

Island Health MLA Update



July 2015

Welcome to the July 2015 edition of Island Health's MLA Update.

Summer is well and truly upon us. Island Health is in communities throughout the summer, promoting health and wellness, and reminding everyone of the importance of sun protection and hydration. We are also closely monitoring the water situation; in particular, the promotion of drought emergency preparedness as outlined in our [2015 Drought Preparedness](#) guidelines for owners of small water supply systems. Also, we are working with partners to promote water use restrictions under the current conditions. Swimming is a popular past time in summer. [Beach advisories/closures](#) are posted on-line with signage put up at affected beaches.

This edition of MLA Update profiles the great work and partnerships Island Health is fostering with First Nations. Read about our recent work to enhance primary care services to improve health outcomes, how totem poles at Saanich Peninsula Hospital will support cultural safety and how Island Health celebrated our Aboriginal employees during Aboriginal week in June. You can also read how Island Health is working to improve the care experience for lesbian, gay, bisexual and transgendered seniors and get updates on various projects and services from across Vancouver Island.

The summer edition of [Island Health Magazine](#) features readiness, weight-



of [Island Health Magazine](#) is now available on line and in hard copy at locations throughout our service area. The summer edition of Island Health articles on walking for health, summer safety, retirement loss surgery and music therapy.

The next edition of [back issues are](#) future updates, for example about a topic your constituents are asking you about, please contact suzanne.germain@viha.ca.

Island Health's MLA Update will be issued mid-September and [posted on line](#).

Need information? Here's who to contact:

We know your staff work regularly with Island Health program staff to respond to constituent questions. We have provided several helpful links below as well as the following contact information for your inquiries:

North/Central Vancouver Island:	Valerie Wilson	250-739-6303 valerie.wilson@viha.ca
South Vancouver Island:	Suzanne Germain	250-370-8294 suzanne.germain@viha.ca

Useful Links

News: www.viha.ca/about_viha/news. Information about new initiatives, partnerships and programs.

Facts & Stats: www.viha.ca/about_viha. Information about Island Health, our populations and our staff.

Local Area Profiles: www.viha.ca/mho/stats/lha_profiles. Community population and health statistics to support local health and wellness planning.

Performance Indicators/Accountability: www.viha.ca/about_viha/accountability

Wait Times: www.health.gov.bc.ca/swt. Surgical wait times by physician and facility.

Table of Contents

1. [Improving Health Outcomes for First Nations](#)
2. [Totem Poles Rise at Saanich Peninsula Hospital](#)
3. [Celebrating Aboriginal Week Across Island Health](#)
4. [Improving Care for LGBT Seniors in Island Health](#)
5. [Parading with Pride](#)
6. [Island Health Staff Receive Excellence in BC Health Care Awards](#)
7. [New Hospice Unit Opening in Comox Valley this Summer](#)
8. [Be Part of Change Day BC!](#)
9. [More Nurse Practitioners to Support Frail, Elderly and Vulnerable Residents](#)
10. [Supported Housing for People Recovering from Mental Health and Substance use Challenges](#)
11. [Technology Supports Clients to Stay Safely in their Homes](#)
12. [Mount Waddington Intensive Case Management Team Reaches out to Clients](#)

1. Improving Health Outcomes for First Nations

Island Health and the First Nations Health Authority (FNHA) have signed a *Partnership Accord* that commits the partners to improve health outcomes for First Nations people. There are four priority action areas that are addressed in the Accord:

- Enhancing First Nations people's access to primary care
- Mental wellness
- Maternal and child health
- Cultural safety

This update focuses on primary care: Island Health and the FNHA have secured ongoing funding to create a Primary Care Team who will work with dedicated panels of clients and their families to promote health and wellness and to help restore health and balance when needed. The primary care team works from an innovative, First Nations driven, model of care that is appropriately designed and resourced to meet the complex, holistic needs of clients. The benefits of adopting a 'teamlet' model include improving the patient experience and creating better outcomes for First Nations people living in the Cowichan Valley. They can also improve health system efficiencies by ensuring all providers are working at their full scope of practice. Cowichan Tribes will host the teamlet.

As well, Island Health and the FNHA have collaborated to create three Nurse Navigator positions. The Nurse Navigators will remove barriers and improve health outcomes by providing coordinated, culturally safe discharge planning and access to supports, services and resources for First Nation people in Vancouver Island. Navigating the acute, primary and community health care systems can be a daunting and overwhelming experience for many individuals. This experience can be even more challenging and complex for First Nations patients. By introducing a role that serves to reduce these barriers and

challenges, health outcomes for First Nations people will be improved.

Find out more about Island Health Aboriginal Health programs at: www.viha.ca/aboriginal_health.

More information about the First Nations Health Authority is at: www.fnha.ca.

[Back to Top](#)

2. Totem Poles Rise at Saanich Peninsula Hospital

A collaboration driven by the four First Nations on the Saanich Peninsula and supported by a number of partnerships saw four 15-foot, locally carved cedar totem poles raised at Saanich Peninsula Hospital on the traditional territory of the W̱SÁNEĆ First Nations July 6-7.

