have a clear engagement and communications strategy to be able to influence and provide leadership in areas that will lead to culturally safe and responsive healthcare for First Nations people.

Our work sits within a matrix of strategic frameworks, constitutional agreements, and mandates: our legislative mandate means we are accountable to First Nations; our work is informed by, and aligns to, the tripartite Anti-Racism, Cultural Safety and Humility Action Plan with FNHC, and FNHDA; and through the guiding voices who informed UNDRIP, DRIPA, TRC, Reclaiming Power and Place (MMIWG) and In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care reports as the overarching framework on the right of indigenous people to access, without any discrimination, all social and health services.

FNHA
OCNO Provincial
Cultural Safety &
Humility

Culturally safe transport of Clients to higher level care: In Plain Sight Report - 2020

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S.W.O.C Analysis

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Considerable positive patient transport work and planning conducted since the onset of the pandemic

Rural, Remote, First Nations and Indigenous COVID-19 Response Framework (April/May 2020 documents)

Relationships between FNHA, RHAs, BCEHS, MoH, RCCbc and many other system partners have continued to strengthen and to transform



Strengths



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Culturally Safe
transport

Accessible transport

Key deliverables need
to be identified. Key
Performance indicators
(KPI) not available

Implementation of
concrete actions

Weaknesses



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S.W.O.C Analysis

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Discharge from Hospitals
and emergency dept.
(arranging
accommodations and
basic needs for clients)

To increase partnership
with HD to support
family and community
(specially complex cases)

In addition to the 'what'
we also need to nurture
the 'how' to continue to
resolve these challenges

Partnership Table for
Sustainable Rural,
Remote & First Nations
Patient Transport

Opportunities



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Human Resources

Weather, Day Light

Challenges

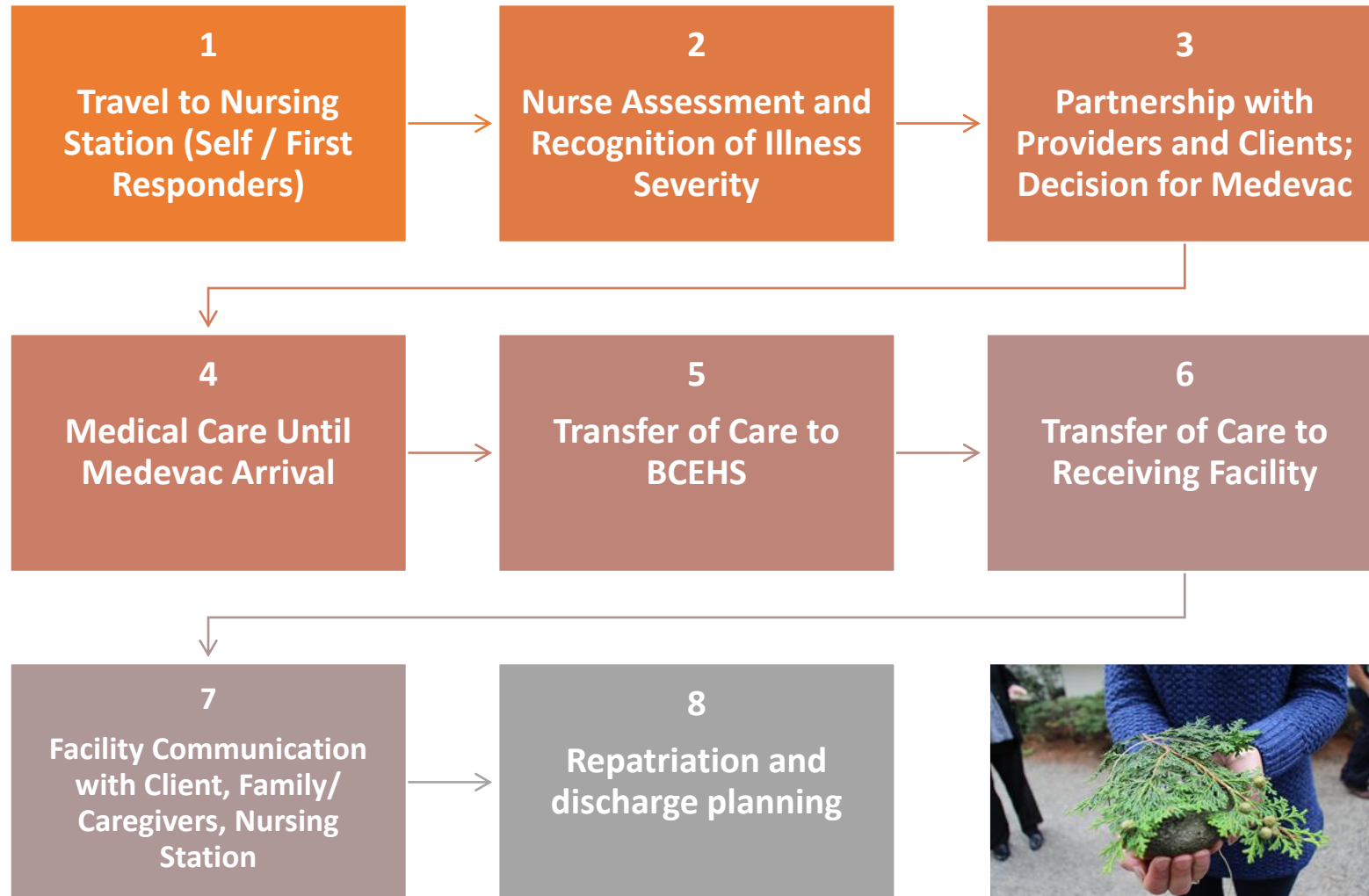
Logistics challenges –
Availability of service for
immediate response
(mechanical issues, crew
time out, lack of fuel)



