



**VANCOUVER COASTAL REGION**  
First Nations Health Authority

# Vancouver Coastal Caucus- Fall 2016

# 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 measurable 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.*





# 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

# State of Development – Programs & Services



- 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
- 40<sup>th</sup> Elders Gathering:
  - Health Screening for Elders including traditional wellness and falls prevention
  - Elder/Youth video project ([www.fnha.ca](http://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

# State of Development – Policy & Planning



- 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?

# Priority: FNHB Transformation:

## Medical Transportation



### 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: FNHB Transformation Service Quality & Prescription and Non-Prescription Drug Use



## 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: FNHB Transformation: Claims Payment System

2016-17



## 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: FNHB Transformation: Program and Service Visibility 2016-17



## Priority: Visibility into Programs and Services

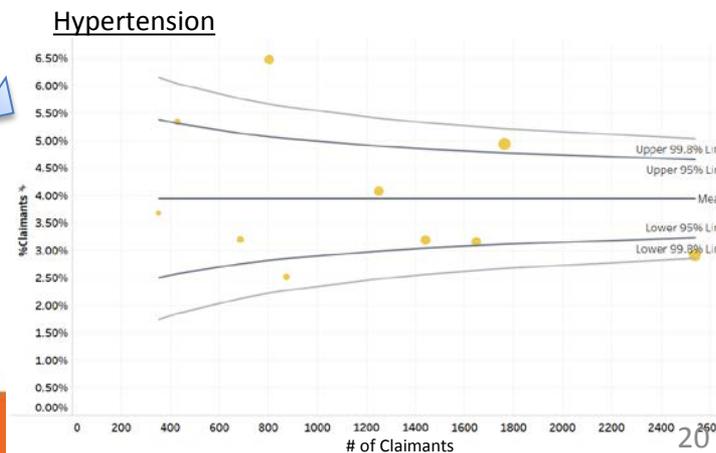
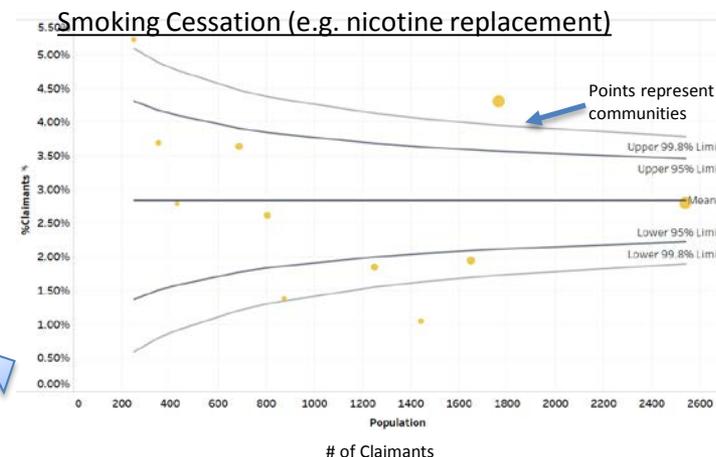
- **Data and Reporting:**
  - New team: Data Analytics and Reporting
  - Looking towards creating regionally-focused Health Benefits reporting
- **Health Literacy and Awareness:**
  - We're increasing opportunities for dialogue with communities
  - Promotion of Health Benefits 101; Health Benefits Blog ; Annual Report

# Vancouver Coastal Region Health Benefits – Regional Profiles (Draft)



These figures illustrate how VC region compares with FNHA average (left) as % of claimants, and distribution by community (right)

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



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	Amount	Claim Lines	Claimants
NON-PDA	\$47,798K	1,475K	27,366
OPIOIDS	\$2,583K	150K	9,668
BENZODIAZEPINES	\$655K	71K	4,058
GABAPENTIN	\$731K	38K	1,827
OPIOID SUBSTITUTI..	\$2,118K	249K	829
STIMULANTS	\$377K	7K	411

