The Story Behind Our Plan

Since transfer, focus on:

• **Advancing the health and wellness philosophy** of the organization

• **Strengthening services and operations**

• **Stabilizing and evolving** the organization
  – Aligning functions associated with service delivery, operations and medical expertise, and aligning to the five regions

• **Nurturing partnerships** with First Nations, government and health system partners
Five-Year Goals

GOAL 1
ENHANCE FIRST NATIONS HEALTH GOVERNANCE

GOAL 2
CHAMPION THE BC FIRST NATIONS PERSPECTIVE ON HEALTH AND WELLNESS

GOAL 3
ADVANCE EXCELLENCE IN PROGRAM AND SERVICES

GOAL 4
OPERATE AS AN EFFICIENT, EFFECTIVE, AND EXCELLENT FIRST NATIONS HEALTH ORGANIZATION
Goal 1: Enhance First Nations Health Governance

**Outcome:** Sustainable and accountable governance structures leading change.

**Objectives**

1.1 Strengthen regional decision making approaches.
1.2 Collaborate with the FNHC and FNHDA to achieve our shared vision.
1.3 Partner with federal and provincial governments to implement the tripartite health plan and agreements.

**Performance Measures**

- Regional Caucus satisfaction.
- Planned partnership activities completed.
Goal 2: Champion the BC First Nations Perspective on Health and Wellness

Outcome: Culturally safe and supported health and wellness journeys.

Objectives

2.1 Work with partners to transform from a sickness system to a wellness system by championing the First Nations Perspective on Health and Wellness.

2.2 Partner with First Nations individuals, families and communities in their health and wellness journeys.

Performance Measure

• Participant satisfaction with FNHA sponsored wellness events and initiatives.
Goal 3: Advance Excellence in Program and Services

Outcome: Advancements in the quality and cultural safety of programs and services available to First Nations individuals, families and communities in BC.

Objectives

3.1 Enhance integration with and access to quality and culturally safe provincial health care services for BC First Nations.
3.2 Achieve measureable improvements to FNHA programs and services.
3.3 Partner with BC First Nations to support their delivery of high quality health programs and services.

Performance Measures

• Partnership satisfaction between FNHA and First Nations health organizations.
• Client satisfaction with Health Benefits through surveys.
• Adoption rate of the Declaration on Lateral Kindness by FNHC, FNHDA and FNHA.
Goal 4: Operate as an Efficient, Effective and Excellent First Nations Health Organization

Outcome: FNHA is an established leading edge First Nations Health Organization.

Objectives
4.1 Build strong leadership and foster First Nations organizational culture.
4.2 Foster a healthy and engaging environment that enables personal excellence.
4.3 Achieve excellence in operations.

Performance Measures
• Embed wellness operating principles in operational decision making activities.
• Conduct an annual employee engagement survey to identify key areas needing growth and improvement.
Policy, Planning, Programs & Community Wellness Services

- Engagement
- Strategic Policy
- Research, Knowledge Exchange & Evaluation
- Planning
- Intergovernmental & Strategic Partnerships
- Wellness Programs
- Mental Wellness
- Environmental Public Health
- Health Surveillance
- Funding Arrangements
- Health Protection
State of Development – Programs & Services

- Recruitment of specialist staff in the areas of Wellness Programs, Mental Health and Wellness, Surveillance and a new Funding Arrangements structure to better support communities and partners
- Repatriated TB program from BCCDC to the FNHA to ensure appropriate service support
- Established new HIV/AIDS subject matter expertise to better support communities
- Development of Crisis Response Protocol to support communities
• Focussed program / service improvements
  – Workplan developed for implementation of recommendations from IRS review
  – NNADAP Phase 2 review completed and implementation plan for NNADAP recommendations underway
  – Upstream review completed and report with recommendations being finalized
  – Environmental Contaminants Program review
  – Training review for MCH and ECD
  – Improve access to Regional population health and public health services
  – Build capacity to respond to emergency / disaster / crisis events

• Improvements to annual reporting and evaluation
• Implement improvements to Funding Agreements
• Development of service standards for agreement holders
• Support development of Wellness Indicators
State of Development – Policy & Planning

