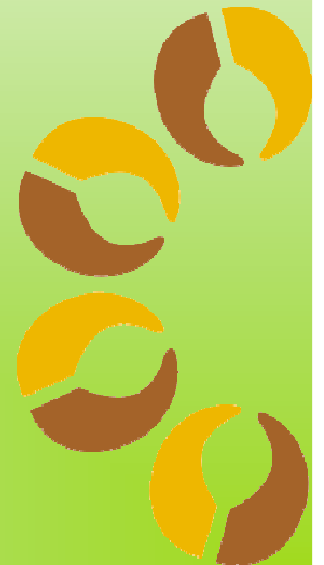


Collaborative Care to Vulnerable Populations

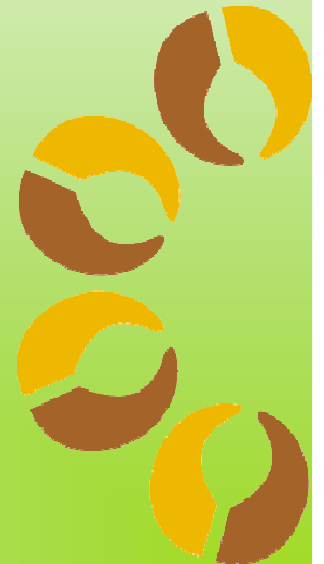
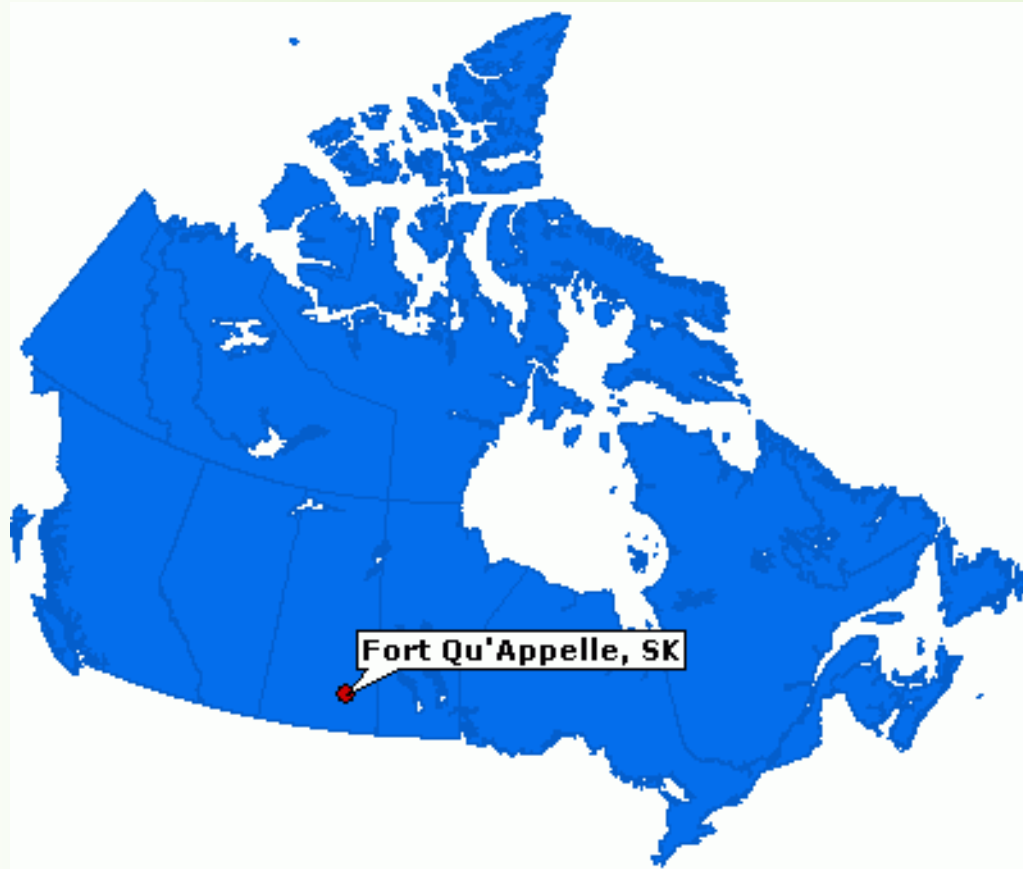
Lorna Breitkreuz, RN, MN

