



First Nations Health Authority
Health through wellness

FNHA Annual Report 2017/2018 Highlights

First Nations Health Authority
November 6, 2018



2017 2018 Annual Report





Compiling the Report



What's New

- Restructured format as accountability report against Summary Service Plan
- Enhanced regional reporting



Performance Measures





ENHANCE FIRST NATIONS HEALTH GOVERNANCE

Outcome:

Sustainable and accountable governance structures leading change

As part of the unique made-in-BC First Nations health governance structure, the FNHA fosters health systems change through governance partnerships at multiple levels, including with the FNHC and FN-HDA, communities and Nations, and federal and provincial governments. Working together in the spirit of reciprocal accountability and “hardwiring” First Nations decision-making into various levels of the health system in BC advances whole-system change in accordance with the needs and priorities of First Nations individuals, families and communities.

There has been interest from others to learn about the history and development of the BC First Nations health governance structure this year. The FNHA, along with its governance partners, held sessions with First Nations from other regions throughout 2017/2018 to share information about our health governance journey, the First Nations Perspective on Health and Wellness, and cultural safety and humility. A challenge for the FNHA moving forward will be to find ways to share this information with our relatives across the country in efficient ways that do not draw resources from the core business of the organization.





Goal One: Highlights

- Regional Partnership Accord Evaluations in progress in all five regions
- FNHA/FNHC/FNHDA commitment to undertake evaluation of the *Relationship Agreement*
- Continued partnerships with federal/provincial governments and 'hardwiring' First Nations into broader health system



Goal One: Progress on Key Priorities

- Engagement plan
 - Engagement processes will be refreshed though results of *Relationship Agreement evaluation*
- Away from home population
 - Work to build partnerships and develop province-wide initiatives strategies
- Advancing Truth and Reconciliation Commission Calls to Action
 - Such as FNHA support Jordan's Principle/early childhood education programs



Goal One: Performance Measures

- First Nations Health Governance Effectiveness
 - Proceeded with engagement initiatives as planned
- Governance Partnership Effectiveness
 - Progressed well in developing annual bilateral agreements



CHAMPION THE BC FIRST NATIONS PERSPECTIVE ON HEALTH AND WELLNESS

Outcome:

Culturally safe and supported health and wellness journeys

The First Nations Perspective on Health and Wellness continues to ground the FNHA's work and serves as the touchstone in supporting First Nations individuals, families and communities in their health and wellness journeys. Developed by First Nations, the First Nations Perspective on Health and Wellness speaks to the importance of a holistic approach to health that focuses on all aspects of the human experience, including the physical, emotional, mental and spiritual. The FNHA strives to advance health and wellness using a variety of approaches to support individuals, wherever they are at on their health and wellness journeys. This includes health and wellness tools and resources for individuals, ensuring wellness is embedded in system-wide strategies and improvements and sharing data and research from a wellness perspective.

Though this year has seen continued progress, embedding the First Nations Perspective on Health and Wellness and cultural safety and humility into the larger health system is a complex and long-term endeavour requiring a systematic yet nimble strategy.

The high interest to partner with and hear from the FNHA is also challenging to manage, and requires the FNHA to implement a process of prioritization for these external requests.





Goal Two: Highlights

- Partnering with First Nations individuals, families and communities in their health and wellness journeys
 - Promoting respectful use of tobacco; celebrating summer and winter wellness events; and supporting Elders and youth events



Goal Two: Progress on Key Priorities

- Developed an Indigenous Cancer Strategy
 - Developed in partnership and addresses all aspects of cancer
- Cultural Safety and Humility
 - Hardwiring cultural safety and humility throughout broader health system
- Developing Wellness Guiding Framework, implementing health literacy campaigns and providing tools and resources



Goal Two: Performance Measure

- Impact as a Health and Wellness Partner
 - Impacts and positive results reported based on FNHA's continued investment in events, campaigns and tools to support health and wellness journeys of BC First Nations



ADVANCE EXCELLENCE IN PROGRAMS AND SERVICES

Outcome:

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

The FNHA's Quality Agenda describes the three perspectives through which the FNHA pursues excellence in programs and services: provincial services; FNHA-delivered services; and FNHA-funded services delivered by communities and their mandated health service organizations. Key themes across all three of these perspectives of quality include primary health care, mental health and wellness, cultural safety and humility, and incorporation of First Nations knowledge, beliefs, values, practices, medicines and models of health and healing.

