



# Alberta Network Environment for Indigenous Health Research (AB-NEIHR) Indigenous Primary Health Care and Policy Research (IPH CPR) Network

## AB-NEIHR IPHCPR Network Seminar on Virtual Care

2020 November 5<sup>th</sup> 8:00am -9:00am

Thank you for attending!

Please:

- turn off camera and microphone
- use the chat-box to ask a question or provide a comment
- fill out the survey which will be put into the chat-box near the seminar end

This session is recorded and will be uploaded on the IPHCPR Network website



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## NEIHR: Regional networks and a national network



The intent is to support one grant each based in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, the Atlantic, Nunavut and one grant based in Yukon or the Northwest Territories.



# Indigenous Primary Health Care and Policy Research (IPH CPR) Network

# Alberta Network Environment for Indigenous Health Research (AB-NEIHR)

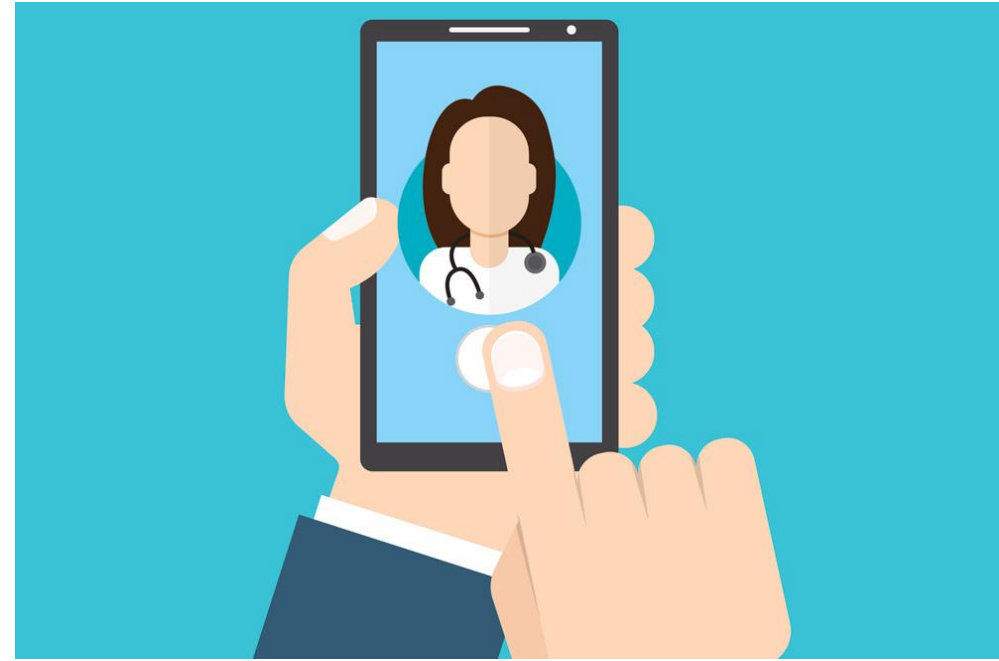
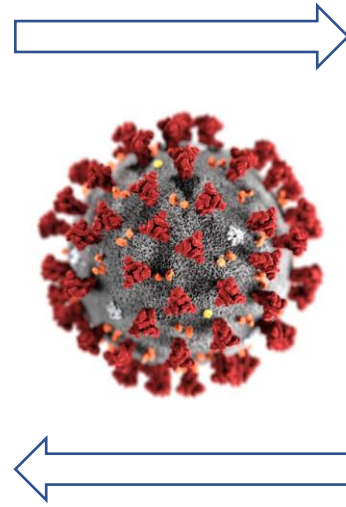
- To promote a renewed and transformed primary health care (PHC) system to achieve Indigenous health equity.
- Advance research that links knowledge to policy and practice, fomenting evidence-informed systems innovations based in equity and Indigenous Ways of Knowing.



# Virtual Care

*Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies with the aim of facilitating or maximizing the quality and effectiveness of patient care*

Shaw J, Jamieson T, Agarwal P, et al. Virtual care policy recommendations for patient-centred primary care: findings of a consensus policy dialogue using a nominal group technique. *J Telemed Telecare* 2018;24(9):608–15.



# Background

- In Alberta, barriers to health care access and use from Indigenous people<sup>1</sup> include:
  - poor access to culturally competent health services
  - dislocation from cultural and familial support systems
  - geographical barriers
  - distrust of foreign environments
  - inadequate numbers of Indigenous health care professionals
- Telehealth is one model of care that provides an opportunity to address some of the challenges described above<sup>2,3</sup>

# Background

## **Wide variety of modalities**

- video and telephone conferencing or virtual care<sup>4-8</sup>, text messaging<sup>9-11</sup>, store and forward technologies<sup>12-13</sup>, web-based interventions or supports and remote presence robotic technology (RPRT)<sup>8,14</sup>

## **Positive Experiences Reported**

- Indigenous patients receptive to accessing care through telehealth... allows for family members and/or traditional healers at consultations; ability to develop rapport over phone and/or video conferencing; ability to remain in local community and reduce travel<sup>15</sup>

## **Telehealth can facilitate partnerships**

- Between Indigenous health organizations and the broader public health system<sup>15</sup>

