

Introduction to VCH - Indigenous Health



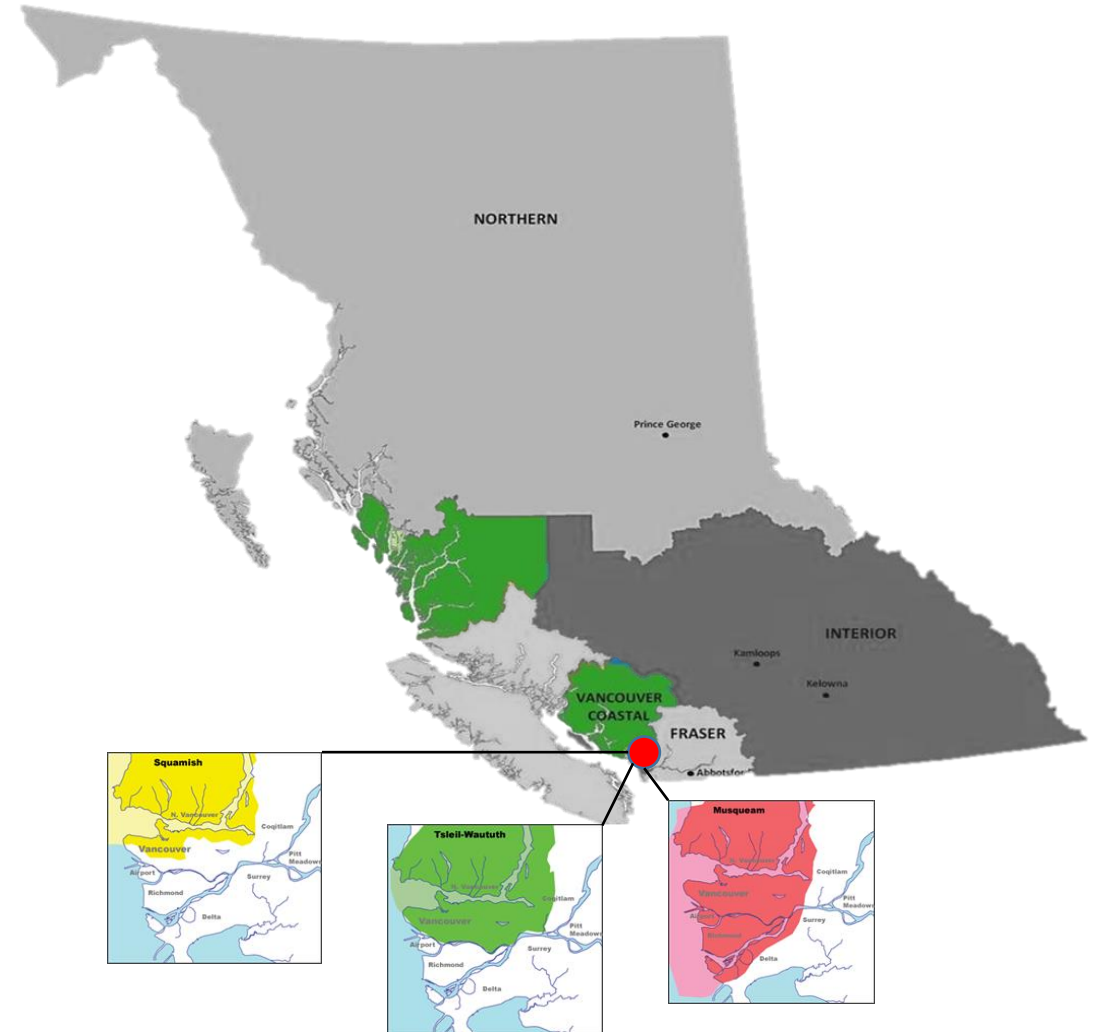
Indigenous Health
Be Well

Vancouver
CoastalHealth

Land Acknowledgement

We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.



Intention Setting



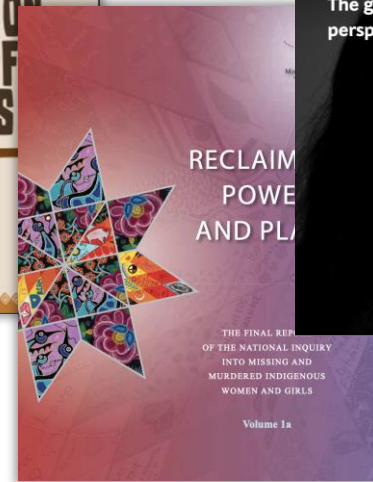
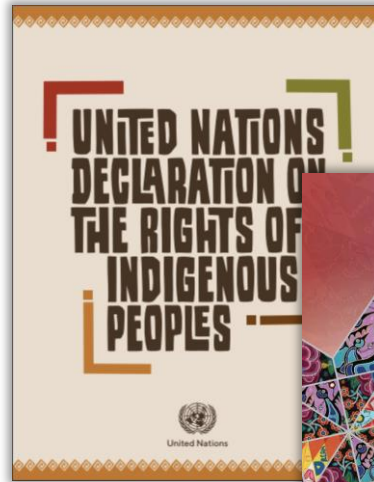
High level view of our approach:

- FNHA & 14 First Nations Regional Health & Wellness Plan with FNHC; FNHDA
- In Plain Sight, report on racism in healthcare
- Truth & Reconciliation 94 Calls to Action
- Urban Aboriginal Health Strategy
- United Nations Declaration of the Rights of Indigenous People
- MMIWG recommendations
- VCH Mandate letter; VCH Service Plan
- Métis Nation BC.
- Tripartite FN Health Plan & Indigenous Cultural Safety and Change Leadership Strategy