Provider

Provider Name	Amount	Claim Lines	Claimants
SHOPPERS DRUG MART #280	\$1,387K	57K	2,574
FRONTIER STREET PHARMACY	\$2,058K	65K	2,154
PHARMA SAVE #022	\$2,717K	64K	1,968
SHOPPERS DRUG MART #2249	\$742K	35K	1,649
R W LARGE MEMORIAL HOSPI..	\$1,742K	44K	1,582
ALEXANDER MACKENZIE PHA..	\$1,750K	56K	1,513
SHOPPERS DRUG MART #263	\$402K	18K	1,416
SHOPPERS DRUG MART #272	\$850K	24K	1,406
SAVE-ON-FOODS #999	\$484K	16K	1,189
SAFeway PHARMACY #4966	\$638K	23K	983
SHOPPERS DRUG MART #204	\$526K	27K	974
ALBERTO PHARMACY #1	\$352K	17K	961
DRUGSTORE PHARMACY #1560	\$410K	11K	942
SHOPPERS DRUG MART #243	\$770K	26K	911
EASTSIDE PHARMACY LTD.	\$1,893K	169K	804
LONDON DRUGS #5	\$189K	5K	739
LONDON DRUGS #78	\$316K	22K	715
SOUTHLAND PHARMACY	\$1,154K	48K	713
SHOPPERS DRUG MART #219	\$705K	18K	677
JEFF'S IDA PHARMACY	\$405K	31K	641
GARLANE PHARMACY	\$812K	73K	608
THE DRIVE PHARMACY	\$146K	6K	607
LONDON DRUGS #7	\$300K	9K	601
SHOPPERS DRUG MART #276	\$642K	38K	590
OWL DRUGS	\$543K	44K	563
LONDON DRUGS #4	\$150K	5K	549

Claim Amount or Claim Lines or Claimants

Drug Category	Amount	Claim Lines	Claimants
NSAIDS	\$1,058K	90K	11,745
PENICILLINS	\$402K	21K	10,380
OPIATE AGONISTS	\$4,649K	396K	10,040
SKIN&MUCOUS MEMBR-ANT..	\$569K	23K	7,310
MISC ANALGESICS & ANTIP..	\$291K	38K	6,780
CEPHALOSPORINS	\$296K	10K	5,917
ANTIDEPRESSANTS	\$2,390K	154K	5,791
BETA-ADRENERGIC AGONIS..	\$1,164K	28K	5,252
PROTON PUMP INHIBITORS	\$1,421K	80K	5,199
ADRENALS	\$916K	21K	5,176

- Demography
- Provider Location Map



Fiscal Year

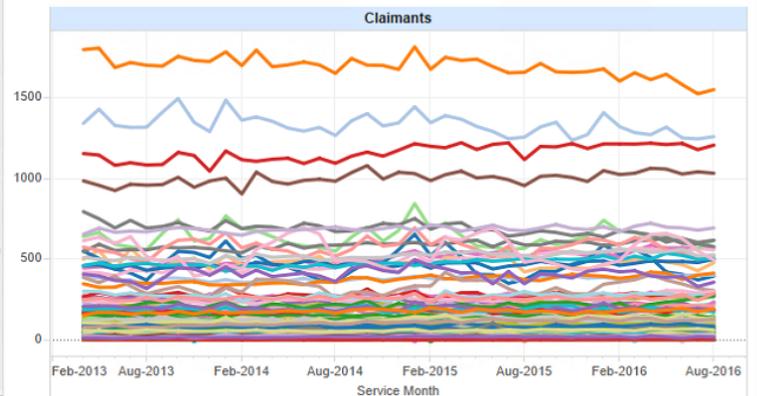
Service Date

(All) 4/1/2013 8/31/2016

Drug Details (Drilldown: Item Name)

Chemical	Amount	Claim Lines	Claimants
AMOXICILLIN	\$280K	15K	8,193
ACETAMINOPHEN-CODEIN..	\$913K	63K	7,728
ACETAMINOPHEN	\$179K	37K	6,724
IBUPROFEN	\$270K	28K	6,456
NAPROXEN	\$274K	17K	5,271
SALBUTAMOL	\$403K	23K	5,107
CEPHALEXIN	\$231K	8K	5,016
BETAMETHASONE VALERA..	\$189K	10K	4,110
FLUTICASONE PROPIONATE			2,595
CETIRIZINE HCL	\$581K	18K	3,147
CLARITHROMYCIN			2,000