**Director of Client Services
All Nations Healing Hospital
Fort Qu'Appelle, SK
October 17, 2010**



Location

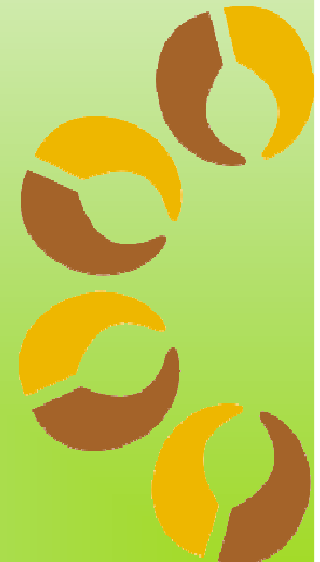
- **Fort Qu'Appelle, SK.**
 - town of approx. 2000 residents, 4 rural municipalities, and 9 First Nation communities.
approx. 65 km NE from Regina



All Nations' Healing Hospital

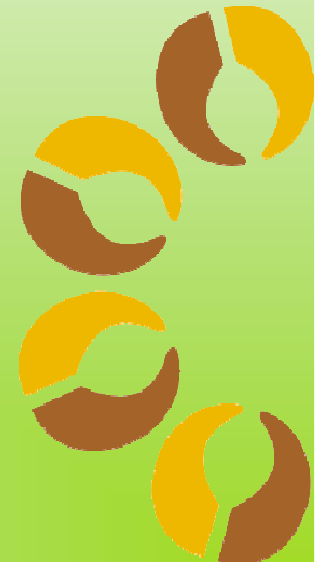
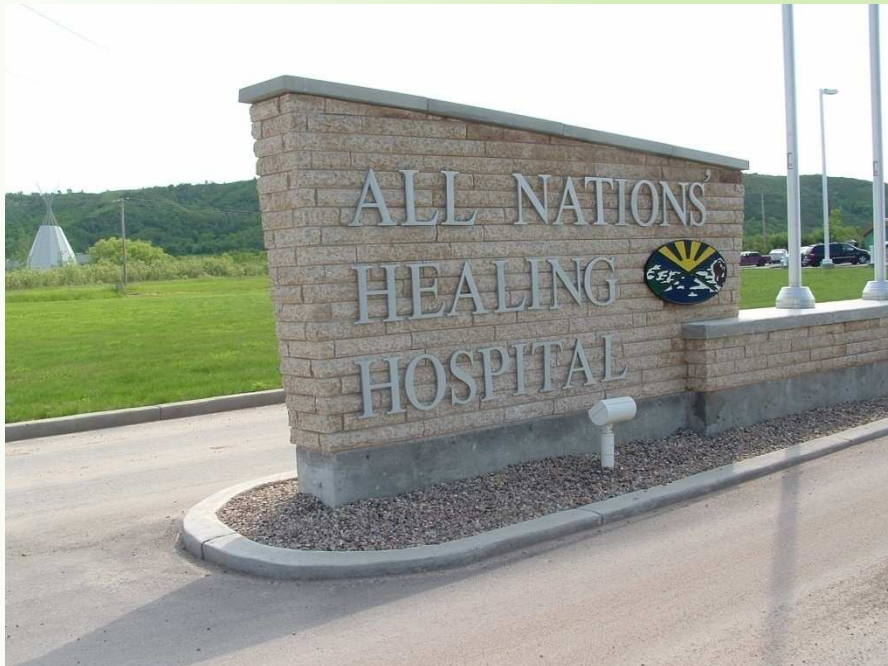