VCH Leadership Priorities

- PRIORITY 1** { **EMPOWER INDIGENOUS COMMUNITIES TO LEAD SOLUTIONS**
- PRIORITY 2** { **UPHOLDING RECONCILIATION IN HEALTH**
- PRIORITY 3** { **EMBEDDING INDIGENOUS CULTURAL SAFETY & HUMILITY**
- PRIORITY 4** { **ADVANCING HEALTH EQUITY**
- PRIORITY 5** { **ENCOURAGING HEALTH INNOVATION & EVOLUTION**



Leadership Priorities & Points of Pride:



- Established Elders-in-Residence Program
- Creation of Indigenous Patient Experience Team, including Registered Nurses and Indigenous Patient Navigators
- Expanding and evaluating Indigenous Cultural Safety training
- Established Office of Indigenous Women and Family Health
- Developing recommendations for Indigenous pandemic response plans
- Research into reproductive and sexual health service access

Office of Indigenous Health

February 2023

Last updated: 02/08/2023

Leslie Bonshor
VP, Indigenous Health

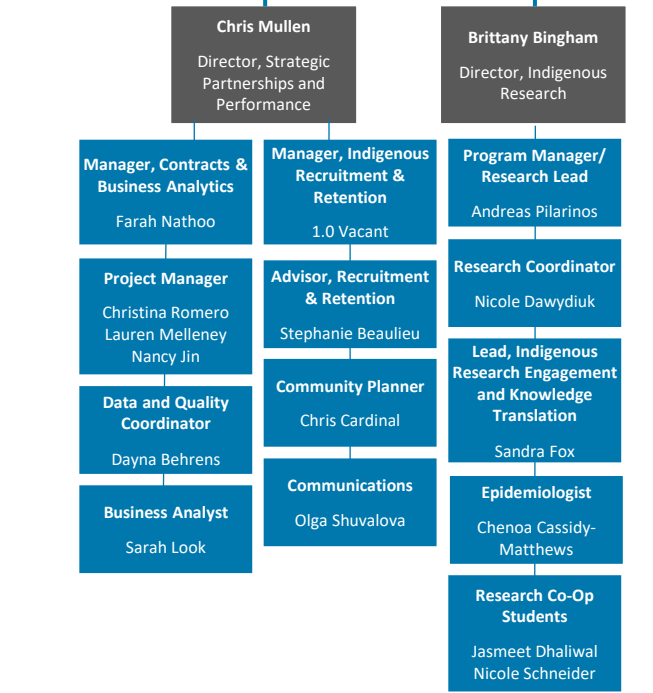
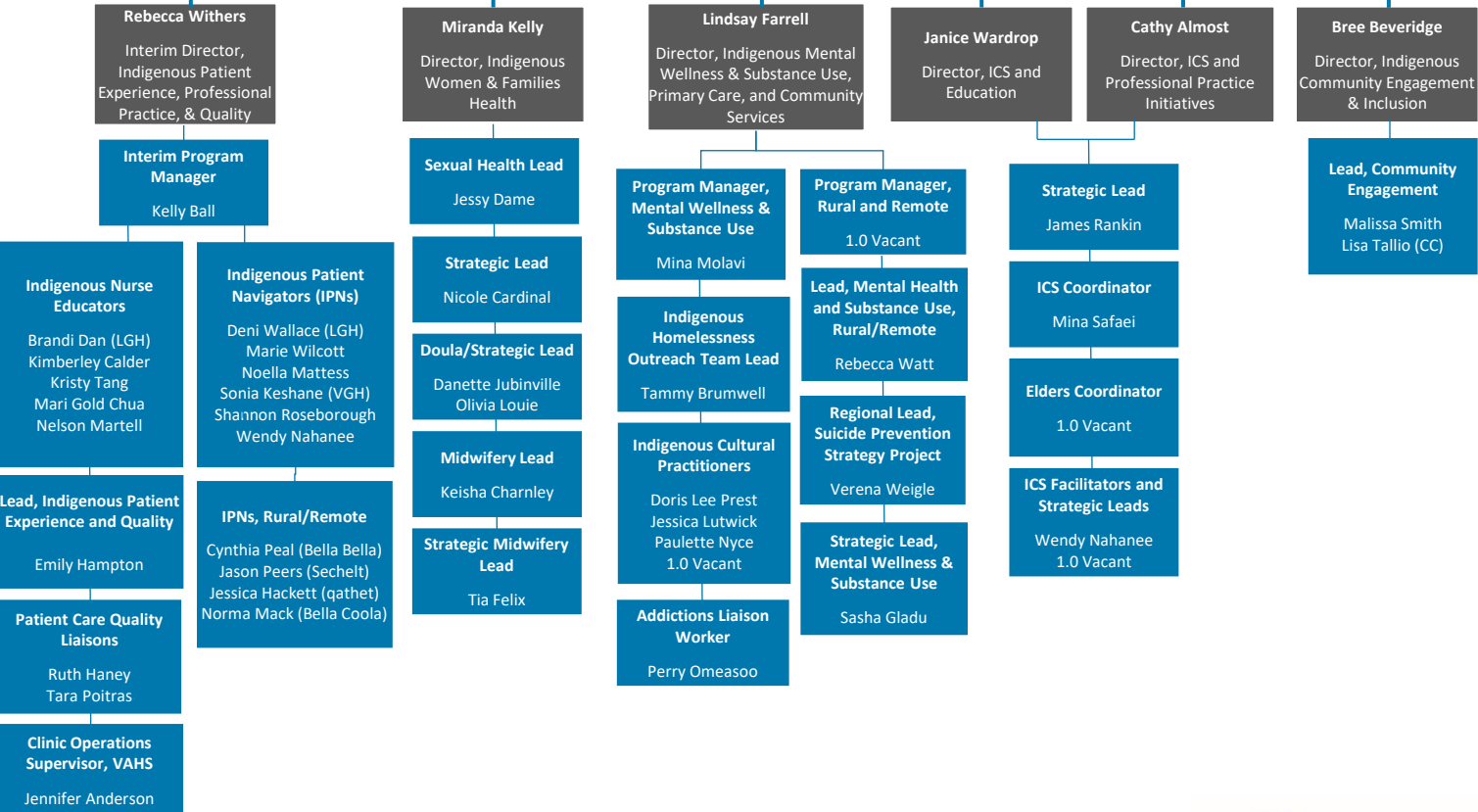
Dr. Don Wilson
Regional Medical Director, Indigenous Health

