



First Nations Health Authority
Health through wellness

Health Benefits

Dental Vision Medical Supplies &
Equipment -

Information Package and Questionnaire

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Part 1: About the First Nations Health Authority

Why a First Nations Health Authority?

The First Nations Health Authority (FNHA) works to reform the way health care is delivered to BC First Nations through direct services and collaboration with provincial partners. The First Nations Health Authority is governed by and serves BC First Nations individuals and communities.

Making History Today and Tomorrow

In 2013 the First Nations Health Authority took responsibility over the administration of federal health programs and services formerly delivered by Health Canada's First Nations Inuit Health Branch – Pacific Region, and has been working to address service gaps through new partnerships, closer collaboration, and health systems innovation.

The historic transfer of programs, resources, assets, staff, and responsibilities from the federal government was a first for Canada. The First Nations Health Authority vision, values and regional focus, provide a strong foundation for innovation, transformation, and design of health programs and services.

Responsive, Visionary, Transformative

The First Nations Health Authority is part of a unique health governance structure that includes political representation and advocacy through the First Nations Health Council, and technical support and capacity development through the First Nations Health Directors Association. Collectively, this First Nations health governing structure

works in partnership with BC First Nations to achieve our shared vision.

Responsibilities

The First Nations Health Authority plans, designs, manages, and funds the delivery of First Nations health programs and services in BC. We are the health and wellness partner to BC's 203 diverse First Nations communities and citizens across the province. These community-based services are largely focused on health promotion and disease prevention - such as:

- Primary Care Services
- Children, Youth and Maternal Health
- Mental Health and Addictions Programming
- Health and Wellness Planning
- Health Infrastructure and Human Resources
- Environmental Health and Research
- First Nations Health Benefits
- eHealth Technology

Our work does not replace the role or services of the Ministry of Health and Regional Health Authorities.

The First Nations Health Authority collaborates, coordinates, and integrates our respective health programs and services to achieve better health outcomes for BC First Nations in rural and urban settings.

For more information on the FNHA

Visit <http://www.fnha.ca/about/fnha-overview>

Part 2: Continuing to bring decision-making into the hands of First Nations in BC

Whether it is for you or one of your relatives, it is very likely you had to get a prescription for a needed drug, had to visit an optometrist for an overdue eye exam, or had a sore tooth be looked at. What is less likely is how smooth your end-to-end experience was: did you feel safe talking to the health care professional? did you receive high quality service? were you covered for the service you required? or did you simply give up because it was too difficult and confusing?

First Nations in BC often face unique challenges when accessing their health benefits; whether it is because of the distances between their homes and where services are provided, or because they experience discrimination in receiving health care, or because the system is not safe or too complicated to navigate. While on average 75% of Canadians have access to dental care, only 40% of First Nations clients in BC are obtaining dental care through the FNHA plan. While 75% of vision loss is preventable and treatable, only 15% of FNHA Clients receive vision care through the FNHA plan.

Established by Chiefs in BC, and working in partnership with First Nations communities in BC, FNHA is responsible for planning, management, service delivery and funding of health programs.

Fully aware of the challenges, FNHA is working to reform and transform the way

health care is delivered to First Nations in BC through direct services, provincial partnership collaboration, and health systems innovation.

So how do we work together to make things better?

- **We need to hear from our clients:**
 - ✓ Whether it is through client satisfaction surveys or through regular meetings with community leadership we need to name barriers to service and resolve them.
 - ✓ While not every idea brought forward can be implemented in the short-term, we are committed to including community participation in our work.
 - ✓ We bring all partners to the table to build a better system together.
- **We harness the collective wisdom and teachings of First Nations in BC to bring a new perspective to the health system by:**
 - ✓ Providing relationship-based care where our people have a voice
 - ✓ Fostering health literacy for our clients
 - ✓ Establishing Cultural Safety and Humility as a foundation
 - ✓ Including dialogue on the inclusion of traditional wellness and healing.