**“A holistic, integrated approach
to health care delivery.”**



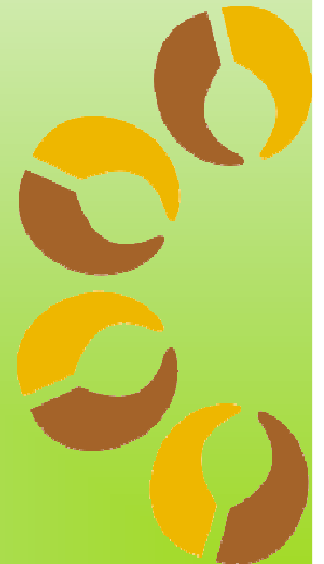
All Nations' Healing Hospital

- **Houses:**
 - 14-bed acute care facility
 - 24-hour Emergency department
 - An Outpatient treatment area
 - Laboratory & Diagnostic services
 - Women's Health Centre
 - Tele-health services
 - First Nation Health Services
 - White Raven Healing Centre
 - Cultural Program
 - Physiotherapy and Podiatry
 - Ultrasound



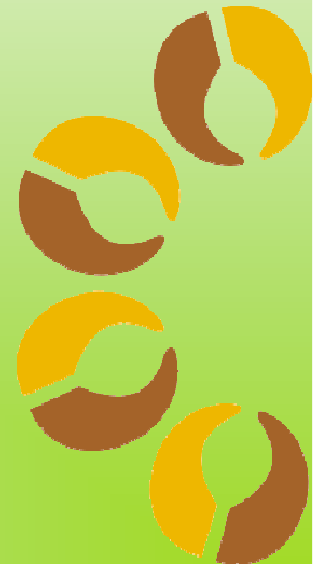
First Nations' Health Services, File Hills Qu'Appelle Tribal Council

- Provides health programming and services to 11 First Nation communities within the File Hills Qu'Appelle Tribal Council.
Program areas:
 - Maternal Child Health – Parent Mentor Visiting Program
 - Prenatal Nutrition and Breastfeeding Support
 - Youth Strategy
 - Suicide Prevention
 - School Nutrition
 - Self Esteem
 - Healthy Weight
 - Drama Project
 - Home and Community Care
 - Diabetes Education Program
 - Chronic Disease Collaborative
 - Environmental Health



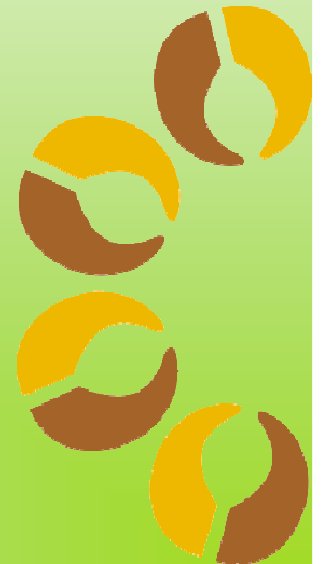
Service Delivery Model

- Full integration of services between ANHH and First Nations Health Services and community outreach services
 - Full range of services under one roof with seamless service to clients
 - Cross training of staff
- Team approach to delivery of services
 - Collaborate with a variety of health professionals
 - Whole team responsible for provision of care
 - Interdisciplinary training
- All disciplines work to full scope of practice
- Responsive to address service needs (Personal Care Home, Emergency 1st call)
- Foster a student friendly environment
- Investment in new technology



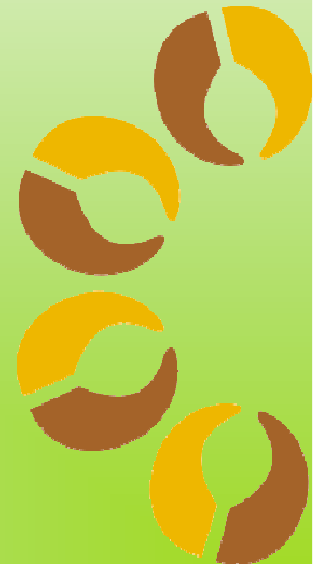
Responding to the Needs of the Community (Impetus for Change)