As a result of the partnership and integration with the provincial health system, and new data and information generated by the FNHA, there has been new and increasing investments in First Nations priorities. The availability of this new data leading to new investments from the provincial system is clear evidence of transformation directly resulting from the creation of the First Nations health governance structure.

Challenges and pressures in 2017/2018 related to programs and services most notably related to the states of emergency in wildfire and overdose response. Challenges have included the need for: enhanced clarity of roles and responsibilities on the part of various organizations involved in emergency response, including more clearly identifying First Nations' expectations of the FNHA as their health authority; more timely and quality data and information; sustained emotional and cultural supports during and following emergencies; and enhanced cultural safety within all health and emergency response systems. The FNHA is taking steps to improve its internal emergency preparedness and response ability as well as identifying and advancing required improvements within federal and provincial systems. This process has been informed by engagement on the learnings from the 2017 wildfire season and emergency readiness at the FNHDA Annual General Meeting and Regional Caucuses.



Goal Three: Highlights

- Quality and culturally safe provincial health care services
 - Joint Project Board projects
 - Responded to opioid public health emergency
- Maximizing and enhancing resources for FNHA programs and services
- Supporting First Nations delivered programs and services



Goal Three: Progress on Key Priorities

- Implementing FNHA Quality Agenda
- Worked with partners on primary health care and mental health and wellness initiatives
- Migrated off Health Canada claims processing systems
 - Transitioned to Plan W (Wellness) for FNHA clients



Goal Three: Progress on Key Priorities Cont'd

- Transforming approach to supporting community health and wellness planning, including new draft toolkit
- Developing regional data reports, such as Health System Matrix data



Goal Three: Performance Measures

- FNHA and First Nations Health Organization Partnerships
 - Progress made to establish more efficient processes to track funding arrangements requirements and develop feedback processes to track FNHA responses to funding agreement holders
- Service Quality
 - Work continues to identify best performance measures to assess quality of FNHA services



OPERATE AS AN EFFICIENT, EFFECTIVE AND EXCELLENT FIRST NATIONS HEALTH ORGANIZATION

Outcome:

FNHA is an established leading edge First Nations health organization

First Nations in BC have established the FNHA as their health organization, and the FNHA continuously strives to uphold a standard of excellence in support of clients, families and communities. In 2017/2018, the FNHA continued training and building leadership at all levels of the organization, enhanced the integration of First Nations knowledge in organizational practices, maintained a strong focus on staff safety, and prioritized policy excellence as the backbone of effective organizational services. A challenge for the FNHA last year stemmed from pressures to stabilize the human resources function, including a need to strengthen the FNHA performance measurement and evaluation function.





Goal Four: Highlights

- Building strong leadership and fostering a First Nations organizational culture
 - Seeking to be a role model for cultural safety and humility in the workplace
- Fostering a healthy and engaging environment
 - Supporting learning, training, wellness and focus on staff safety
- Achieving excellence in operations
 - Improved human resource service delivery through launch of technology and resources project
 - Enhancing oversight of major organizational projects



Goal Four: Progress on Key Priorities

- Developing FNHA leadership development program
 - Drafted framework and policy statement
- Implementing FNHA Policy Framework
 - Finalized an organization-wide Policy Framework for FNHA four policy functions
- Developing Business Roadmap
 - In the initial stages