Shannon McCarthy
Executive Director, Indigenous Health

Cheryl Palazoff
Indigenous Health Manager & Office Supervisor

Patient Experience

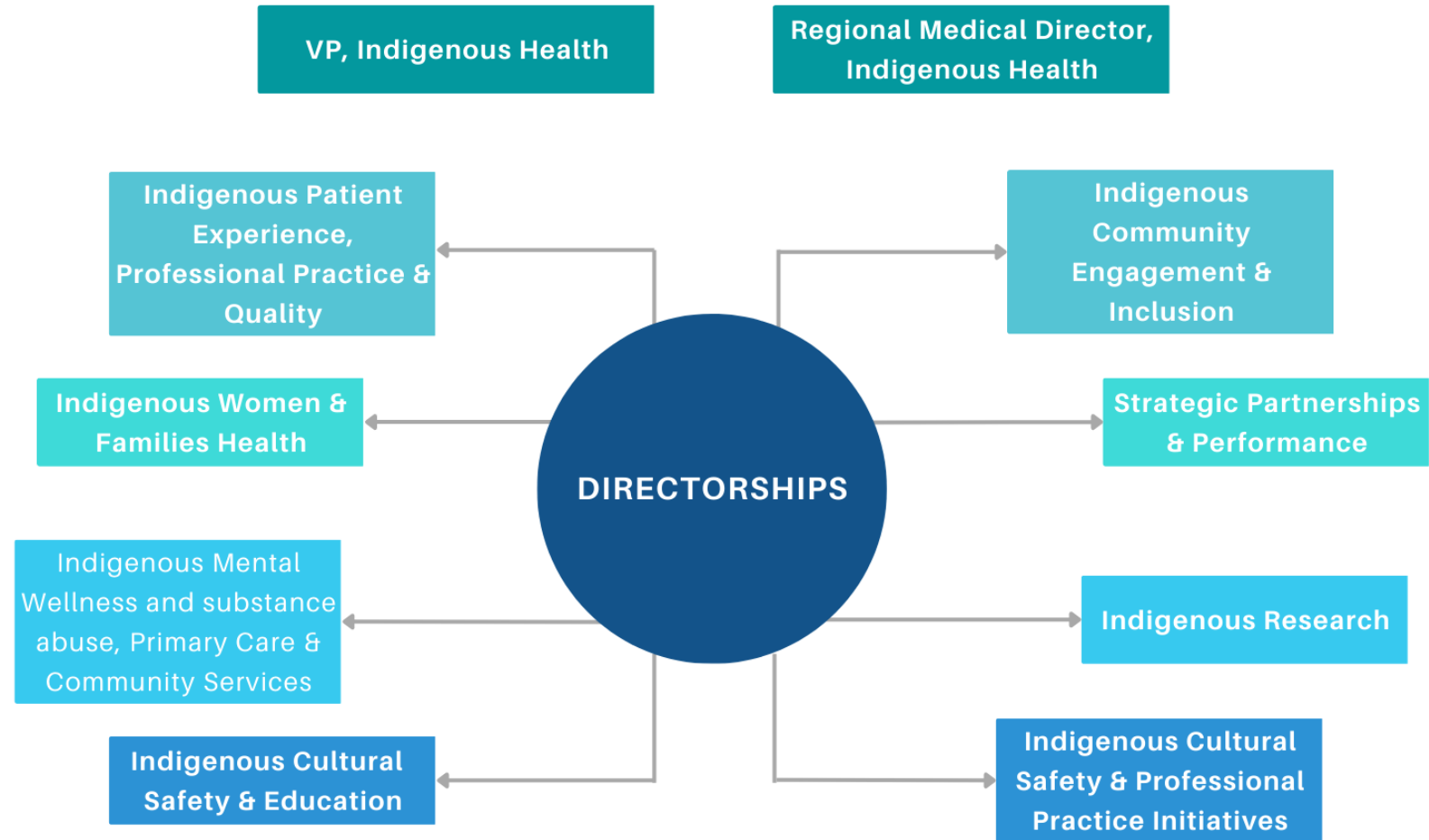
System Transformation



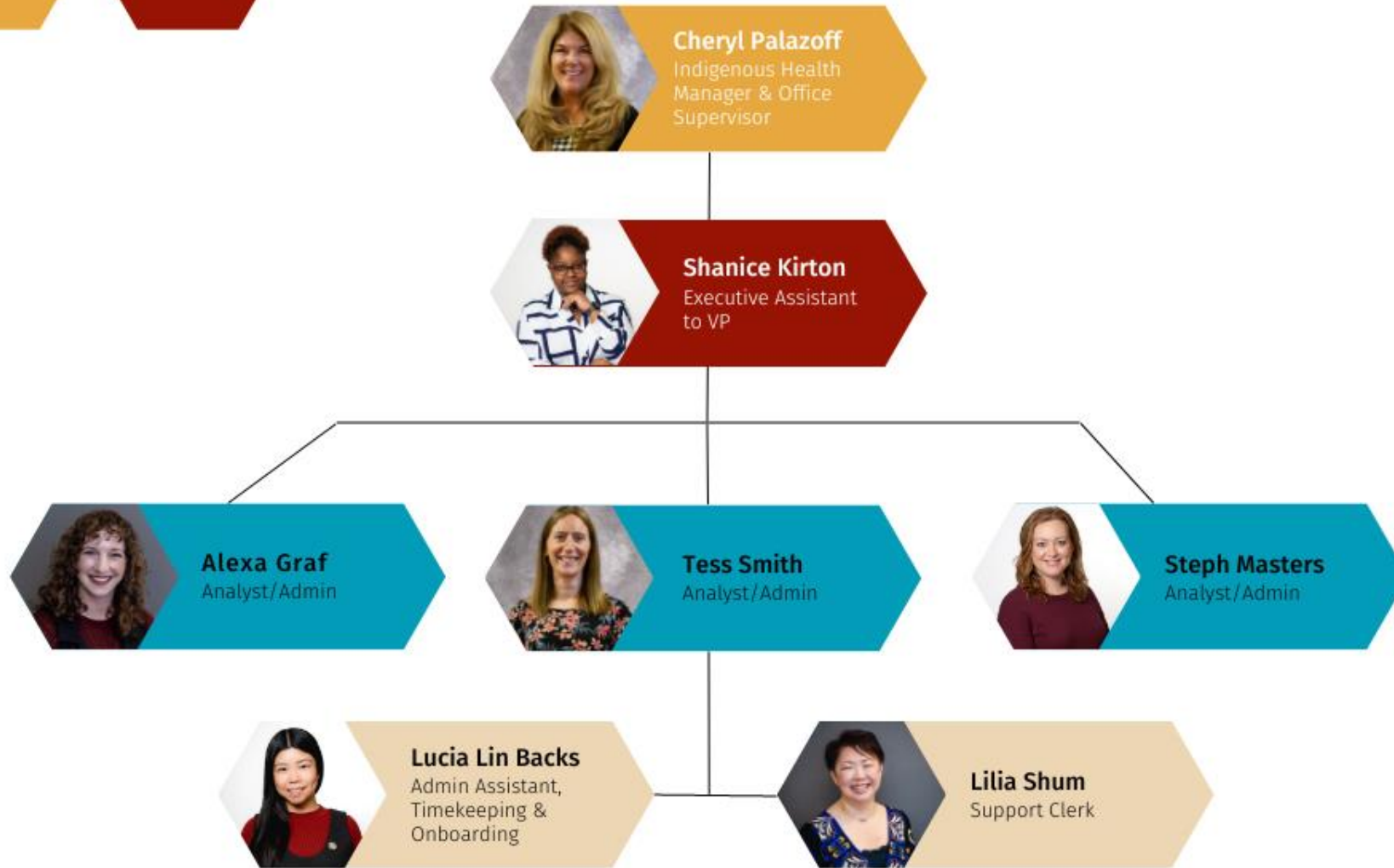
Indigenous Health



INDIGENOUS HEALTH LEADERSHIP TEAM



IH ADMINISTRATIVE TEAM



Indigenous Patient Experience Team (IPET):

This program touches on 11 of the 24 recommendations from IPS.



Indigenous Nurse Educators



Patient Care Quality Liaisons



Indigenous Patient Navigators



Indigenous Patient Experience & Quality Lead

They mitigate any negative experience in the moment: in real time.

They link cultural ceremony to the patient.

Support with Elder Visits.



Indigenous Patient Navigators (IPNs)

