# Community Collaboration to Improve Health Care Access of Northern Residents

#### **Project Model and Overview**

Workshop of BRRT, RHAs, and Other Stakeholders

Facilitated by: Robert Annis and Fran Racher

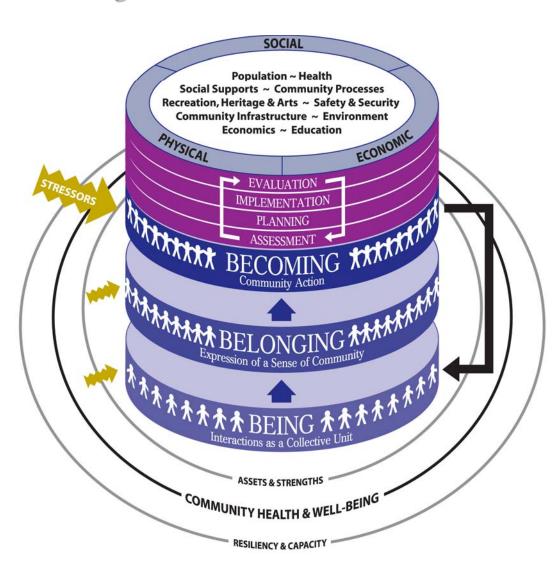
Recorder: Laine Mosset



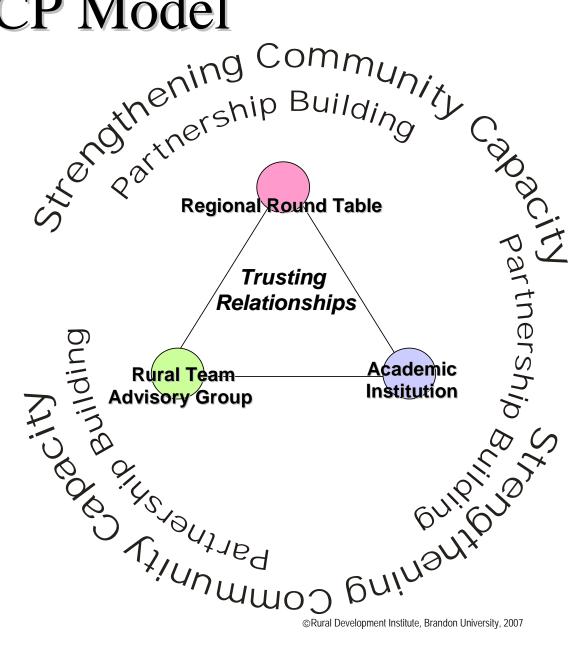
May 25th 2007



### **Community Health Action Model**

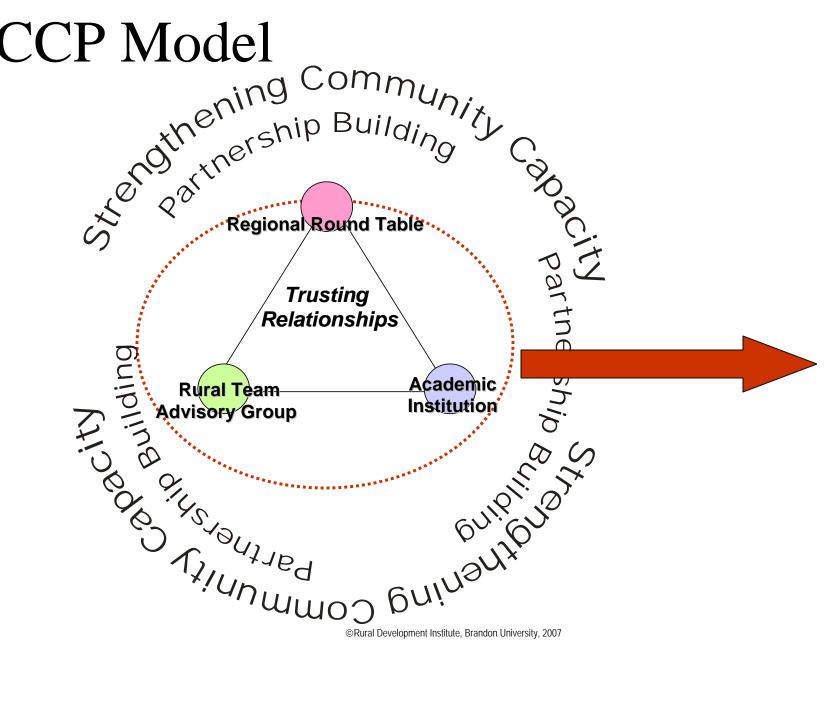


#### CCP Model



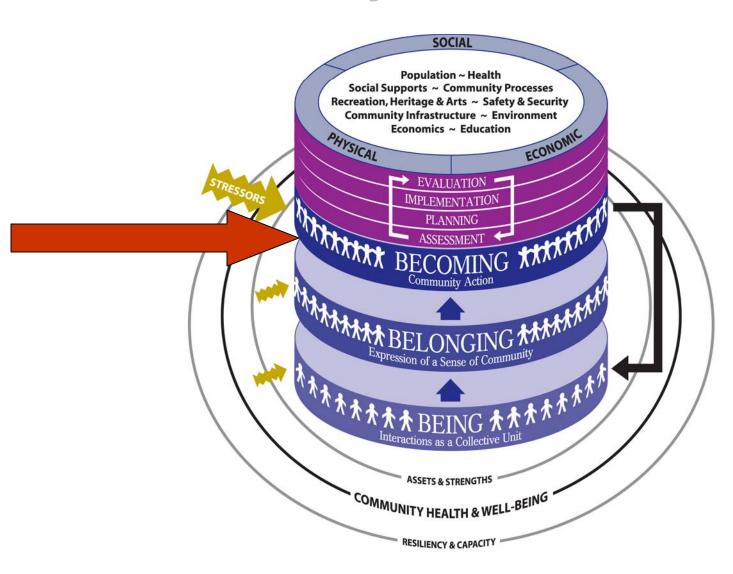
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#### CCP Model



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### **Community Health Action**



# Goals of the CIHR Access Project

- Design effective processes and forums for <u>collaboration involving</u> northern community residents and health care organizations to discuss access issues and generate solutions.
- 2. <u>Describe issues</u> of access to health services <u>from the experiences</u> of northern residents.
- 3. <u>Identify</u> quantitative and qualitative <u>population health data</u> that are appropriate and relevant for use by northern communities.
- 4. Build community capacity to use health data and access theory to understand community experiences in accessing health services, as well as capacity to influence program planning and policy development.
- 5. <u>Evaluate the design of health service delivery</u> to improve access by northern residents.
- 6. <u>Influence healthy public policy</u> to ensure it is appropriate and relevant for people and communities of the north.

# Project Workplan

- Interviews & focus groups in communities
- Focus groups in Thompson & The Pas with itinerant providers
- Meeting with BRRT to share findings and plan next steps
- Presentation developed for BRRT to share findings with communities
- Meetings/interviews to gather more information, Thompson, Winnipeg
- Identify & collect existing community data and statistics
- Analyze community statistics and develop report
- Determine priorities of BRRT and collaborative priorities with RHAs
- Develop plan for sharing findings across jurisdictions and sectors
- Host forums to share findings and create solutions in Manitoba
- Share lessons learned and solutions found between Manitoba and Saskatchewan and beyond

#### **BRRT** Priority Access Issues

- Confusion, lack of consistency, ambiguity as to eligibility, program and cost coverage
- Waiting periods/ access for doctor appointments,
