



Lu'ma Medical Centre Society

***'Delivering culturally safe
health care'***

Lu'ma Medical Centre

**23 May 2019
Norissa Mongrain
Dr. Michael Dumont**



Indigenous Healing & Primary Care Medical Home

Service Philosophy



Lu'ma Medical Centre is:

- A place where Indigenous health professionals and allied practitioners can meet the needs of the urban First Nations and Aboriginal community in a holistic and caring way, through culturally integrated service delivery as a team.
- An operating 'Two Eyed Seeing' primary care model, offering integrated Western and traditional Indigenous approaches to care
- Geographically safe (located in East Vancouver), independently owned-and-operated, and supported by operational partners FNHA, VCH and the City of Vancouver



- **Increasing attachment** to primary care providers - **building capacity** for Indigenous healthcare in urban Vancouver.
- **Creating the Conditions** Indigenous patients need to improve health outcomes by applying **8 Strategies**:
 - ✓ Cultural Safety
 - ✓ Authentic Engagement
 - ✓ Upstream Solutions
 - ✓ Opening Doors of Opportunity
 - ✓ E Health Data Development
 - ✓ Excellence in Western Medicine
 - ✓ Culture is Treatment
 - ✓ Permanency





Our Team:



Urban Indigenous Patient Medical Home Model

- Indigenous and allied non-Indigenous practitioners
- Team-based 'relational approach'

- Elders / Traditional Healers and Helpers
- Family Physicians
- Nurse Practitioners
- Registered Nurses
- Social Workers
- Counselors





Whom we Currently Serve: Patient Panel of over **1,200**

7000+ patient visits in 2018

Diverse Indigenous patient population

- **91% Indigenous** (81% Status FN, 4.3% Non-status FN, 5.2% Metis, 0.5% Inuit)
- **9% Non-Indigenous** (family members, foster parents, etc.)
- **Over 130 First Nations represented**, whose traditional territories span 10 provinces, 3 territories





We Are Serving Patients with Complex needs:

Mental Health and Addictions

- **63% prevalence of mental illness in panel**
- **44% of patients treated for a mental illness at clinic**
 - Very high rate of PTSD (Residential School Survivors, Sixties Scoop survivors, trauma)
 - High prevalence of depression, anxiety and substance use disorders

Child and Adolescent Health – 351 patients under age 19

- 27% are in government care
- 23% prevalence of FASD
- strong partnership with VACFSS
- Youth aging out of care strategy:
“permanency of healthcare relationships” &
Aboriginal Youth Mentorship Program onsite



Chronic Disease

- High prevalence of Diabetes
- High rates of rheumatological and autoimmune disorders



Indigenizing Team-Based Care:

- Work together with the shared Indigenous value of having a collective responsibility to achieve community wellness.
- Move beyond the Western approach of focusing solely on the bio-medical concerns of the individual and enhance it by supporting patients in their entire well-being (physical, mental, emotional, and spiritual).
- Aim to reframe Western health care approaches by providing the opportunity to develop healthy attachments with culture in practice. Indigenous wellness approaches have proven to be successful in achieving individual, family and community wellness and need to be reclaimed and relearned and woven into Western approaches.





Indigenizing Team-Based Care Cont'd:

- Honour the gifts, experience and wisdom of each staff member and community member and refrain from perpetuating the paternalistic, expert-focused approach in service delivery.
- Ensure that all staff have an understanding of the social determinants that create access barriers to healthcare and be flexible.
- Create opportunities for ongoing cultural learning & activities for staff.
- Trust in ones intuitiveness.
- Staff need to support each other and take time for self-healing.



8 Strategies : That create the Conditions Indigenous patients need to Improve Health Outcomes.

1. CULTURAL SAFETY

When patients feel really safe, they and their family will access primary care.

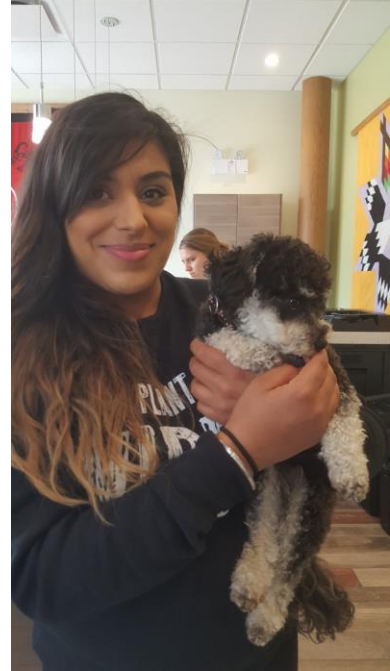
- **Lu'ma is Geographically Safe** – In a neighbourhood in Vancouver's eastside (where affordable Native Housing for families is).
- **TRUST**...Indigenous patients want to access primary care through Indigenous Organizations - not a Government run agency because of anxiety, fear and trauma experienced in Govt run systems of education, justice, health, family services, and residential school.
- **Indigenous by Design.** Safety is built from the foundation of our building by Nisga'a architect, Patrick Stewart; a building that feels solid, safe and permanent. The interior was designed by Marcel Swain, CEO.
- **Families Feel Welcome** with very friendly Reception staff and features for children to enjoy their visit. Families feel they belong here.
- **Sacred space**for patients to pray, do ceremony, talk, sing, drum, meditation, heal with an Elder, Healer &/or Helper.
- **Access to Sacred Medicine;** a Key for Healing.
- **Respond to TRC Call** for Indigenous Practitioners who know how to care and support our patients in their wellness journey.
- **Patients feel safe....** when cared for by an Indigenous and Culturally Aware Team.
- Clothing Rule: no lab coats.
- **A Team who is kind,** genuinely caring, respectful, trusting, and work with good intentions.
- **Our team works without hierarchy or ego.** We trust in one another's special expertise, training, teachings and wisdom, maintaining excellent communication & supportive relationships. Our patients witness and respond well to this = **Secure.**
- We understand the unique needs of our patients because **we accept and acknowledge the trauma** they and their family has experienced – People don't have to explain themselves.
- **Patients access Traditional Elders/Healers and Helpers** to practice holistic healing approaches, ceremonies, teachings, share experience, and receive spiritual & emotional support. Cultural activities onsite strengthen cultural identity, self confidence and feelings of wellness.