Indigenous Patient Experience Team



Role and Function

Meet with patients and families at the point of care to help navigate; bridging between providers, patient, systems and community.



Total Investment

9.0 FTE | \$775,000

Indigenous Patient Navigator Teams

Today there are two growing teams of Indigenous Patient Navigators:

- Urban Team (5) 7 days/week coverage
- Rural Team (4) 5 days/week coverage



Indigenous Patient Navigators (IPNs)

Indigenous Patient Experience Team



Urban Team:



Vancouver General Hospital
(Squamish, Tsleil-Waututh, Musqueam)



Lions Gate Hospital
(Squamish, Tsleil-Waututh, Musqueam)

Rural/Remote Team:



Sechelt Hospital
(shíshálh)



R.W Large Hospital
(Heiltsuk)



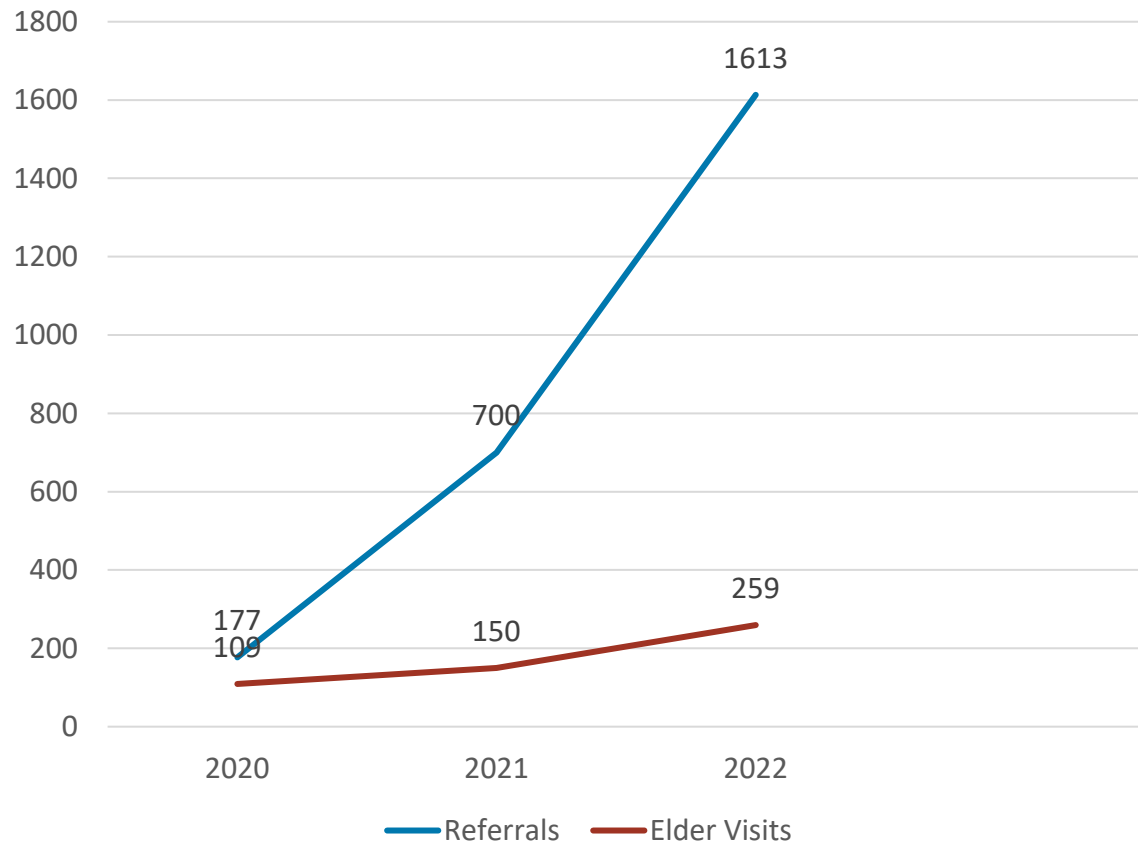
Bella Coola General Hospital
(Nuxalk)