# Overview

1. Opening
2. Presentation: BC FNHA Virtual Doctor of the Day Program
  - Ms. Eyrin Tedesco
  - Dr. Terri Aldred
3. Reflective Listener Responses
  - Dr. Stephanie Montesanti
  - Elder (Grandmother) Doreen Spence
4. Discussion
5. Close



BC FNHA  
Virtual  
Doctor of the  
Day Program

Ms. Eyrin Tedesco

*Clinical Project Director of Primary Care  
Development and eHealth with the First Nations  
Health Authority*

Dr. Terri Aldred

*Site Director for the Indigenous Family Medicine  
Program, Family Physician for the Carrier Sekani  
Family Services Primary Care team, Medical  
Director for the Prince George Foundry Clinic, and  
the Indigenous Lead for the RCcBC*



First Nations Health Authority  
Health through wellness

# FNHA Virtual Health Services Overview

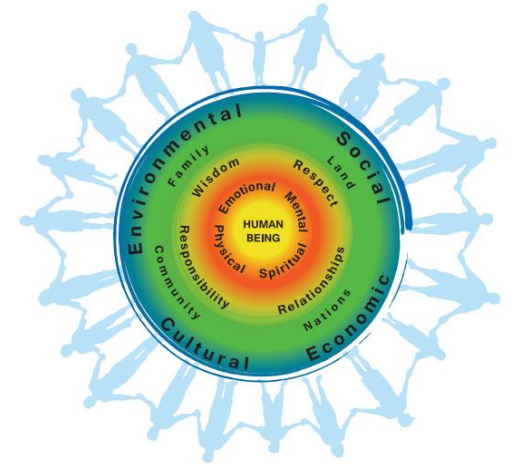


# Background



First Nations Health Authority  
Health through wellness

- The dual public health emergencies of the COVID-19 pandemic and BC's overdose crisis have deeply affected BC First Nations communities.
- Early in the pandemic, health care operations in a number of communities were reduced or closed.
- In urgent response, the FNHA launched the **First Nations Virtual Doctor of the Day** and the **First Nations Virtual Substance Use and Psychiatry Service**.



# Overview: FNHA Virtual Health Services



First Nations Health Authority  
Health through wellness

## 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***



# FNVDOD Service Overview



- To improve access to, timeliness and quality of culturally safe, integrated primary health care services both virtually and closer to home;
- To develop primary health care that is designed, led and delivered by and with First Nations
- To improve and establish key partnerships that promote innovation and transformation of health and wellness services with First Nations



# FNVSUPS Service Overview



- Provide virtual access to addictions specialists and psychiatric care for First Nations people and their family members living in BC
- Provide addictions medicine and psychiatry services where every client encounter is aligned with the principles and practices of cultural safety and humility
- Provide addictions medicine and psychiatry services where collaborative care planning and wraparound care services are integral to all client encounters



Thank You!



First Nations Health Authority  
Health through wellness

Gayaxsixa (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Dun'kwu (Haida)

Gila'kasla (Kwakwaka'wakw)

Kleco Kleco (Nuu-Chah-Nulth)

k<sup>w</sup>uk<sup>w</sup>stéyp (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)



# Reflective Listener Responses

Dr. Stephanie Montesanti

*PhD, MA, BA (honours) Associate Professor, School of Public Health, University of Alberta  
Scientist, Centre for Healthy Communities, School of Public Health Member, Women & Children's Health Research Institute (WCHRI)*

Elder (Grandmother) Doreen Spence

*Traditional healer, retired Registered Nurse, Nobel Peace Prize nominee, author, and human rights activist who served as a presiding Elder on the working group for the United Nations Declaration on the Rights of Indigenous Peoples. At 83 grandmother is still an active lodge keeper and support to many.*



# Discussion

- Digital health literacy (for patients and providers) is noted to be a critical enabler of virtual care modes. What are key strategies for building capacity?
- Episodic use of virtual care outside of an ongoing primary health care relationship risks continuity and undermining outcomes. What are considerations to address the risk?
- Quality of care is linked to the nature of the therapeutic relationship. Considering possible limitations of virtual care, what approaches are key to facilitate a therapeutic relationship grounded in Indigenous ways and preferences?

# Closing

- Barriers to health care access contribute to the health gap between Indigenous and non-Indigenous populations in Canada
- Remote and/or technology-driven PHC services for Indigenous peoples in Canada can begin to address barriers in accessing quality care
- More knowledge is needed
  - Appropriate models for Indigenous populations
  - Evaluation centring Indigenous perspective and worldview

Please join us in  
continuing the  
conversation at our  
next event

# AB-NEIHR IPHCPR Primary Health Care Innovations Gathering

- December 3<sup>rd</sup> 8:00am-10:00am
- More information at [www.iphcpr.ca/events/](http://www.iphcpr.ca/events/)

# References

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15. Liam J. Caffery, Natalie K. Bradford, Sumudu I. Wickramasinghe, Noel Hayman, Anthony C. Smith. Outcomes of using telehealth for the provision of healthcare to Aboriginal and Torres Strait Islander people: a systematic review. *Australian and New Zealand Journal of Public Health [Internet].* 2017 Feb 1 [cited 2020 Nov 3];41(1):48–53.



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