  diagnostics coordination regional and Winnipeg
- Coordination of a complex system, need for pathfinder / advocate
- Emergency response air ambulance, ground ambulance, service provision, staff training & regulations
- Transportation roads, rail, air, bus service, now and in the future, related policies
- Homecare consistency, criteria, staff availability

#### **BRRT** Potential Solutions

- Improve people's understanding of the system, enabling expectations to be better met - what is available, covered
- Coordinate doctor appointments, diagnostic tests, and treatments for the same trip to Thompson/ Winnipeg
- Develop the position of Pathfinder to assist people in making their way through the system
- Allow nurses & other providers more freedom to deliver more services;
  be innovative with home care, ambulance service
- Use TeleHealth services more effectively
- Provide more prevention education/activities in communities/schools
- Develop a travelling dental program to come to the schools for prevention and early treatment
- Build better connections, & improve communication, understanding, and trust between community residents, service providers, and decision makers
- Find ways for communities, RHAs, schools and others to encourage northern people and youth to enter the health care field

## Building a Healthy Dialogue

- How can a healthy dialogue between the BRRT, RHAs, and provincial and federal sectors continue to be maintained and developed?
- How can the BRRT, RHAs, provincial and federal sectors, and other stakeholders work together to strengthen the health of northern communities?
- How can information from the research project contribute to this healthy dialogue and subsequent action?

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#### Further project information available at:

www.brandonu.ca/rdi/cihr.asp

## Break Out Groups

- 1. Pathfinding/Pathfinder
  - Facilitator Pat Lachance
  - What is the path? What information needs to be shared? What is the role of the pathfinder?
- 2. Access to Care
  - Facilitator Fran Racher
  - How can appointment processes be improved? How can transportation issues be managed to facilitate access?
- 3. Facilitating Relationships, Dialogue and Action
  - Facilitator Darrell Pack
  - How can trusting relationships be fostered? How can dialogue be encouraged and supported? What information needs to be shared? How can it be shared? How can we work together?