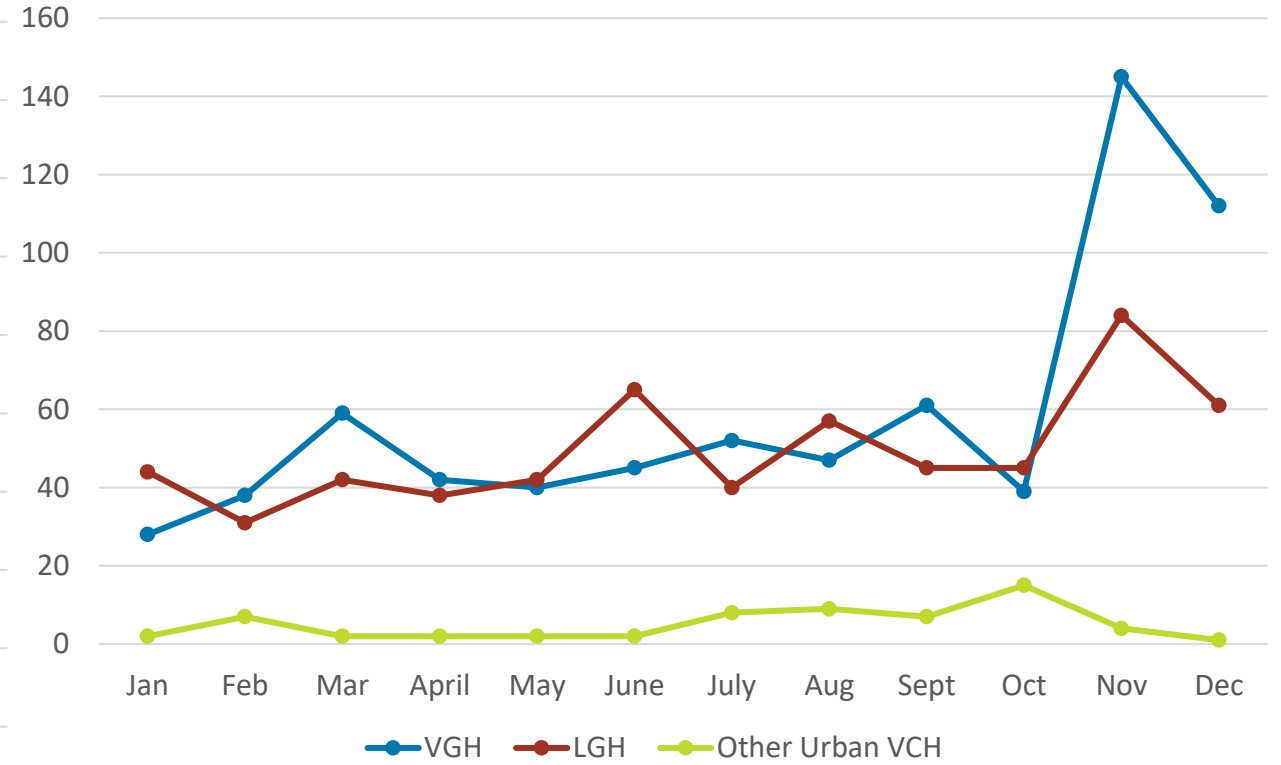
qathet General Hospital
(Tla'amin)

IPET Referrals Urban and Rural

Referrals by Year



Referrals by Month (2022)



* Please note Other Urban VCH includes long term care sites- patients are seen long term

Strategic Partnerships and Performance

IH Strategic Planning, Communications and Risk Management

Department strategic and work planning,
Department reports, media, engagement events
Department risk and financial management

Community Planning & Partnerships

Assist & liaise with capital project teams,
Develop Memorandum of Understandings
with Nations and Indigenous Partners

Performance measurement and reporting

Data & quality and outcome reporting
Department performance metrics



Recruitment and Retention

Partner with People team to recruit and address Indigenous staff needs

Contract Management

Oversight of approx. \$5 million in contracts with urban Indigenous organizations

Department Project Management

Centralized project management services for the department

Engagement & Inclusion

Embed Indigenous Voices

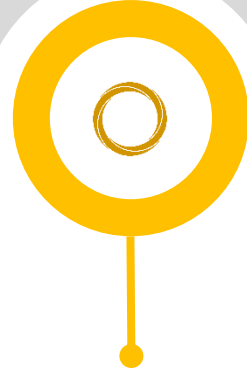
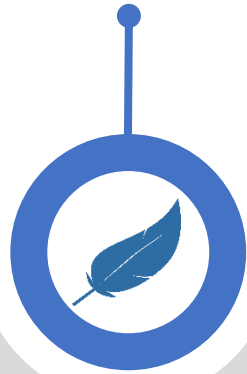
Embedded member of Community Engagement. Create space for Indigenous perspectives in each project.