Goal Four: Performance Measures

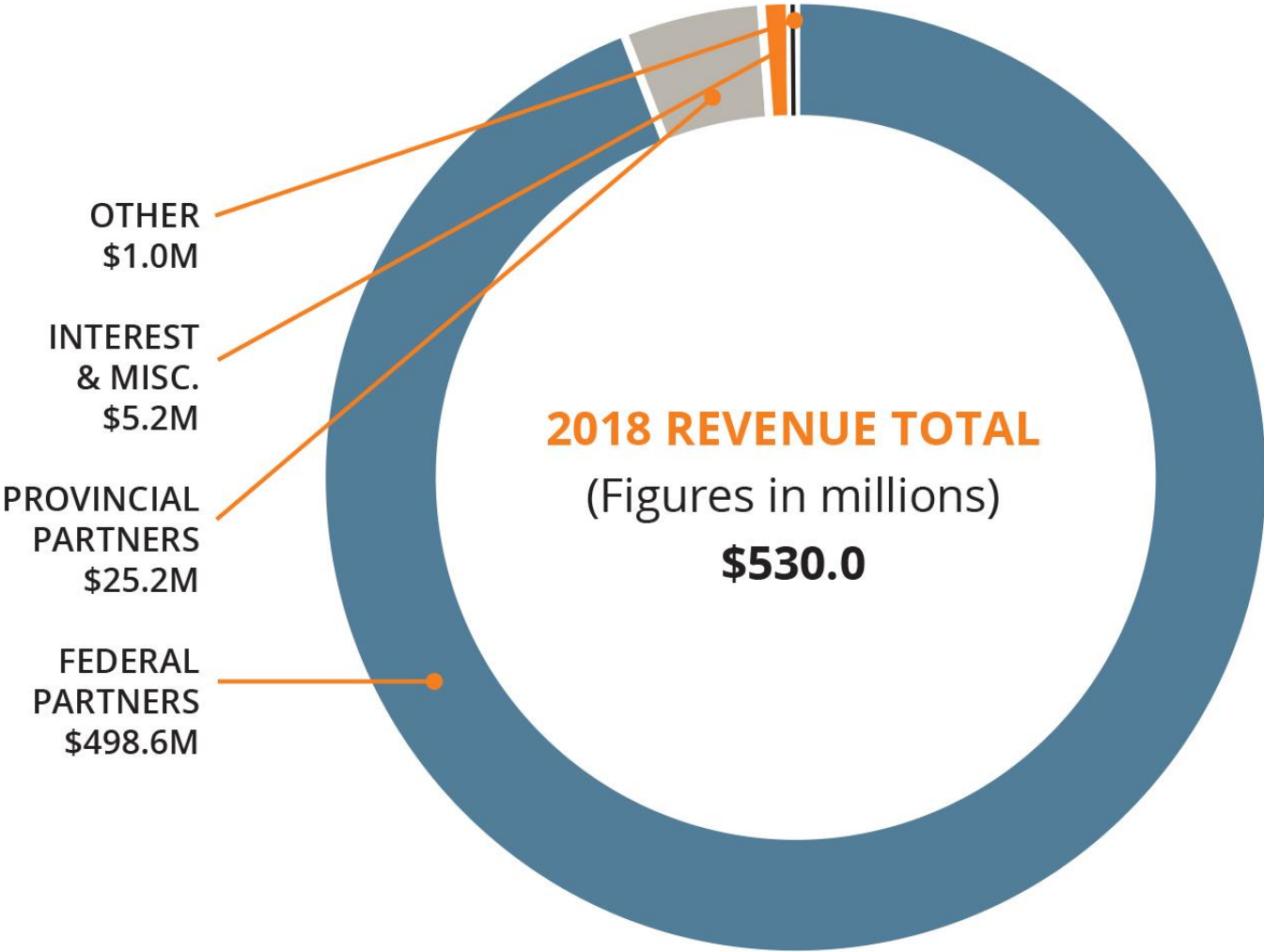
- Organizational Excellence
 - Organizational-wide cultural initiatives held
 - Close to meeting target of self-identified Aboriginal staff

