

THE IMPACT OF A COLLABORATIVE CARE MODEL IN A FIRST NATION HEALTH ORGANIZATION

Lorna Breitkreuz, RN, MN

Dinys Reed, RN, BSN

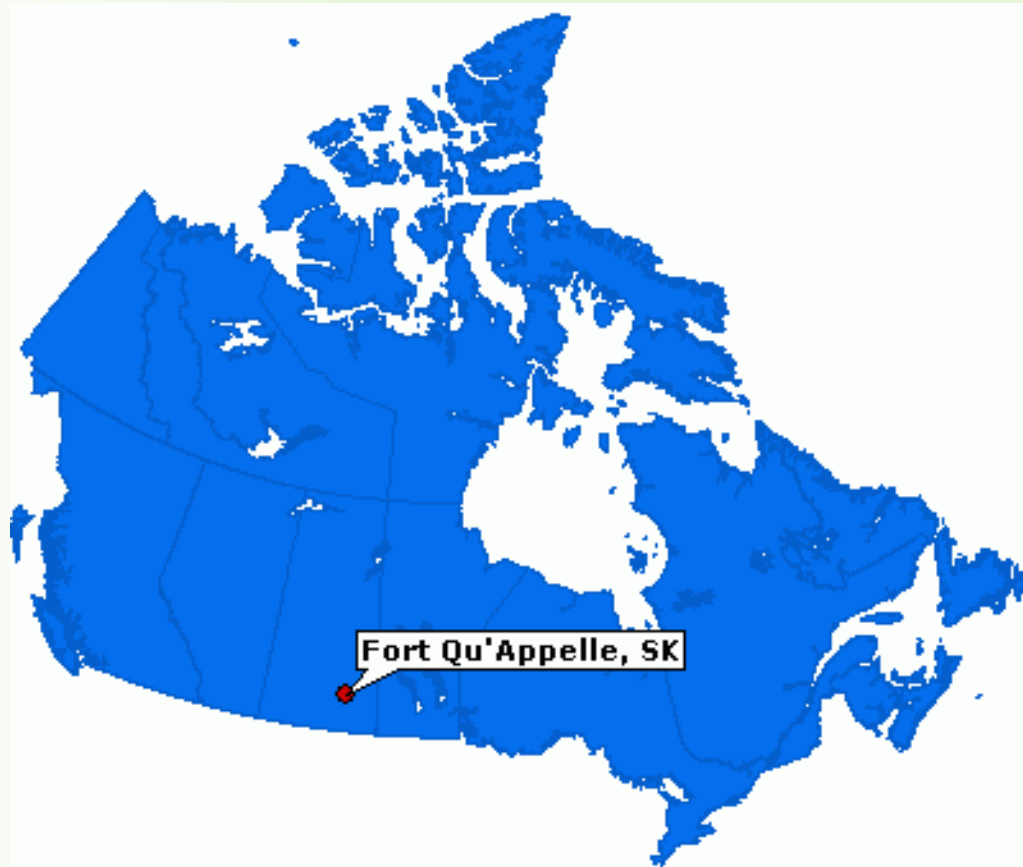
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Location

- 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."



Inside the Main Entrance

- At the entrance you are greeted by a warm fireplace.



All Nations' Healing Hospital

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



Organizational Goals

“To provide safe, quality health care services which strive to exceed all required standards, regulations and legislation”

“To be future oriented, innovative and strategic in planning and service delivery, embracing the uniqueness of the All Nations’ Healing Hospital”

“To pursue all avenues which support First Nations People in gaining employment and experience in health careers



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 Teams:

- **Home and Community Care**
- **Diabetes Education Program**
- **Health Education Promotion**
- **Environmental Health**



Women's Health Centre

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



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, accessible and culturally responsive care 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



Profile of ANHH

- Low sick time used
- 91% of requested vacation time was filled in 2010 for Nursing
- Low staff turnover
- Other than Physicians recruitment of staff has been successful
- Staff Recognition Weeks are celebrated throughout the year
- Staff Appreciation rewards are sponsored by the Board and Employer annually
- Educational Opportunities and Training are available for all staff



Examples of Quality Work Life



Accreditation

- Staff Engagement
 - Continuous Quality Improvement has become a team activity and a way of our work life
- Patient Safety related to Quality Work Life
 - Work Life Pulse tool completed by 88.5% of staff in 2010
- Patient Safety written into over all organizational health at all levels
 - Patient Safety Culture Tool completed by staff directly involved in patient care in 2010



ANHH PDA Study

- PDAs introduced to Acute Care Unit in 2009
- The partners agreed to use the *Quality of Work life Survey*, with permission from the Saskatchewan Registered Nurses' Association, to assess quality of work life.
- The survey was used pre and post 4 months apart



Survey Results

Nurses indicated:

- Great second check at bedside
- Increased confidence in medications and lab values
- Increased time for charting and patient/family teaching
- Increased sense of leadership (personal & organizational)
- Increased enjoyment of work and team work opportunities
- Increased sense of safety in the workplace and confidence in accuracy of information
- Increased communication in the workplace





ANHH Client Satisfaction Survey

182 clients voluntarily completed the survey in June 2010

- 85.6% agreed they could access services when needed
- 89.5% agreed the people who provided services were caring and respectful
- 84.5% agreed their provider was knowledgeable and professional and were confident in their health care provider
- 85.7% agreed their provider asked them about their medications
- 92% agreed the place they received care or services was clean and that they felt safe
- 73.1% agreed their health care provider washed their hands before providing care



All Nations' Healing Hospital

“We're small enough to be dynamic but large enough to be legitimate.”



With a “Just Do It” Attitude!