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



# Vancouver Coastal Region Health Benefits – Dental Claims Analysis



## FNHA Dental Claims Dashboard

ServiceDate: 04/01/2013 - 08/31/2016

Data updated: 09/07/2016 4:46 PM

Search

Claim Amount or Claim Lines or Claimants

Fiscal Year  Service Date

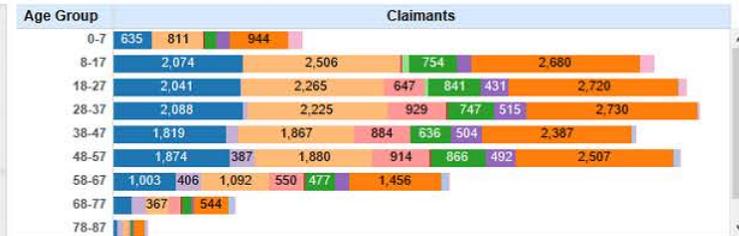
### R4 Category (Drilldown: R4 Name)

R4 Category	Amount	Claim Lines	Claimants
DIAGNOSTIC SERVICES	\$1,590K	67,680	16,162
PREVENTIVE SERVICES	\$1,407K	54,174	13,115
RESTORATIVE SERVIC..	\$11,357K	73,201	11,925
ORAL SURGERY	\$1,526K	12,173	4,706
PERIODONTICS	\$194K	6,352	4,177
ENDODONTICS	\$1,130K	4,530	2,694
PROSTHODONTICS	\$1,432K	2,784	1,402
ADJUNCTIVE SERVICES	\$228K	1,067	633
DENTURIST SERVICES	\$379K	1,035	425
ORTHODONTIC SERVIC..	\$239K	339	175
OTHERS	\$49K	198	140

### Provider Location Map (Measure: Claimants)



### Age Group (Drilldown: Gender)

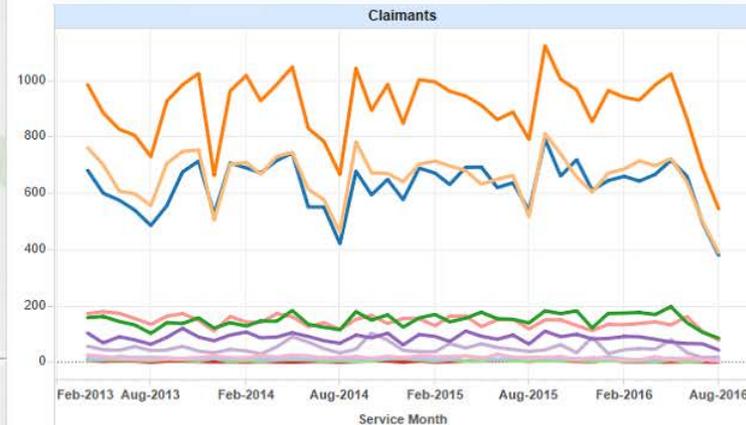


### Procedure Details

Show  
 Hide

Procedure	Amount	Claim Lines	Claimants
POLISHING - ONE U..	\$251K	21,530	11,898
RECALL EXAMINATI..	\$360K	18,389	10,338
COMPOSITE FILLIN..	\$4,245K	23,209	7,728
SCALING 2 UNITS	\$481K	10,443	6,504
COMPOSITE FILLIN..	\$2,538K	16,297	6,169
TWO BITEWING FIL..	\$146K	8,627	5,891
ONE PERIAPICAL FL..	\$94K	7,792	5,484
COMPOSITE FILLIN..	\$2,125K	15,554	5,203
SPECIFIC EXAMINA..	\$144K	6,049	5,195
FOUR BITEWING FIL..	\$149K	6,021	4,462
TWO PERIAPICAL FL..	\$74K	4,473	3,688
TOPICAL FLOURIDE	\$88K	7,831	3,472
SCALING 3 UNITS	\$290K	4,408	3,201
LIMITED ORAL NP E..	\$97K	3,292	3,014
SCALING 1 UNIT	\$94K	4,163	2,898
SIMPLE EXTRACTIO..	\$366K	4,339	2,657
EMERGENCY EXAMI..	\$99K	2,801	2,462