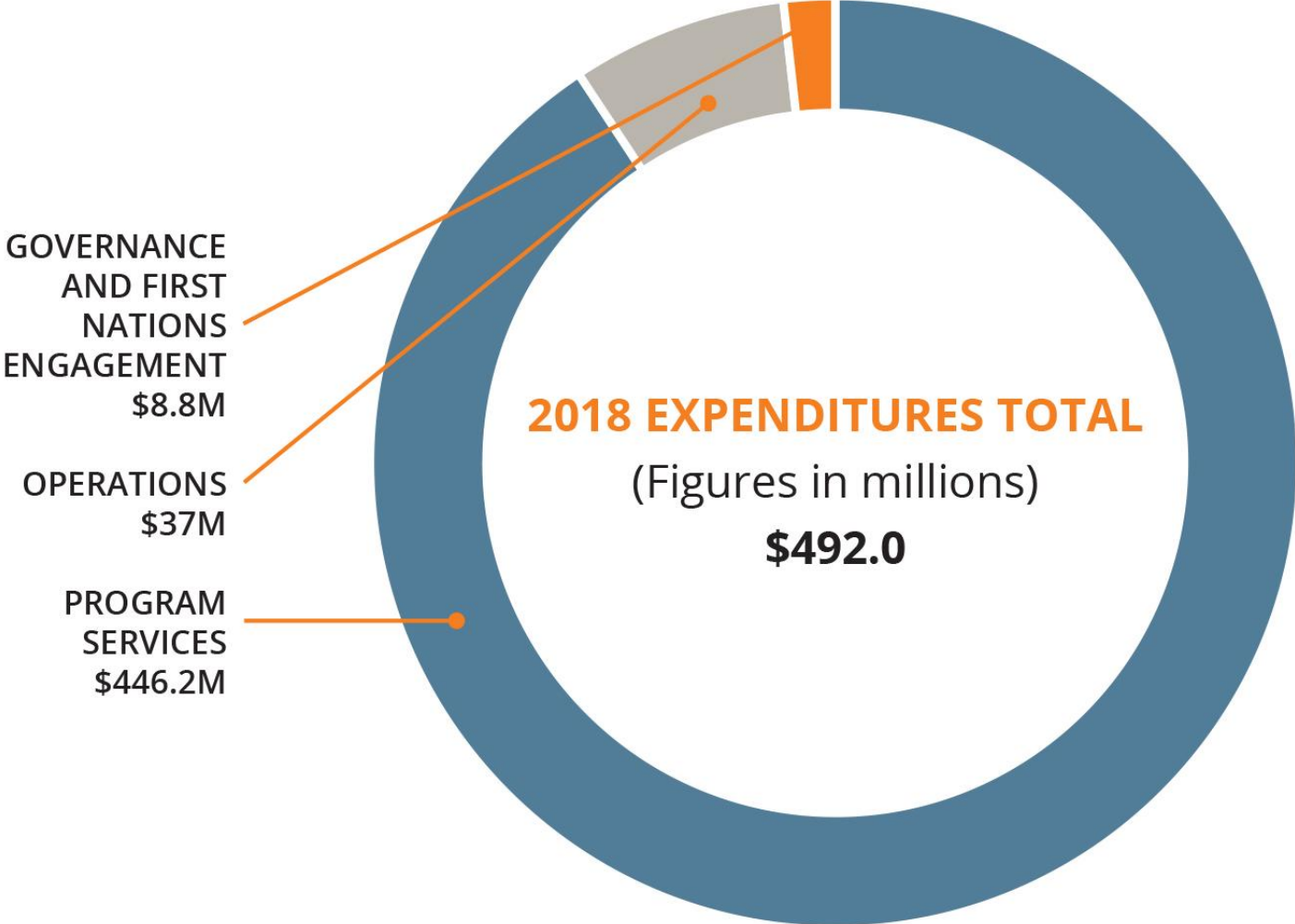
Health Performance Standards

- Health Performance Standards
 - Upholding standard for Annual Board of Director review of corporate policies, nearing full compliance with inclusion of 7 Directives and Operating Principles in decision-making processes