8 Strategies:

2. AUTHENTIC ENGAGEMENT

- **Patient experience is a Team effort** that starts at Reception with staff who is welcoming & friendly, connecting patients to the right people to meet their needs.
Healthy team working relationships create Healthy Patient Working Relationships.
- **Practitioners take the time to listen** to understand patient experience.
- **Practitioners explain good health practices and teach** patients using plain language.
- Adherence to a medical health plan is improved when the reasoning is explained.
- Our team engages patients to actively manage health on all levels; helping patients to practice **physical, emotional, mental and spiritual health**.
- Patients become confident in themselves and their ability to heal.





8 Strategies:

3. UPSTREAM SOLUTIONS

- Our focus is family health in order to support the next generation in being healthy.
- We focus on our most vulnerable: children and youth in care.
- Information is shared with patients, young people and parents on wellness education and disease prevention.
- Patients are supported to actively manage chronic conditions to reduce acute events.





8 Strategies:

4. OPENING DOORS OF OPPORTUNITY



- We address social determinants of health by connecting patients to opportunities on site in Housing Navigation, Youth Support, Justice, and Cultural Exploration as well as resources, programs and services in the community.
- Barriers are removed when patients are supported in completing applications, taxes, registrations, and forms so people can connect to resources, programs, and services they need to reach their goals.
- We have partners in MVAEC (Metro Vancouver Aboriginal Executive Council) with an array of services we connect our patients to: Skills Training, Employment, Education, and more.



8 Strategies:

5. E HEALTH DATA DEVELOPMENT

- A Data System is developed with the First Nations & Aboriginal Primary Care Network.
- Robust data is collected with agreed upon conventions, longitudinal measurement framework for wellness and illness indicators, demographics, and social determinants of patients.
- The better we understand Indigenous patient health and track longitudinal progress with our model, the better we can demonstrate need for resources to build capacity to meet the needs of the urban Indigenous community.



8 Strategies:

6. EXCELLENCE IN WESTERN MEDICINE

- Lu'ma Medical is an operating Centre of Excellence in Indigenous Primary Healthcare.
- Increase attachment and maximize our capacity potentials.
- Provide full primary care responsibly = diligence in getting to the root cause of illness by having all tests, assessments, imaging, evaluations, and specialist referrals completed and followed up on.
- All of our Medical Practitioners are UBC Faculty, Indigenous & Culturally Aware.
- A Training Site for the Indigenous Family Medical Residency program for UBC.
- Lu'ma is a Centre of didactic learning and clinical teaching.
- Quality Improvements are made in clinic and broadly shared with the First Nations & Aboriginal Primary Care Network on knowledge and findings.



8 Strategies:

7. CULTURE IS TREATMENT

- **Mental Health** is improved through cultural practices, art, song, ceremony, social, and physical activities that increase social connectivity.
- Identity Building and Social Inclusion are integral social determinants of health; therefore cultural connections lead to physical and mental wellness.
- Addressing spiritual and emotional health with cultural ceremony and activities are keys to recovering from trauma and the disassociation of mind, body and spirit prevalent with people with PTSD .
- Traditional Elders/Healers & Helpers assist patients in re-connecting to cultural practices, activities and teachings.
- Spiritual approaches help patients connect to ancestors to heal the past and have strength to move forward in wellness.
- Social Cultural activities & practices increase happiness, wellness, likelihood of success with goals in housing, education, employment, income security, and positive changes in attitude and relationships.
- Social Cultural activities & practices lead to decrease in anxiety, depression, blood pressure, blood sugar and weight, reduction in ER visits and acute incidents.





8 Strategies:

8. PERMANENCY

- Patients build permanency in their healthcare relationships.
- Patients' physical, emotional, spiritual and mental health is supported by an entire team to ensure consistency and continuum of care.
- We compensate our team adequately in order to retain our excellent staff and minimize staff turnover.
- Lu'ma Medical Centre has a funding model that ensures sustainability of operations.