- In 2006, File Hills Qu'Appelle Tribal Council (FHQTC) conducted a review of reproductive and maternal child health care services
 - inadequate communication, referral, care management, information sharing and case management processes for a population at risk
 - maternal child health services not being adequately accessed by First Nation women or were not responsive to their health care needs



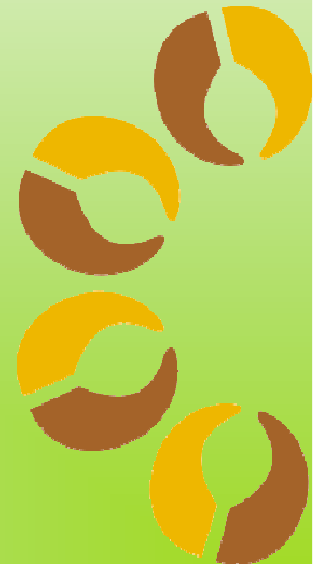
Overview

- ANHH received funding from the Aboriginal Health Transition Fund to establish the Women's Health Center which opened in August 2007
- Services were expanded in 2008 to transition to a comprehensive multidisciplinary maternal child health program.
- Builds on existing services: local physician services, the Women's Health Center and the First Nations Maternal Child Health Program
- A comprehensive approach to coordinate, integrate and improve the care to women and children in the Fort Qu'Appelle area, particularly First Nations



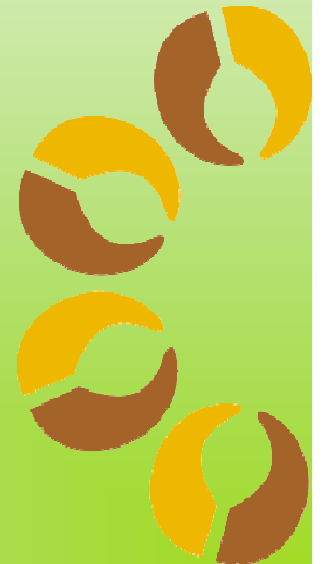
Women's Health Centre

- Staffing
 - NPs, Midwife, Women's Helper, Reception



Core Program Components

- Well Women Care
 - Complete physical assessment
 - Pre and post-natal care
 - Outreach clinics
 - Health promotion and health education
- Treatment and Screening
 - Cervical and breast health screening
 - Counseling and prescribing birth control
 - Sexually transmitted infections
 - Abuse (including SANE program)
- Linkages and Support
 - Inter-professional referrals/liaison
 - Support groups
 - School program
 - Access to cultural services/traditional healers

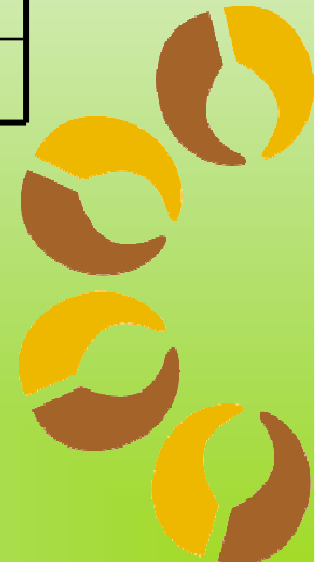


Utilization of Services

- WHC now serves over 2000 women
- Consistent uptake of services across the age groups

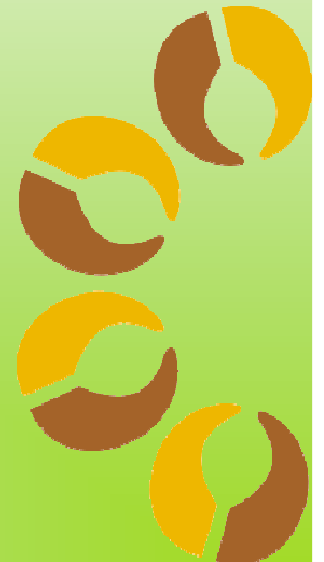
| Year/Age Group | 2007-08 | 2008-09 | 2009-10 |
|-----------------------|----------------|----------------|----------------|
| <20 | 22 | 27 | 27 |
| 21-39 | 33 | 32 | 33 |
| 40-49 | 23 | 17 | 18 |
| 50+ | 22 | 24 | 22 |

Table 1. Percentage of client participation by age group at the ANHH Women's Health Centre.