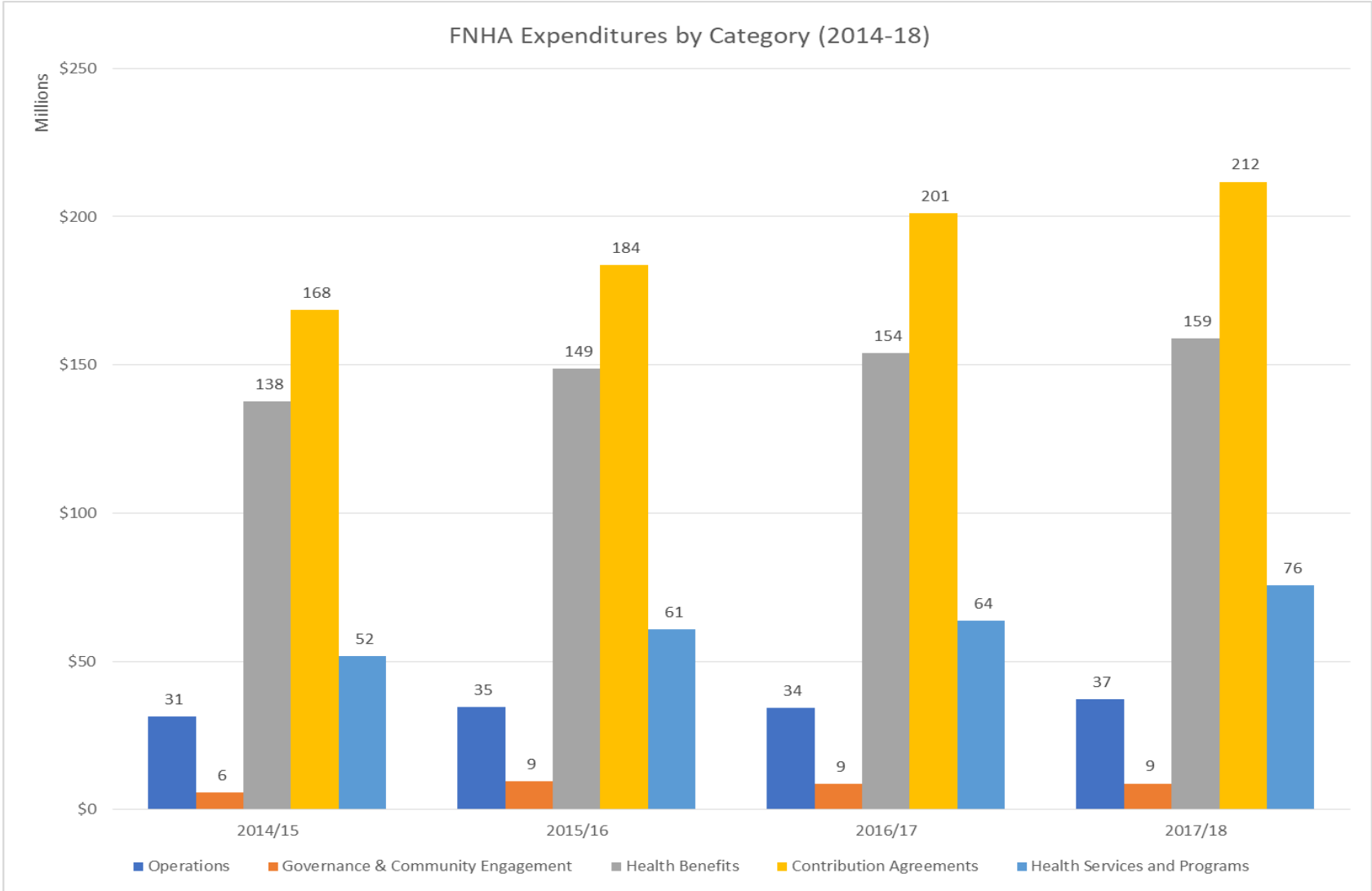
2017/2018 FINANCIAL REPORT







Financial Highlights





Fiscal Responsibility

- Five consecutive clean audit opinions has given FNHA a reputation of being able to “manage our money”.
- FNHA sets and meets high ethical and operational standards for procurement of goods and services, this contributes to our reputation as a sound manager of resources.
- This proven track record of sound management has provided confidence and opened doors with both the federal and provincial governments for additional funding streams.
- “March Madness” is a thing of the past for FNHA and allows for longer term decisions.



Fiscal Reality

- As a young and rapidly maturing organization we have learned that it takes time to prepare, plan and execute changes - this has led to delays in spending.
- Recruiting the right skilled professionals for the work continues to be a significant challenge, one that is shared by the entire health sector.
- FNHA must react to the environment in which we work – what happens to community happens to us and vice versa (e.g. opioid response; Jordan's Principle) - this can delay investments and increase our execution time for longer term projects.