- Time Series by Category
- Time Series by Provider Region
- 4-year Comparison
- 4-year Comparison (Cumulative)



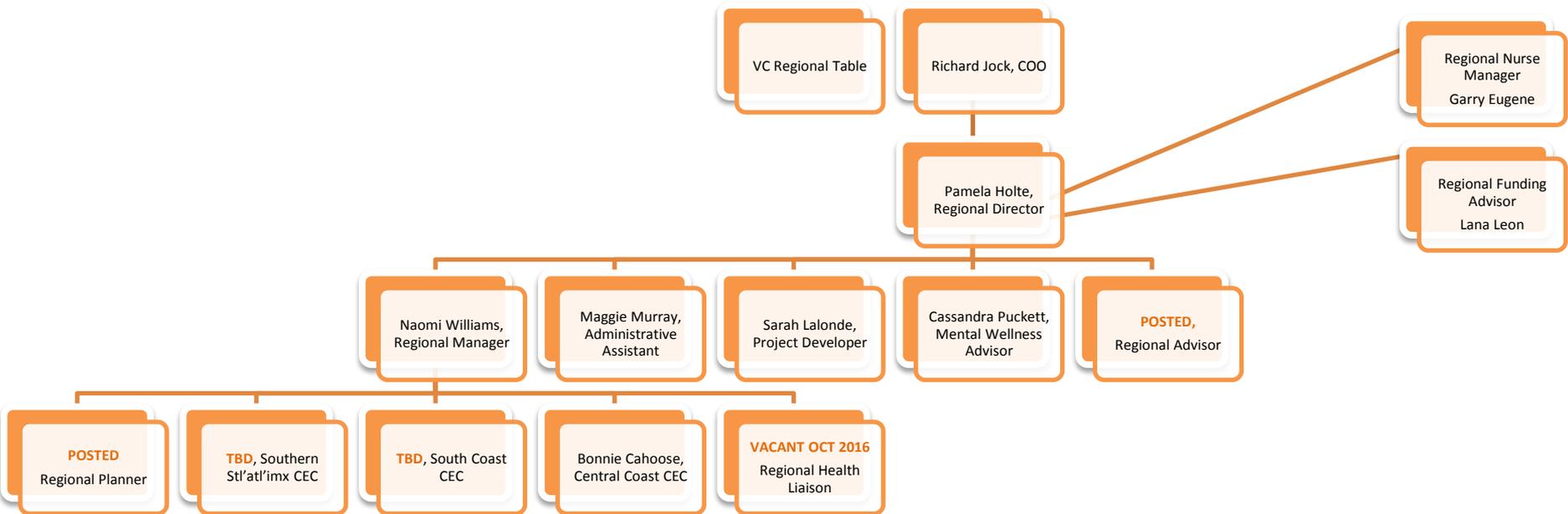
# VC Regional Team



- Vancouver Coastal Regional Updates
- Partnership Priorities



# Regional Team Update



# 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

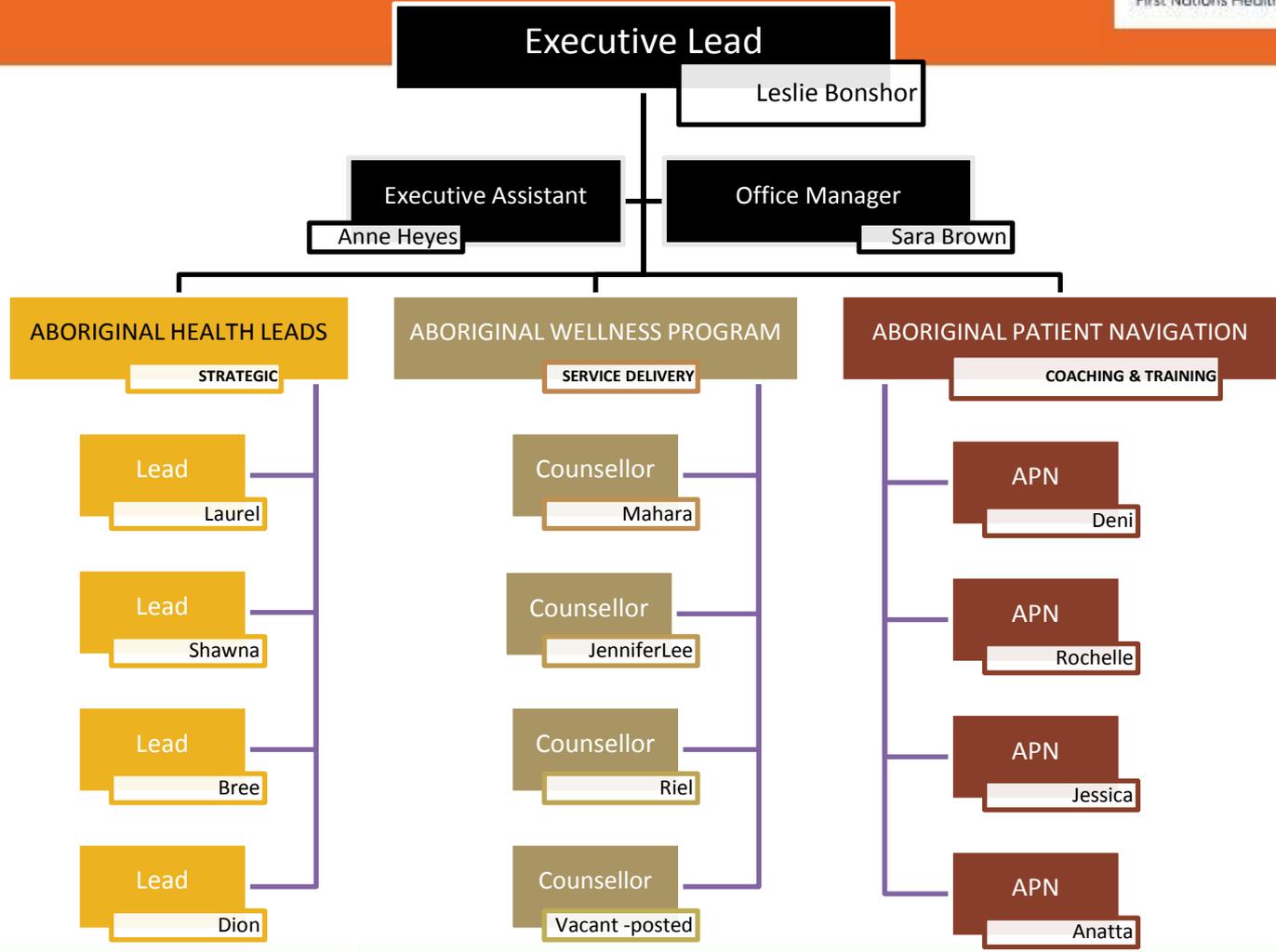
# Vancouver Coastal Partnership Update



# Organization Chart of the VCH Aboriginal Health team



PORTFOLIO	LEAD
<b>PROGRAMS / SERVICES</b>	
Primary Care	Laurel
MWSU	Dion
Home Care	Laurel
Population Health	Bree
Acute Care	Dion
<b>STRATEGIES</b>	
Cultural Safety (ICS)	Shawna/Dion
HR Strategy	Laurel
Planning & investment	Sara
Research & Evaluation	Leslie/Brittany
Urban Health Strategy	Leslie/Mara
<b>POPULATION GROUPS</b>	
Women's Health	Laurel
Men's Health	Bree
Women & Children	Laurel
Youth	Bree
Elders	Shawna
LGBTQ2S	Dion
<b>AGENCY PARTNERSHIPS</b>	
Providence, PHSA	Leslie
FNHA partnership	Leslie
<b>COMMUNITY PARTNERSHIPS</b>	
Central Coast	Bree
Sunshine Coast	Laurel /Shawna
Pemberton	Dion
Vancouver/Richmond	Laurel /Shawna



# Request for Proposals - VCH Youth Substance Use Services



The RFP can be found on BC Bid ([www.BCBid.gov.bc.ca](http://www.BCBid.gov.bc.ca)) under Vancouver Coastal Health Authority - ID# RFP 2016-BISS-016.

# Thank you



First Nations Health Authority  
Health through wellness