- **We are making progressive and sustainable improvements:**
 - ✓ Revised and increased rates for Medical Transportation
 - ✓ New flexible funding envelopes
 - ✓ More support and staff working for our communities
 - ✓ A health system becoming safer as more health care professionals commit to Cultural Safety and Humility
 - ✓ Reducing the need for First Nations in BC to pay out-of-pocket for benefits.
- **We improve our relationships with dentists, pharmacists and other providers who serve First Nations in BC by:**
 - ✓ Obtaining commitment to cultural safety from 23 health regulators in BC
 - ✓ Requiring cultural safety training for our mental health providers and dental therapists.

- **And we keep on moving forward:**
 - ✓ We seize opportunities to create sustainable programs through economic innovations (e.g. dental clinics).
 - ✓ We have removed constraints related to Canada's First Nations Non-Insured Health Benefits (NIHB) program by joining the provincial drug benefits insurance program in 2017, and are collaborating with a partner to provide and administrate Dental, Vision and Medical Supplies (MS&E) and Equipment benefits by 2019.

We are building the foundation for sustainable health benefits and services with, and for healthy, self-determining and vibrant BC First Nations Children Families and Communities.

Part 3 Questionnaire

These are the options for providing your feedback to the FNHA Community Relations Team:

Complete and return the questionnaire by Mail

Complete this copy of the questionnaire, and please return to:
Community Relations Team
First Nations Health Benefits
1166 Alberni Street, Room 701
Vancouver, BC V6E 3Z3
Attention: James Lascelle, Community Relations Analyst

Fill in the Questionnaire Online

Sign on to the following website to complete the questionnaire online:
<https://interceptum.com/si/en/4355803>

Questionnaire

What we have heard...



- “Paying first is a barrier”
- “Program options are too limited”
- “Clients don’t know what’s covered or not covered”
- “There are issues with health care providers”

We intend to build a program that will...



- ✓ Reduce out of pocket costs
- ✓ Provide some flexibility
- ✓ Provide First Nations clients with more information about services available to them
- ✓ Support better relationships between clients and health care providers

As we start the new segment of our journey, we would like to hear your thoughts and comments.

1. Do you think we are on track with what we’ve heard and what we want to achieve?

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Undecided	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree
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2. Working in partnerships with others, how can FNHA best administer Dental, Vision and MS&E during this transition?

3. In order of importance, please rank the elements of a strong partnership with a health benefits provider to better service FNHA Clients needs.

Promote culture safety and humility		Improve access to wellness and health services	
Improve administrative efficiency (e.g. claims adjudication, approval process)		Shared vision, shared values and agreed service principles	
Clear expectations, and measures to monitor outcomes		Other (explain)	

4. What are your recommendations on how to best communicate and engage with our partners (Communities, FNHA Clients, Health Care providers, etc.)?

5. What questions, concerns, or solutions, if any, do you have that are not addressed by this guide?

6. As we continue with the re-design of the Dental, Vision and MS&E programs, would you like to be involved in our upcoming Focus Groups?

If yes, please provide the applicable information below:

Name: _____

Organization: _____

Email: _____

Phone #: _____

Community: _____

Region: Fraser-Salish Interior North Vancouver Island Vancouver Coastal

Areas of interest	Urban	Rural	Remote
Dental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Supplies/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please note that your information will only be used to follow-up or contact you for the focus group(s) you have identified.*

We are committed to continuing the dialogue on the full Health Benefits program. Are you interested in further discussion on other benefit areas?

Medical Transportation	<input type="checkbox"/>
PharmaCare Plan W	<input type="checkbox"/>

Thank you for your time, we appreciate your feedback. We will publish the survey results on the FNHA website.

If you have chosen to be involved in our focus groups we will be in touch to make arrangements.

If you would like to also provide feedback on the quality of Health Benefits services you received in the past then we would welcome to hear from you through the Health Benefits Client Satisfaction Survey. The survey should only take 5 minutes of your time and the data will be used to help improve service delivery for BC First Nations. <https://interceptum.com/s/en/FNHAhealthbenefits>

Questions

If you have any questions please contact james.lascelle@fnha.ca