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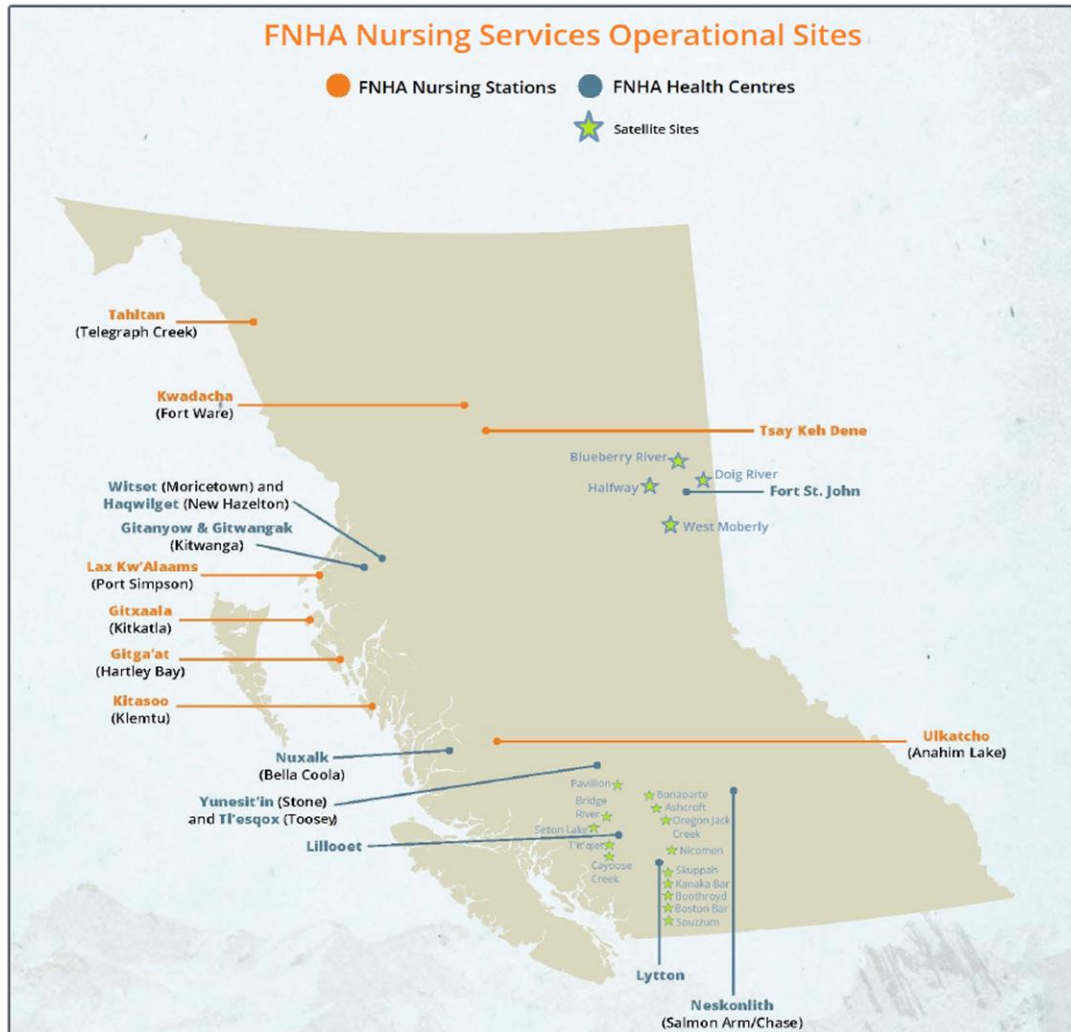
Medevac process – High Level