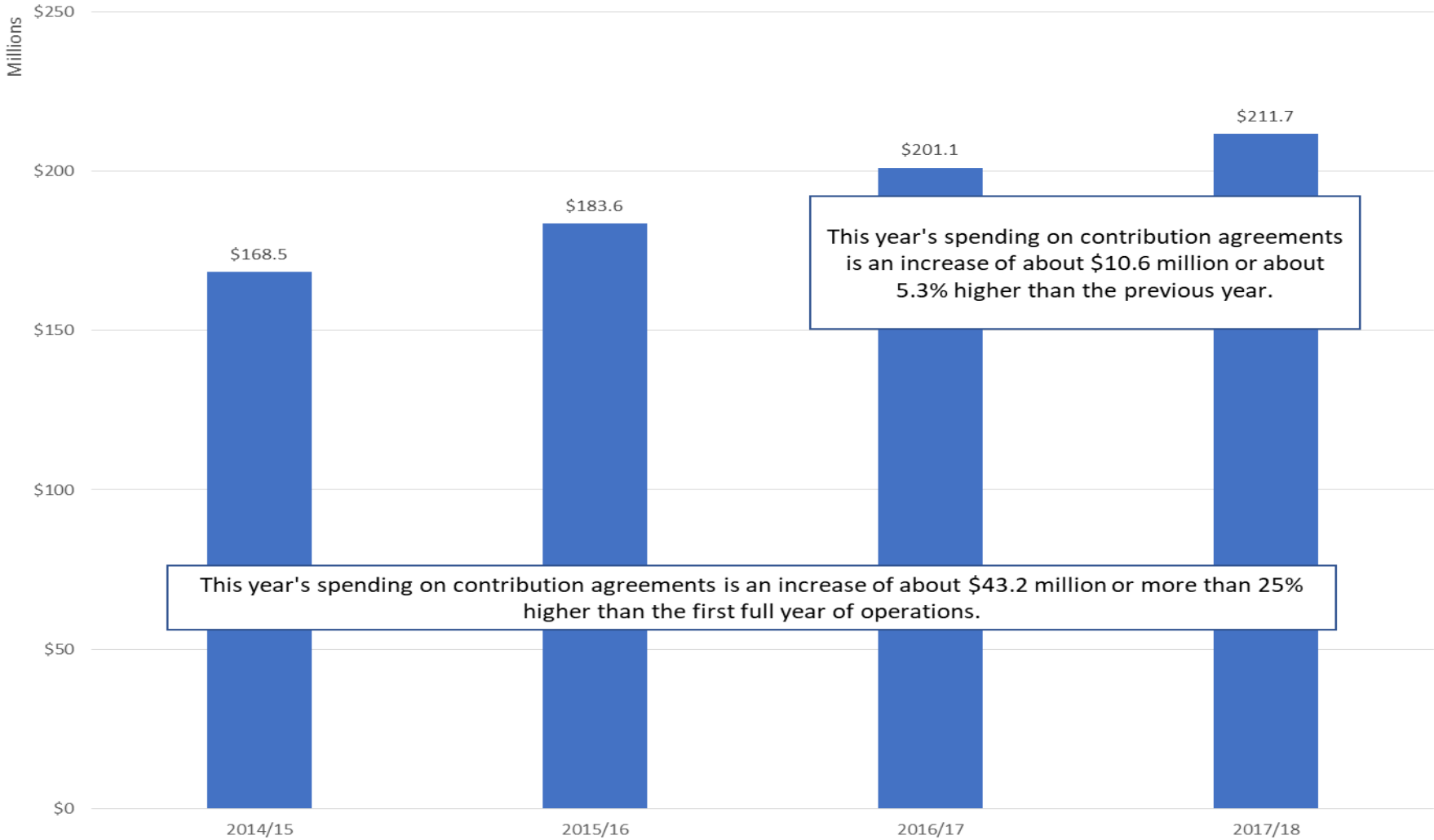
Fiscal Opportunities

- We are able to preserve any delayed spending for the future benefit of First Nations.
- The internally restricted funds are and will be used to continue to enhance and transform health services in communities and with our health authority partners.
- FNHA can leverage our funds - we were able to use \$10 m of funding to create a new restricted fund to leverage additional money from both the federal and provincial governments
- A reserve creates a hedge against any fiscal changes or uncertainties and is consistent with sound business practice



