



Canadian Foundation for  
**Healthcare  
Improvement**



Fondation canadienne pour  
**l'amélioration des  
services de santé**

# NORTHERN RURAL OR REMOTE (NRoR) 2014 ROUNDTABLE RESULTS: ENHANCING HEALTHCARE IMPROVEMENT THROUGH COLLABORATION

May 29-30, 2014  
Banff, Alberta

Accelerating healthcare improvement  
Accélérer l'amélioration des services de santé

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# NRoR 2014 Roundtable: Enhancing Healthcare Improvement Through Collaboration

## Roundtable Goal

...to *foster dialogue* and create a *common vision* for cross-regional collaboration and improvement in healthcare delivery in the NRoR context.

## Roundtable Objectives

- Identify evidence-based approaches to improving the organization and delivery of primary care and mental health services.
- Assess alignment of current Quality Improvement (QI) priorities and identify opportunities for cross-regional collaboration that enhance local capacity by working together and sharing experiences.



# NRoR 2014 Roundtable: Participating Organizations

1. Alberta Health Services
2. Cree Board of Health and Social Services of James Bay, Québec
3. First Nations Health Authority of British Columbia
4. Government of the Northwest Territories
5. Government of Nunavut
6. Government of Yukon
7. Institut national de santé publique du Québec
8. Labrador-Grenfell Health, Newfoundland and Labrador
9. Laurentian University, Ontario
10. Nenqayni Wellness Centre Society, British Columbia
11. North Shore Tribal Council, Ontario
12. Northern Health, British Columbia
13. Northern Regional Health Authority, Manitoba
14. Nunavik Health Board, Québec
15. Prince Albert Parkland Health Region, Saskatchewan
16. Thunder Bay Regional Health Science Centre, Ontario
17. Western Health, Newfoundland and Labrador
18. Winnipeg Regional Health Authority, Manitoba

# Key messages from Small Group Session #1: “Translating Policy into Practice”

1. Establish standards that allow for flexibility
  - Permit regions and organizations to develop their own solutions that meet healthcare standards
2. Re-evaluate and adopt policies that eliminate barriers to services
  - Engage stakeholders in the policy development process
3. Develop communication channels between policy makers, providers and community members to ensure policies are aligned with practices
4. Leverage technology to address service gaps
  - Improve access to diagnostic tests/specialists

# Key messages from Small Group Session #2: “Opportunities and Challenges”

1. Optimize the use of local knowledge and capacity
  - Create opportunities for collaboration between providers and community members to create community buy-in
2. Engage in solution-oriented thinking
  - Minimize the focus on the problem
3. Provide training and education on culturally appropriate care
4. Acknowledge and address the social determinants of health in health care delivery
  - Engage professionals responsible for housing, food availability, child and family services, education, employment and income security

# Key messages from Small Group Session #3: “Taking Action: Quality Improvement Initiatives”

1. Implement/work together to test solutions
  - “Just Do It!”
2. Deliver recovery-based service models for mental health
3. Develop area health service plans
  - Engage and unite small communities and leverage existing capacity
4. Explore innovative medical travel options
  - Including expanded scope of practice
5. Replicate the First Nations Health Authority of BC model
6. Develop maternity framework and midwifery services

# NRoR Roundtable: Emerging Themes

## 1. Primary Healthcare

- Streamline healthcare delivery models
  - maximize use of funds and eliminate duplication
- Maximize professional scope of practice
  - through training, capacity building, and implementing inter-professional teams
- Reduce medical transport costs
  - through re-evaluation of processes and policies (i.e. enhance use of technology, increase local capacity, provide distance education for professional certifications)

# NRoR Roundtable: Emerging Themes

## 2. Mental Health and Addictions

- Explore innovative mental health and addictions service delivery models
  - Integrate social service providers
  - Incorporate prevention and education
- Ensure mental health and addiction services are linguistically and culturally appropriate
  - Integrate traditional healing practices





# NRoR Roundtable: Emerging Themes

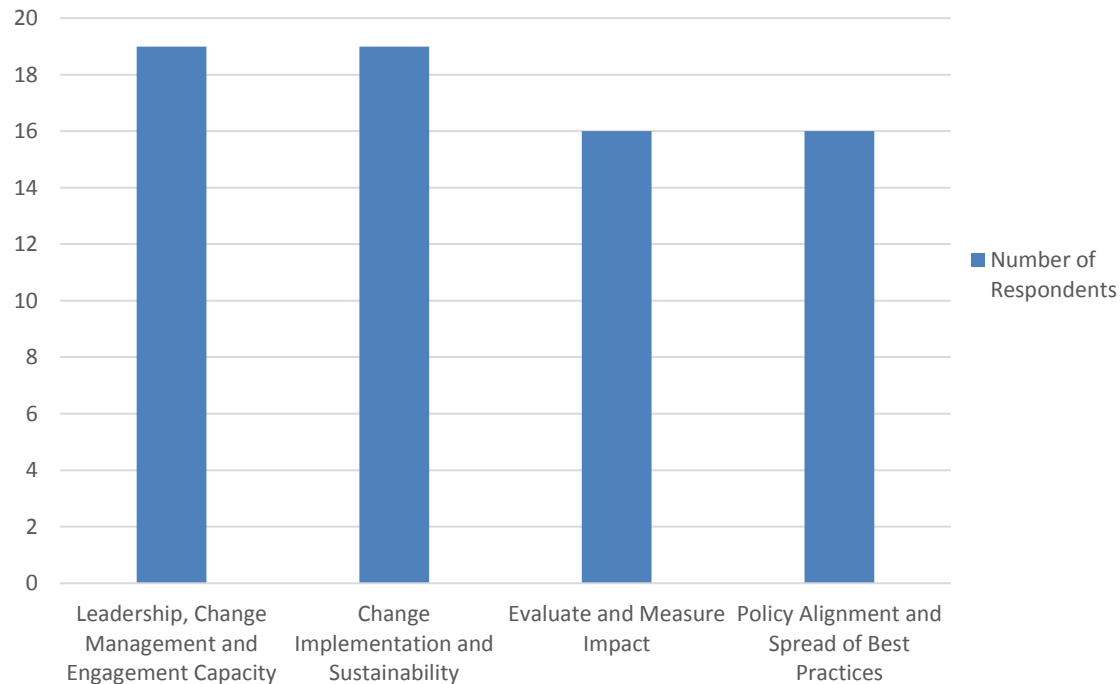
## 3. Cultural Capacity

- Increase providers' knowledge and understanding of the northern context and aboriginal culture
  - Introduce orientation training for new providers
  - Offer continuing education credits for cultural competency/safety training
  - Create opportunities for sharing cultural customs such as storytelling between community members and providers
  - Integrate traditional healing practices into healthcare delivery models



# Roundtable Evaluation Survey Results

Which of the following improvement topics would be of greatest value to your organization's current improvement priority areas and needs? (please check all that apply) n=30



# Workshop Summary Video

Please view the Roundtable Summary video at:

<https://www.youtube.com/watch?v=aWWHWaBwpz8&feature=youtu.be>



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Thank you!  
[www.cfhi-fcass.ca](http://www.cfhi-fcass.ca)

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