Subject Matter Expertise

Provided SME support to 24 VCH projects in 2022, including for Community Engagement.

Advisory Committees

Establish advisory committees to streamline engagement on capital and art projects



Meaningful relationships

Build meaningful relationships with Indigenous communities and partners

Cultural Protocol

Train partners across VCH about Indigenous cultural safety, tradition, and protocol, embedding into engagement strategies

Reduce engagement burden

Work with regional health authorities to leverage engagement pathways, planning, and insight, reducing overall burden on Indigenous partners

Indigenous Cultural Safety team (ICS):

The ICS team touches on:

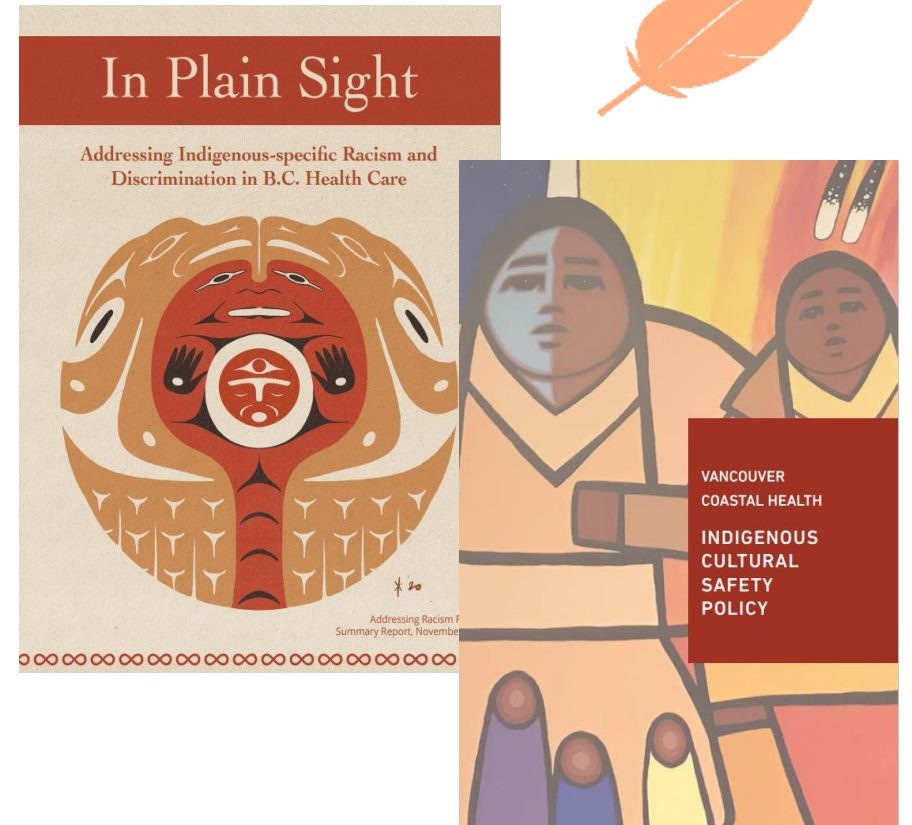
- 7 of the 24 recommendations from In Plain Sight
- 4 of the TRC Calls to Action

Our team includes:

- Director, ICS
- Indigenous Strategic Lead, ICS
- Strategic Lead, ICS
- Elders in Residence Program Coordinator
- Coordinator, ICS

Major responsibilities include:

- Coordinating and delivering in-person ICS training, locally and remote
- Providing strategic direction for new and ongoing ICS training
- Supporting the Elders in Residence program
- Data tracking and reporting
- Developing new ICS curriculum
- Promoting and supporting major Indigenous events throughout the year



ICS Implementation progress:

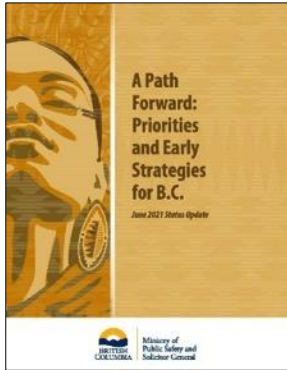
Number of staff and health providers who have completed Indigenous Cultural Safety training:

Delivery Mode	2022 Reporting Period 1 Apr 1 – Aug 31 2022 (# of participants)	2022 Reporting Period 1 & 2 Apr 1 – Dec 31 2022 (# of participants)
Online	3,397	4,669
In person	312	353
Total	3,438	5,012




1. Training completed by Leadership teams: Professional Practice, Clinical Education, Patient Experience, Patient Care and Quality, Project Team for Bella Bella, VGH ED PILOT completion, Bella Coola (leaders, frontline, medical staff)
2. Completion of ICS Hummingbird Level 1 Curriculum to include pre and post survey, online modules, in-person experiential learning, and workbook
3. Lunch and Learn activities
 - a. National Indigenous People's week (5 sessions)
 - b. Louis Riel week (5 sessions),
 - c. Unit huddles (VGH, LGH, RH, UBC)

Indigenous Mental Wellness & Substance Use – *What we do*

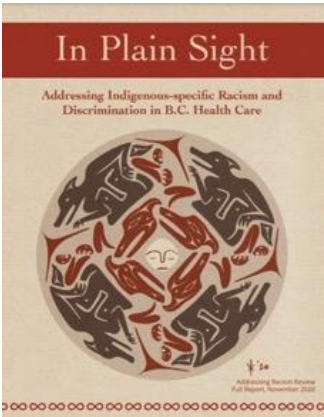


 **Strategic Liaison**

We act as a bridge and liaison between Nations, First Nations Health Authority, and Indigenous-serving organizations and communities and the health authorities.

 **Subject matter Expertise**


We provide Subject Matter Expertise on culturally-based, resilience-oriented, trauma-informed approaches to MHSU services.