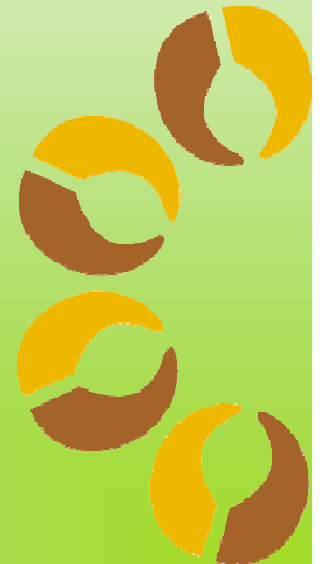
Utilization of Services

- A 30% plus trend over the previous year has been evident in most of the core services offered.
 - Over 20% increase in
 - Physical assessments
 - Over 30% increase in
 - Pap tests
 - Birth control
 - Returning prenatal clients
 - Over 40% increase in
 - Appointments
 - New prenatal clients
 - Pregnancy testing
 - Pap tests (lapsed beyond 3 years)
 - Screening referrals (i.e., mammograms, ultrasounds)



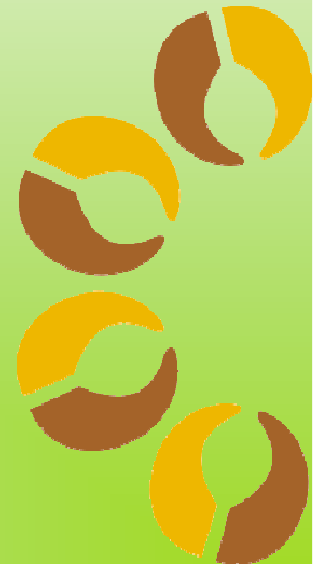
Foundational and Emerging Philosophy of Care

- Focus on Client rather than on Health System
 - Care across the life cycle continuum
 - Range of maternal child services closer to home
 - Management of low risk births at ANHH
 - Program enhancements based on client/community feedback
- Integration across, within, and beyond health services
 - Care teams from various agencies
 - Enhanced referral mechanisms

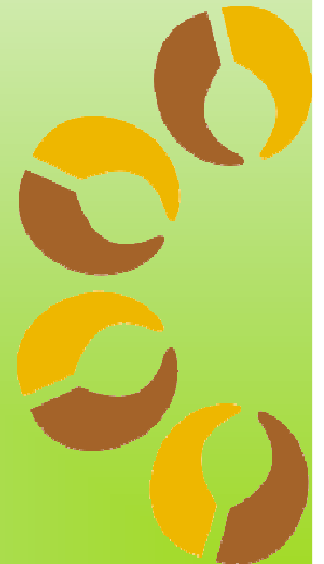


Foundational and Emerging Philosophy of Care

- Woman focused and delivered care
 - ♀ 2 ♀
 - Intergenerational care
 - Role of the Women's Helper (Wise Woman)

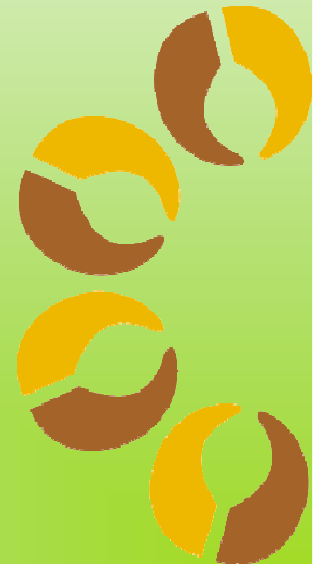


“A friend told me about the Women’s Health Centre two weeks ago. I was a broken woman. I went to the WHC and had the most thorough exam ever. The NP spent 1 ½ hours with me and I found her knowledgeable and caring. She taught me a lot I didn’t know through this experience. The Women’s Helper helped me start on my healing journey. She referred and assisted me to see the traditional healers and I have not been the same since. They helped me find inner peace. I feel I am in a place of calmness that has helped me to discover myself. I do not feel all alone any more. To this day I will not go anywhere else.”