Financial Highlights

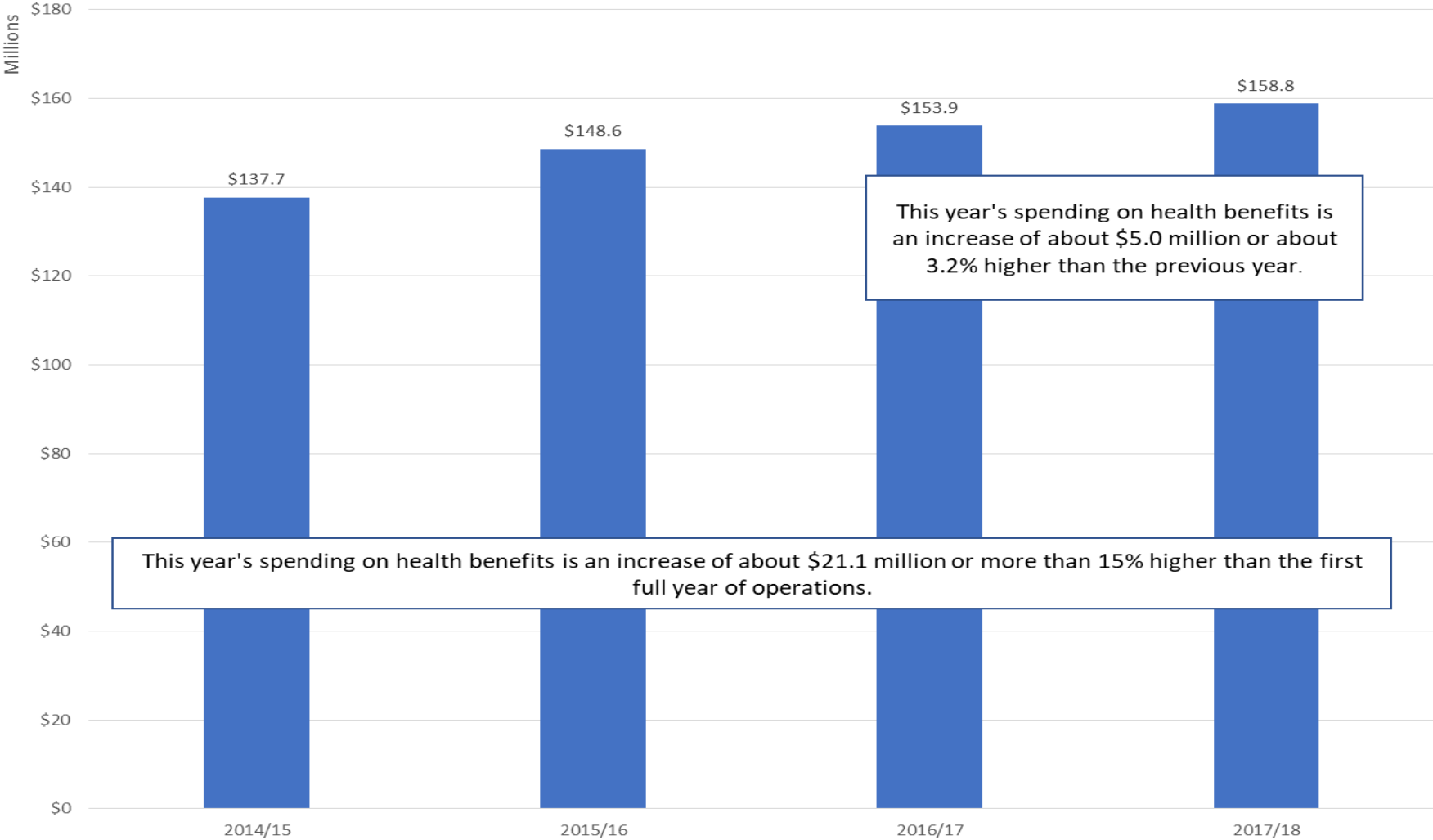
FNHA Expenditures on Contribution Agreements (2014-18)





