

Community Collaboration to Improve Health Care Access of Northern Residents



Connecting Communities Conference Vermilion Alberta October 11 – 13, 2007

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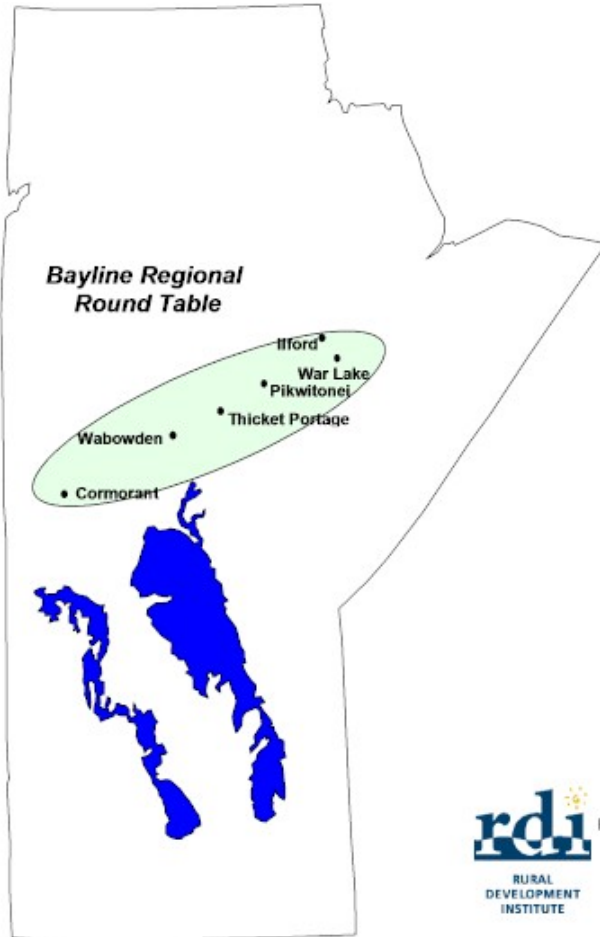
Outline

- Goals of the project.
- Update on the project and action to date
- Findings from community and provider interviews and focus groups
- Priority issues for Attention
- Manitoba Workshops
- Moving Forward

Goals of the Project

- Design effective processes and forums for collaboration involving northern community residents and health care organizations to discuss access issues and generate solutions.
- Describe issues of access to health services from the experiences of northern residents.
- Identify quantitative and qualitative population health data that are appropriate and relevant for use by northern communities.
- 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.
- Evaluate the design of health service delivery to improve access by northern residents.
- Influence healthy public policy to ensure it is appropriate and relevant for people and communities of the north.

Map of Study Site



Rural Development Institute
Brandon University
June 2005
R. Gibson



Data Collection In the Communities

Community	Users Focus Group	Users Interviews	Health Providers FG or I	Community Leaders Focus Group
Cormorant	1 (3)	5	1	1 (7)
Ilford & War Lake		13	4	1 (3)
Pikwitonei	1 (3)	5	1	
Thicket Portage	1 (5)	6	1 (4)	1 (4)
Wabowden		9	1 (3)	1 (3)

11

38

13

17 = 79

September 2005: Thicket Portage and Pikwitonei

November 2005: Wabowden, Ilford and War Lake

March 2006: Cormorant

Itinerant providers focus group in Thompson (7)



Frequently Identified Concerns

- Broad system-wide concerns
- Access challenges identified within communities
- Access issues related to regional services in Thompson (Burntwood) and NOR-MAN Regions
- Access issues - specialized services in Winnipeg
- Transportation issues

Frequently Identified Concerns

- Broad system-wide concerns
 - Confusion, lack of consistency, and ambiguity as to who is eligible for what services, what is included, and what costs are covered (Residents, Providers)
 - Personal responsibility, decision making, and autonomy are goals, yet the system makes achieving these goals difficult, if not impossible (R, P)
 - Northern circumstances of distance, respect for people's choices to remain in their home communities in the North (R)

Frequently Identified Concerns (con't)

- Access challenges identified within communities
 - Travel in by itinerants – building relationships, trust and continuity; turnover; physician availability (R, P)
 - Emergency response, medical evacuations, training/ education and turnover of on call staff (R, P)
 - Dental health - prevention and services (R, P)
 - Access to health unit / home visits (R)
 - Home care – criteria, staff availability, continuity (R)
 - Health promotion and health education – link with schools, across providers (P)

Frequently Identified Concerns (con't)

- Access issues related to regional services in Thompson (Burntwood) and NOR-MAN Regions
 - Access to physicians/ family doctor, timely appointments, use of ER, wait for follow-up (R,P)
 - Coordination of appointments - physicians, diagnostics, treatment, care (R, P)
 - Use of Medivac – appropriately, cost effectively, timely (R, P)

Frequently Identified Concerns (con't)

- Access issues - specialized services in Winnipeg
 - Complex system to access (R, P)
 - Lack of coordination of services in the city (R, P)
 - Cultural sensitivity, cultural awareness, language barriers, understanding of northern circumstances (R, P)
 - Transportation, escort/ family accompaniment, waiting places between appointment and travel (R)
 - Access to information about expectations at appointments, travel in the city and getting around the city, and waiting accommodations (R)

Frequently Identified Concerns (con't)

□ Transportation issues

- Winter roads, all weather roads (R, P)
- Dependence on rail service, future prospects, frustration about treatment of local passengers (R)
- Bus service to Winnipeg compared to flights for ill people (R)
- Development and maintenance of air access including northern runways (R, P)

Priority Issues for Attention

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

Manitoba Workshops

May 4, 2007

- BRRT meeting with RHA representatives to discuss challenges & potential solutions
- Forward looking focus as equal partners

May 25, 2007

- Cross jurisdictional & departmental meeting to share challenges & engage in discussion to generate solutions
- Strategic Planning
 - Pathfinding and Pathfinder Role
 - Access to Care
 - Facilitating Relationships, Dialogue and Action
- Planning for MB/SK Meeting



Moving Forward

- Cross-jurisdictional Workshop
 - Share lessons learned and solutions found between Manitoba and Saskatchewan communities (Spring 2008)

- Knowledge translation & transfer



Making Sense of it All

- Ensuring access & availability of resource materials
- Researchers are synthesizing & compiling data for community use

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www.brandonu.ca/rdi/cihr.asp