- TRC Calls to Action → FNHA alignment confirmed and action underway
- 40th Elders Gathering:
  - Health Screening for Elders including traditional wellness and falls prevention
  - Elder/Youth video project (www.fnha.ca)
  - Heard from Elders on Traditional Wellness & End of Life
- 30 Joint Project Board projects approved, 54 new health professionals working in regions
- Summary Service Plan released: five-year goals & objectives based on five RHWPs and regional summary reports
- Workshop with Deputy Minister of Health to integrate First Nations Perspective on Health & Wellness into BC mental health & wellness model and services
• Data match with Health Systems Matrix proceeding → regional data to inform planning and investment
• Engagement sessions on Data Governance → ethics & wellness indicators
• First Nations Regional Health Survey
  – over 65 communities across the province are nearing completion of data collection
  – Vancouver Coastal region need only 2 more communities for core data collection
  – Over 3000 surveys will take some time to clean the data and analyze in an ethical and meaningful way
  – RHS expansion includes an additional 100 communities, BCRs or “community participation letters needed before data collection, will provide accurate and detailed information to regions for planning and decision making at the regional level
Nursing Services: Current Developments

• Implementation of a Regional Nurse Manager & Regional Nursing Team
  • Aligned to the Regional Director and reporting in to CNO
  • Positions formally held centrally re-aligned to regions
  • Establishment of a Community Nurse Practice Consultant Role (realigned Home and Community Care Advisor and Transfer Nurse Team Role into consolidated role)
  • Establishment of new processes to facilitate a regional basis (i.e. regional summaries, matrix teams)
Nursing Services: Future Developments

• Establishing a Collaborative Practice Team to support Regions
• Re-aligning remaining central resources to support a collaborative practice team model in service to nurses in community
  • Incorporates:
    • Clinical Education
    • Advanced Practice
    • Quality Improvement and Assurance
    • Others...as determined by community needs
Nursing: What do we need to learn?

• What is working well in regards to nursing?
• What needs to be improved?
• What is the best way to engage with community?
Medical Transportation

• **Focus on Partnership Development:**
  – Phase 1: Address historical funding inequities (complete)
  – Phase 2: Improve reporting and administration (ongoing)

• **New capacity in data analytics:**
  – New team looking at improving intake and analysis of MT data
  – Working towards creation of better system that anticipates community needs

• **Where we want to be:**
  – Better aligned and coordinated with other primary health care services and enablers
  – Further analysis could point to where the FNHA could make investments to bring certain primary health care services closer to communities
Priority: Service Quality

• Cultural Safety and Humility:
  – Establishment of mandatory training
  – Exploring opportunities for expansion into other benefit areas

• Performance Measures:
  – Establishment of service standards;
  – Creation of new measures focused on community needs and productivity

• Performance Excellence:
  – Incorporation of staff training opportunities and performance partnerships;
  – Looking towards leadership development and strengthening core competencies

Priority: Prescription and Non-Prescription Drug Use

• Healthy Medication Use:
  – Learning sessions for providers and communities.
  – Goal to increase availability medication review services

• Reviewing Prescribing Patterns:
  – Creation of new reports and capacity for analytics
  – Understanding risks and working with our partners to identify solutions
Priority: Claims Payment System Transformation

- FNHA foundation: 7 Directives, Operating Principles and Shared Values.
- Increase ease of access to benefits and services.
- Close the differences between how services are accessed by First Nations people and non-First Nations people.
- Reduce health care provider confusion between Federal and Provincial services, eliminating issues for FNHA clients.
- Create the ability to transform services in the future, to meet the unique needs of FNHA clients.
- Seamless transition to a new provider
Priority: Visibility into Programs and Services

• **Data and Reporting:**
  – New team: Data Analytics and Reporting
  – Looking towards creating regionally-focused Health Benefits reporting

• **Health Literacy and Awareness:**
  – We’re increasing opportunities for dialogue with communities
  – Promotion of Health Benefits 101; Health Benefits Blog; Annual Report
These figures illustrate how VC region compares with FNHA average (left) as % of claimants, and distribution by community (right).