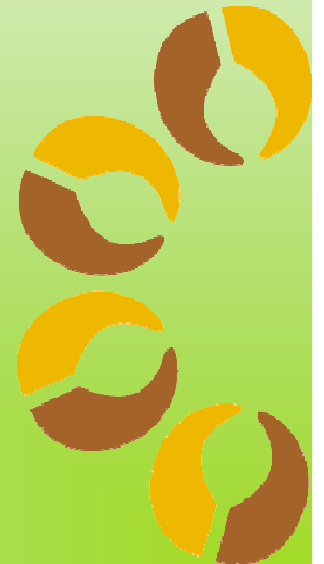
Foundational and Emerging Philosophy of Care

- Facilitative, safe and inviting environment for clients, stakeholders and partners
 - Transparent and continuous feedback
 - Non-judging
 - Culturally facilitated care



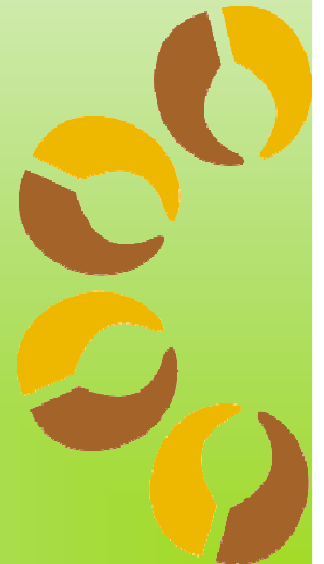
- *“I am so thankful for the privilege of having a women’s health facility in my life and area. I value the open, heart-warming acceptance of my needs without put-downs or disdain. The friendly atmosphere relaxes many anxieties, which is very beautiful to me and which I truly appreciate.”*

Ida, an 82 year old great-grandmother



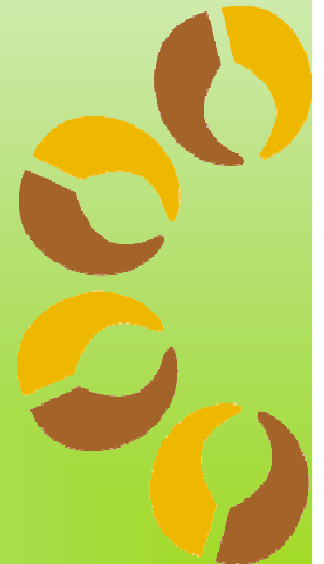
“We (the providers) are consistent and credible for this group of women as trust and truth are the most important things to sustain their involvement in their health.”

Practitioner



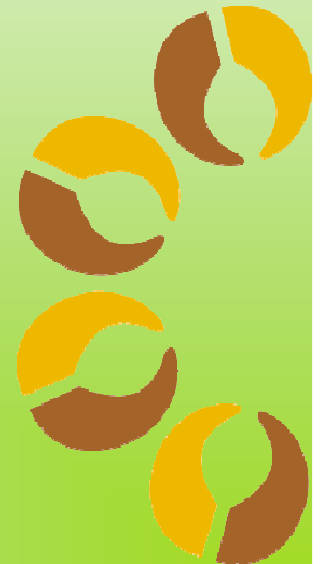
Foundational and Emerging Philosophy of Care

- Embrace art and science of health
 - Investment and integration in technologies
 - Evidence and knowledge driven
 - Potential to inform evolving models of maternal child care
 - Partnerships for continuing support and expertise
 - Role of Dept of Obstetrics and Gynecology, RQHR
 - Midwifery privileging
 - More/OB, NRP
 - Expanded ultrasound services



Challenges

- Human resources sufficiency, workload and role clarification
- Adaptation and sustainability of services
- Balance community control and program capacities
- Ability to maintain coordination and engagement
- Potential demand for school based and extended hours clinics



Beneficiaries

- **Women and children**
- **Families and communities**
- **Practitioners**

“Females are seen as the gatekeepers to health for their families.”