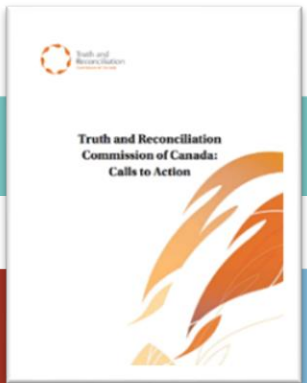
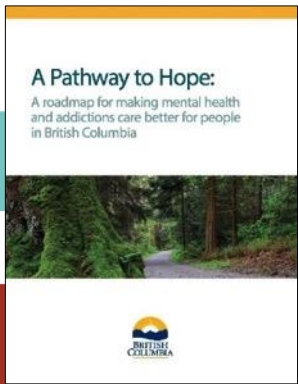
 **Leadership, Partnership and Collaboration**

We collaborate and work in partnership with Operations leaders and Regional teams in the development and implementation of services across MHSU services in BC.



 **Decolonizing MHSU**

We communicate and uphold VCH vision regarding Indigenous cultural safety and In Plain Sight recommendations to MHSU teams.



Primary Care & Community Services – *What we do*



Partnership and Collaboration

We collaborate and work in partnership with community-led providers in the delivery of Indigenous services



First Nations and Aboriginal
PRIMARY CARE NETWORK

MWSU, Primary Care & Community Services Team:

Director, Dr. Lindsay Farrell

Manager, Mina Molavi

Strategic Lead, Sasha Gladu

Some of our great partners:



Kílala Lelum

Urban Indigenous Health
and Healing Cooperative



**Vancouver Aboriginal
Health Society**



URBAN NATIVE YOUTH
ASSOCIATION



VACPC

Regional Suicide Prevention Project:

Regional Lead, Verena Weigle

Project Manager, Lauren Melleney

Indigenous Homelessness Outreach Program (IHOP):

Tammy Brumwell, Jessica Lutwick, Doris Prest

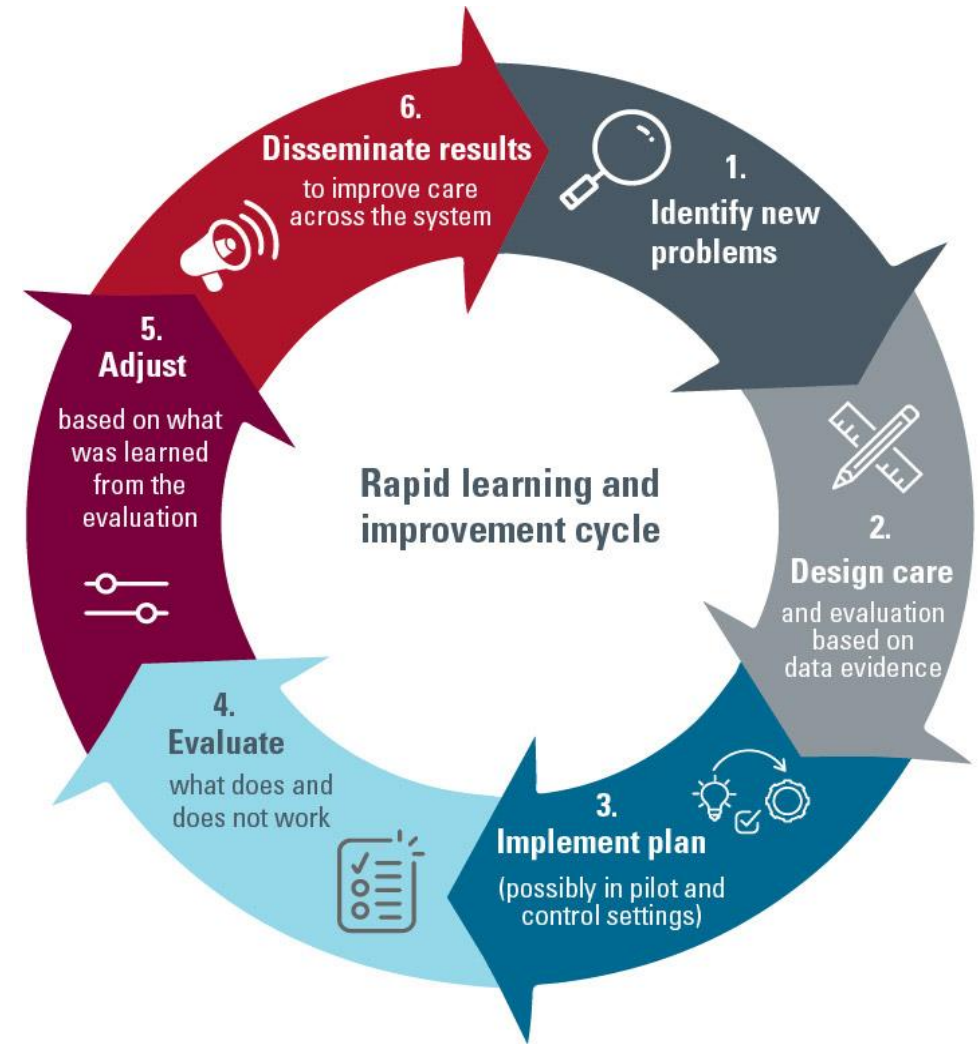
Indigenous Research & Evaluation:

Ongoing activities:

- Indigenous Cultural Safety Training Implementation – **Vancouver Foundation (\$265,700)**
- Indigenous Women, Gender Diverse, and 2-Spirit Sexual & Reproductive health study - **CIHR (\$199,158)**
- Airway Health in Urban, Rural and Remote Indigenous communities – **MSFHR C2 (\$14,625)**
- Decolonizing Health Research Guide – self-funded by **VCH IH & CGSHE**
- Developing an Indigenous LHS framework – **funded by MSFHR C2 (\$15,000)**

Upcoming activities:

- Indigenous patient-reported experience measurement development – **self-funded by IH**, seeking additional funds