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Site Map - Nursing Stations & Transferred Sites

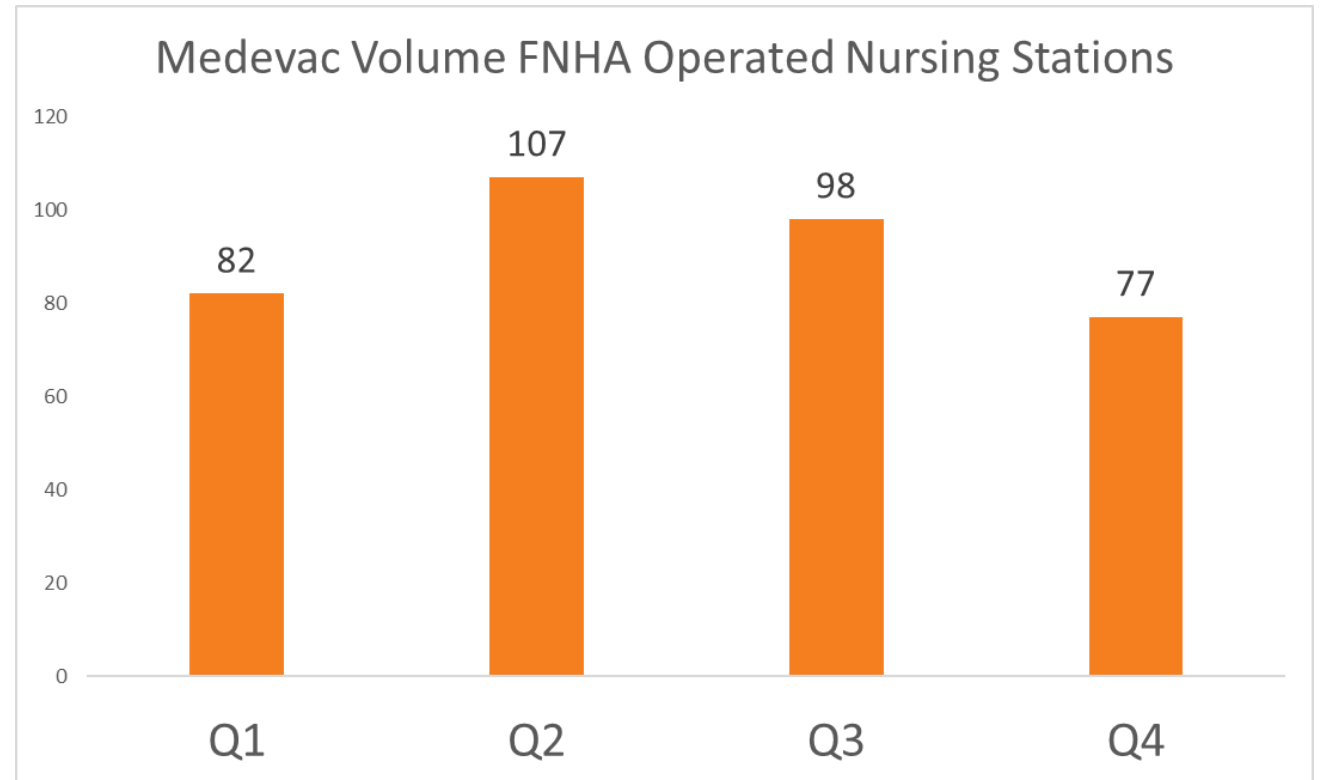
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Number of Medevacs from FNHA Nursing Station sites

