

Virtual Learning Exchange in Virtual Primary Care

Cultural Safety & Indigenous Partnership

The Canadian Northern and Remote Health Network

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LEARNING OBJECTIVES

During this webinar, together, we will learn about:

Cultural safety and Indigenous partnership in virtual primary care, including what may be needed to support culturally appropriate care

Opportunities and challenges that have emerged with virtual primary care, and how we can sustain and grow culturally safe virtual care (e.g. co-developed in partnership with Indigenous patients, families and communities, and with patients and families as members of the care team)



First Nations Health Authority
Health through wellness

Cultural Safety and Indigenous Partnership: A Story of Bringing Virtual Primary Care Services to Community

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First Nations Health Authority



Introduction



First Nations Health Authority
Health through wellness

The first province-wide health authority of its kind in Canada, the First Nations Health Authority came to fruition in October of 2013.



FNHA Vision



First Nations Health Authority
Health through wellness

Healthy, self-determining and vibrant, BC First Nations children, families and communities



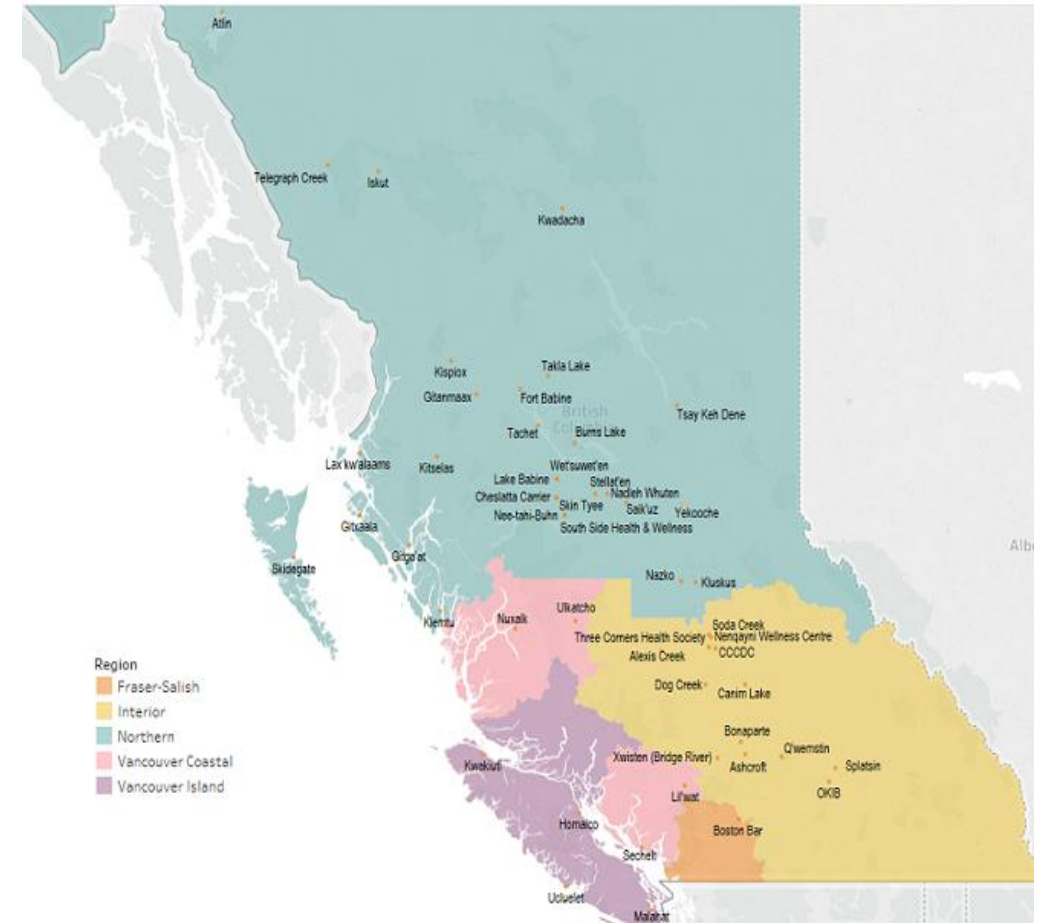
Bridging the Gap



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The Telehealth Expansion Project reached beyond geographical constraints faced by communities and increased access to wellness.

Telehealth Sites Implemented by First Nations Telehealth Expansion Project from 2013 to 2016





eHealth Process of Engagement

1. Community Engagement
2. Readiness and Needs Assessment
3. Clinical Workflows
4. Mapping and Matching
5. Deployment and Training
6. Ongoing follow-up





Transformation of Care

“The eHealth has broken through a mountain of Health Care System inertia in British Columbia to push the needle of transformation and innovation in Primary Care.”



Creating Access



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“No longer are we forgotten, we share now the same opportunities as our counterparts in the larger cities.”



FNHA's 2 New Virtual Health Services



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In urgent response to the COVID-19 pandemic, and the ongoing overdose crisis, First Nations Health Authority launched the First Nations Virtual Doctor of the Day and the First Nations Virtual Substance Use and Psychiatry Services

First Nations Virtual Doctor of the Day (FNvDoD)

- Primary Care Service: Family Practice General Practitioners (GPs)
- Self-referral by client
- 7 days/wk, 8:30-16:30
- Zoom or Phone
- Launched in April 2020
- **1-855-344-3800**

First Nations Virtual Substance Use and Psychiatry Service (FNVSUPS)

- Specialty Service: Physician Specialists in Addictions Medicine and Psychiatry
- Referral from Health and Wellness Provider
- 5 days/wk (Mon-Fri)
- Zoom (strongly preferred) or phone
- Launched in August 2020
- **1-833-456-7655**

Both services are available to all First Nations people and their families living in BC

Success



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Charting the course for communities to have freedom of choice from whom they seek care and the manner in which they choose to engage with their wellness.



Thank You!



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Gayaxsixa (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Dun'kwu (Haida)

Gila'kasla (Kwakwaka'wakw)

Kleco Kleco (Nuu-Chah-Nulth)

k^wuk^wstéyp (Nlaka'pamux)

Snachailya (Carrier)



Thank You

Mussi Cho (Kaska Dena)

Tooyksim niin (Nisga'a)

Kukwstsétsemc (Secwepemc)

čěčěhaθεč (Ayajuthem)

Sechanalyagh (Tsilhqot'in)

kw'as ho:y (Halqeméylem)

T'oyaxsim nisim (Gitxsan)

QUESTIONS & DISCUSSION

1. How do we start the journey of building trust with Elders, community or other individuals who may be skeptical of virtual care and improve the continuum of comfort with these technologies?
2. What are some best-practices for practitioners when working with Indigenous partners and community to provide culturally safe and trauma-informed care?
3. What are other mechanisms to employ if virtual-care is not a reality in some northern and remote regions (particularly in the context of COVID-19)?



THANK YOU

Evaluation Questions

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