A Proposed Indigenous Research Centre at VCH

- Support the development of innovative frameworks for Indigenous Research – Implementation Science and **Indigenous LHS framework**
- Seamless **linkages to community**
- Sustainably host and support Indigenous Data Governance Oversight for VCH
- Not a silo but an **incubator and a catalyst**
- A place for **mentoring and training** the next generation of health-system embedded Indigenous community health researchers
- Empowering opportunities & development for **Indigenous learners**
- Leverages broad network of **partnerships** for collaboration, mobilizing critical expertise and resources
- Works in partnership with other VCH Research Teams to ensure **Indigenous voices** are included

Indigenous Women & Family Health Team

Reproductive & Sexual Health

- Puberty & Moon Time
- Contraception & Abortion
- Sexual Health Education & Services
- Menopause

Gender/ 2S LGBTQAI+

- Two-Spirit Medicine
- Gender inclusion and affirming care
- Gender-based violence and MMIWG2S+

Perinatal & Infant Health

- Accessible and safe care
- Embedding Indigenous models of care
- Perinatal Substance Use

Women's Wellness

- Women's Health Issues
- DTES Women's Wellness
- Women's Access and Attachment to Primary Care

Child & Family

- Keeping Families Together
- Child and youth health programs

Current/future projects

- Indigenous Family Planning STORY research project

Current/future projects

- Policy on 2S & gender diversity
- Sex & Gender education for staff
- Accountability Plan
- Binary assessment toolkit

Current/future projects

- Indigenous Doula Care
- Perinatal Pantry
- PSUP
- Sheway partnership
- Central Coast Birthing
- Infant Mortality Review

Current/future projects

- Indigenous Women's Health Strategy
- nəcamat
- DTES Women's Centre
- Inner City Women's Primary Care

Current/future projects

- MCFD Indigenous engagement sessions/written statement
- Public Health partnership



“Let her be the Hero of her Story”

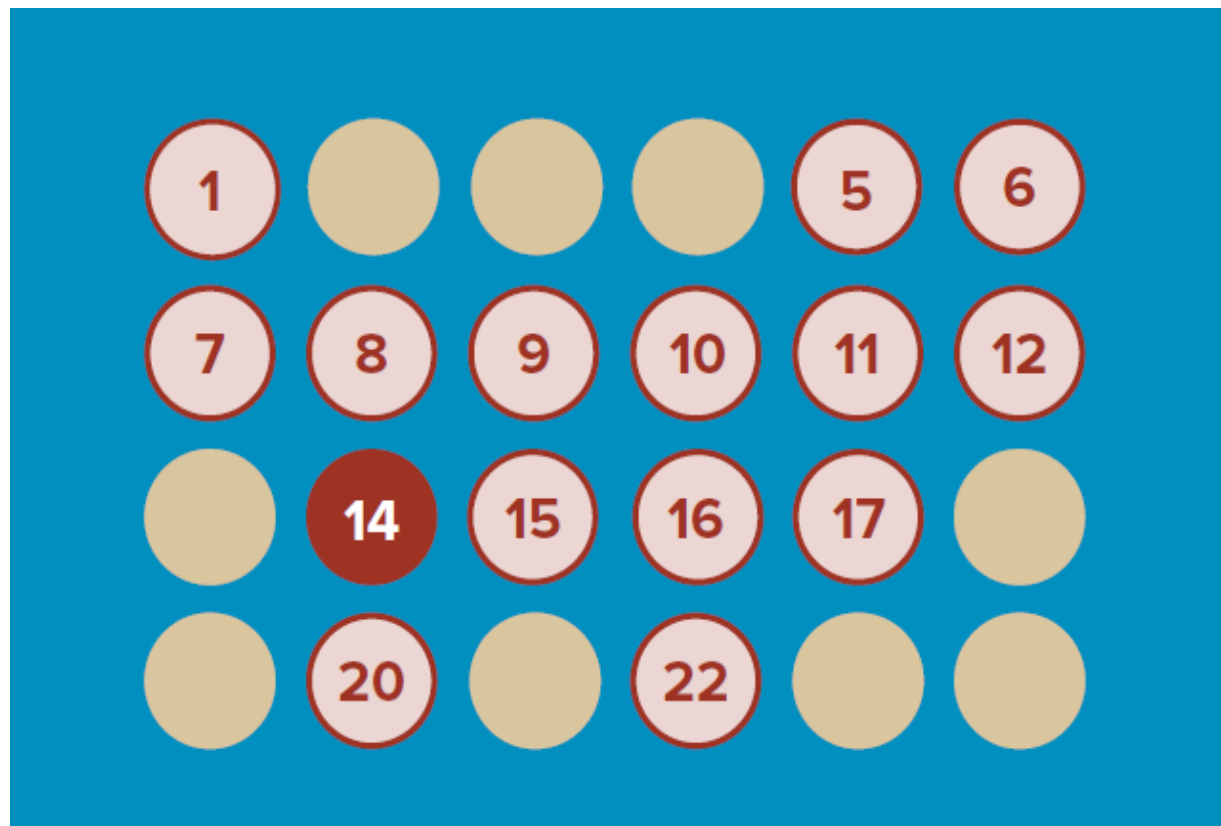


Photo credit: Elicia Munro Photography

What to watch for this year:

- More webinars, information sessions, podcasts, newsletters and speaking engagements
- More research projects and new partnerships currently in discussion
- Indigenous Patient Experience Team & Elders in Residence expansion into Rural
- Patient Experience measures and accountability; strengthen partnership with Providence Health and PHSA partners
- Expanded MHSU services grounded in Indigenous methodology and delivery; several new hires
- Newly formed Urban Indigenous advisory; and expansion of Matriarchs Advisory Committee
- Continue to look for new office space for our growing team and with space for ICS training

Indigenous Health through the IPS lens:



Questions / Comments?

kw'as hoy (thank you)