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Total number of Medevac 2022: **364**



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Medevac – Provincial Partners

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Ulkatcho First Nation-FNHA-BCEHS Partnership

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Ulkatcho First Nation

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IN CASE OF EMERGENCY

CALL 911

A NURSE SHOULD NOT CALL
911 FOR YOU, BECAUSE IT CAN
DELAY THE AMBULANCE
COMING TO HELP



EMERGENCY
RESPONSE **INSIDE**
THE CLINIC:
NURSES PROVIDE
SUPPORTS FOR
EMERGENCIES
INSIDE THE CLINIC



EMERGENCIES
OUTSIDE THE CLINIC:
CALL 9-1-1 FOR
PARAMEDICS WHO
PROVIDE EMERGENCY
RESPONSE **OUTSIDE**
THE CLINIC.



ULKATCHO
FIRST NATION



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Telehealth – Real Time Virtual Support (RTVS)

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For health care providers - virtual providers:

- Rural Urgent Doctor in-aid **RUDi (emergency)**,
- Child Health Advice in Real-Time Electronically **CHARLiE** (pediatrics)
- Maternity and Babies Advice Line MAbal (maternal health) streams.



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BCEHS - Indigenous Patient Navigators

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BCEHS Indigenous Health Programs (IH) houses an **Indigenous Patient Navigator Program** to help spread Indigenous cultural safety and awareness, navigate community and staff interactions across BC, and ensure BCEHS approaches engagements with respect, dignity, and compassion for all.

Jordan Stehelin-Holland	Vancouver Coastal, Fraser Valley Region	Email: Jordan.Stehelin-Holland@bcehs.ca Phone: 604-619-3184
Lorna Paul	Northern Region	Email: Lorna.Paul@bcehs.ca Phone: 778-349-1830
Geraldine Elkins	Cariboo, Thompson Interior Region	Email: Geraldine.Elkins@bcehs.ca Phone: 778-649-4416
John Warren	Shuswap, Okanagan, Kootenay Interior Region	Email: John.Warren@bcehs.ca Phone: 250-814-3030
Summer StoneChild	Vancouver Island	Email: Summer.StoneChild@bcehs.ca Phone: 250-814-9392



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BCEHS – First Responders

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The Clinical Response Model (CRM) and how we work with First Responder Partners.



Discussion

What are the priority areas for your communities for strengthening transport?



Kukwstum'clhkal'ap (St'atimc)

Tooyksim niin (Nisga'a)

Kukwstsétsemc (Secwepemc)

č̣ə̣č̣ə̣haθ̣ə̣č̣ (Ayajuthem)

Sechanalyagh (Tsilhqot'in)

kw'as ho:y (Halq'eméylem)

T'oyaxsim nisim (Gitxsan)

Ĝiáxsix̣a (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Haawa (Haida)

Gila'kasla (Kwakwaka'wakw)

Kleco Kleco (Nuu-Chah-Nulth)

k'wukwstéyp (Nlaka'pamux)

Snachailya (Carrier)

Thank you



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