Financial Highlights

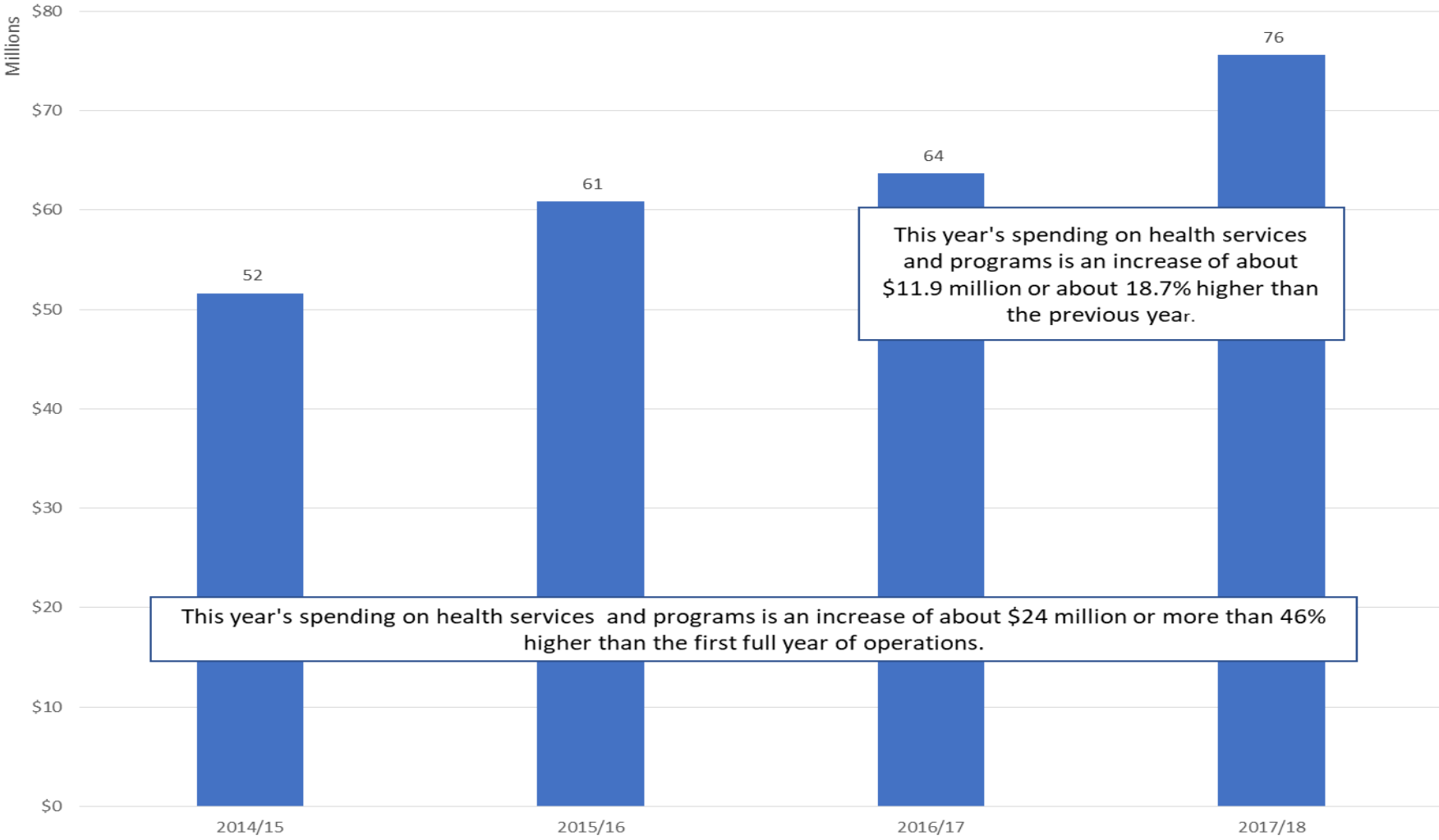
FNHA Expenditures on First Nation Health Benefits (2014-18)





Financial Highlights

FNHA Expenditures on Health Services and Programs (2014-18)





Questions and Discussion