<table>
<thead>
<tr>
<th>Prescription Drug Category</th>
<th>Vancouver Coastal Region % of Claimants</th>
<th>FNHA Overall % of Claimants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic Disease</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arthritis</td>
<td>0.58%</td>
<td>0.57%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>2.54%</td>
<td>2.33%</td>
</tr>
<tr>
<td>Asthma &amp; Chronic Obstructive Pulmonary Disease</td>
<td>19.26%</td>
<td>17.88%</td>
</tr>
<tr>
<td>Wellness / Prevention</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td>2.65%</td>
<td>2.77%</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>7.25%</td>
<td>7.28%</td>
</tr>
<tr>
<td>Hypertension</td>
<td>3.53%</td>
<td>3.76%</td>
</tr>
<tr>
<td>Drugs with Potential for Abuse/Misuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opiate (Pain Management)</td>
<td>24.57%</td>
<td>27.99%</td>
</tr>
<tr>
<td>Stimulants</td>
<td>1.21%</td>
<td>1.40%</td>
</tr>
<tr>
<td>Benzodiazepines</td>
<td>10.47%</td>
<td>10.12%</td>
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<tr>
<td>Opiate Agonists - Methadone</td>
<td>1.80%</td>
<td>1.00%</td>
</tr>
<tr>
<td>Gabapentin</td>
<td>5.00%</td>
<td>4.62%</td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Antidepressants</td>
<td>17.06%</td>
<td>16.54%</td>
</tr>
<tr>
<td>Antipsychotic</td>
<td>5.97%</td>
<td>4.81%</td>
</tr>
</tbody>
</table>

Note: data is draft and subject to further validation.
Vancouver Coastal Region
Health Benefits – Rx Drug Claims Analysis

FNHA Prescription Drug Claims Dashboard

- Service Date: 04/01/2013 - 08/31/2016
- Data Updated: 09/07/2016 4:30 PM

- Search
  - PDA Class
    - NON-PDA
    - OPIOIDS
    - BENZODIAZEPINES
    - GABAPENTIN
    - OPIOID SUBSTITUTION
      - STIMULANTS
      - STIMULANTS
  - Amount
    - $47,798
    - $2,583
    - $655
    - $731
    - $2,118
    - $287
    - $56
  - Claim Lines
    - 1,475
    - 12
    - 4,050
    - 58
    - 829
    - 1
    - 5
  - Claimants
    - 27,307
    - 668
    - 6,668
    - 102
    - 829
    - 2
    - 1

- Provider
- Amount
- Claim Lines
- Claimants

- Drug Category
  - NSAIDS
  - PENICILLINS
  - OPIOID ANALGESICS
  - ANTIHISTAMINES
  - PROTON PUMP INHIBITORS
  - ADRENALS

- Drug Details (Drilldown: Item Name)
  - AMOXICILLIN
  - ACETAMINOPHEN CODIFIED
  - ACETAMINOPHEN
  - IBUPROFEN
  - NAPROXEN
  - SALICYLATES
  - CEPILOPLEX
  - BETAMETHASONE VALERATE
  - FLUCONAZOLE PROPOXIDE
  - CEPBIREX

- Fiscal Year
- Service Date
  - 4/1/2013
  - 8/31/2016

- Time Series By Category
  - Time Series By Provider Region
  - 4-Year Comparison
  - 4-Year Comparison (Cumulative)

- Map of BC
- BELLA BELLA
- BELLA COOLA
- WHISTLER
- POYELL RIVER
- SQUAMISH
- RICHMOND

© OpenStreetMap contributors
• Vancouver Coastal Regional Updates
• Partnership Priorities
Regional Team Update

VC Regional Table

Richard Jock, COO

Pamela Holte, Regional Director

Naomi Williams, Regional Manager

Maggie Murray, Administrative Assistant

Sarah Lalonde, Project Developer

Cassandra Puckett, Mental Wellness Advisor

POSTED, Regional Advisor

Regional Nurse Manager
Garry Eugene

Regional Funding Advisor
Lana Leon

POSTED
Regional Planner

TBD, Southern St'atl'ímx CEC

TBD, South Coast CEC

VACANT OCT 2016
Regional Health Liaison

Bonnie Cahoose, Central Coast CEC
VC Regional Priorities

• To focus on breathing life into the Vancouver Coastal Regional Health and Wellness Plan and to align our workplan development at all levels with the Sub-Regional Planning Report on “What We Heard”
• To continue to improve the Joint Project Board Process
• Implementation of the Mental Wellness Flagship Project
• To continue reporting on all VC Regional Community Engagement activity
• To work with all of the Vancouver Coastal Regional Health Directors at a Regional Level to advance the health priorities within the VC Region
VC Regional Priorities

• Finalization of the Regional Health Survey and the Community Health Survey
• Provide ongoing regional and community training to build human resource capacity
• Expansion of Regional Envelope in Primary Care, Mental Health and Traditional Medicine
• Continue to build the community of practice in all areas as we move into Regionalization
• To work in collaboration with the DTES Second Generation Strategy implementation and UAHS Development
The RFP can be found on BC Bid (www.BCBid.gov.bc.ca) under Vancouver Coastal Health Authority - ID# RFP 2016-BISS-016.
Thank you