The main objective of the totem poles is to build partnerships and respectful relationships among local First Nations communities, Island Health and the First Nations Health Authority to support culturally safe health services and help remove barriers that prevent Aboriginal People from accessing health care and services.



The poles acknowledge the traditional First Nations territory on which the hospital is built and creates a welcome gesture for those visiting the hospital. The carvings are a visible representation of the W̱SÁNEĆ First Nation communities, sharing their culture, values and beliefs with staff and public who access the hospital.

The project is a joint partnership between the W̱SÁNEĆ First Nations communities of Tseycum, Pauquachin, Tsartlip and Tsawout, the First Nations Health Authority, the Huu-ay-aht First Nations, the Saanich Peninsula Hospital Foundation, Island Health, Western Forest Products, Peninsula Co-op Gas and others. See www.viha.ca/about_viha/news/news_releases/nr_sph_totems_7july2015.htm

[Back to Top](#)

3. Celebrating National Aboriginal Day Across Island Health

During the week of June 15-19th, Island Health celebrated National Aboriginal Day by hosting five events that celebrated and acknowledged the contributions of more than 500 dedicated Aboriginal Island Health employees. Celebrations were held at Port Hardy Hospital, Campbell River District Hospital, West Coast General in Port Alberni, Cowichan District Hospital and the Royal Jubilee Hospital in Victoria.



These events featured Aboriginal staff recognition activities, cultural dance demonstrations, Aboriginal artisans, traditional foods and an opportunity to meet Island Health's Aboriginal Health and Aboriginal Employment teams.

Gia'nakaci (thank-you)

[Back to Top](#)

4. Improving Care for LGBT Seniors in Island Health

A new initiative is underway in Island Health to ensure our policies, procedures and processes are inclusive and welcoming to lesbian, gay, bisexual and transgender (LGBT) seniors and that these seniors experience comprehensive and affirming care.

The health care system, generally, knows little about LGBT seniors' health care needs or their experiences of care, meaning that LGBT seniors may not be receiving the most appropriate, comprehensive care possible. Many of today's LGBT seniors have experienced a lifetime of discrimination based on their sexual orientation and this may cause anxiety when interacting with health care providers. A common fear of LGBT seniors is that they will feel the need to hide their sexual orientation to receive quality care in health care, home care and residential care settings.

Island Health is working to ensure our existing policies, procedures and processes are inclusive and welcoming of LGBT seniors. This work aligns with a provincial initiative to improve health-care services for transgender/trans British Columbians. See www.phsa.ca/about/special-projects/transgender for more information.

[Back to Top](#)

5. Parading with Pride

Island Health was proud and honoured to be part of the LGBT Pride Day Sunday, July 5 in Victoria. Over 70 Island Health staff, representing our diverse LGBT employees, allies, partners, family and friends, joined to celebrate. This is the second year in a row Island Health has been part of pride parade. As health professionals, we know that health begins in the community. Pride is a unique time to recognize the importance of diversity, acceptance and community support for all people on their journey to healthy lives.



[Back to Top](#)

6. Island Health Staff Receive Excellence in BC Health Care Awards

Island Health's Chief of Professional Nursing Officer and long-time nurse at Hospital, Dawn Nedzelski, has been Columbia's Health Care Hero for her commitment to patients and staff. Also month's Excellence in BC Health Care Nanaimo Regional General Hospital who increasing employee safety by reducing Read more about these great awards and www.viha.ca/about_viha/news/news_releases/nr_Award_22jun2015.htm.



Practice and Chief Saanich Peninsula named British Columbia's Health Care Hero for her dedication and recognized at last Awards were staff at received an award for workplace violence. Island Health staff at:

[Back to Top](#)

7. New Hospice Unit Opening in Comox Valley this Summer

After years of dedicated hard work by volunteers, the Comox Valley Hospice Society, St Joseph's General Hospital, Island Health and others, a new four bed hospice unit will be opening at The Views residential care home in Comox. The new program will provide hospice services and related care and supports for

patients and family members at end of life.

Referrals to the program will be through a physician or other health care providers. The four beds are part of Island Health's end of life strategy that will double the number of hospice beds on Vancouver Island by 2020. More information about end of life programs is available at www.viha.ca/pal_eol/. Island Health's End of Life Strategy is posted at:

www.viha.ca/pal_eol/

http://www.viha.ca/NR/rdonlyres/C5CDC971-A3B6-4899-AF88-ECBB1A4601A5/0/ENDOFLIFEPROGRAM_01Aug14_WEB.pdf.

HOSPICE BED PLANNING 2014-2020				Total Beds in Health Region <i>Starting total: 37</i>
	Community	Existing Beds	Additional Beds	
2014/15	Cornox Valley	0	4	36
2015/16	Oceanside	1	4	40
2016/17	Campbell River	0	3	45
	Sooke	0	2	
2017/18	Cowichan Valley	3	4	50
	Mt. Waddington	0	1	
2018/19	Cornox Valley	4	2	53
	Oceanside	5	1	
2019/20	TBD		TBD	12 beds will be added for a total of 64
2020	TBD		TBD	2020 Total: 64

[Back to Top](#)

8. Be Part of Change Day BC!



Island Health is joining health care partners across the province for Change Day. Change Day is a grass-roots movement that originated in the National Health Service in the UK. Change Day is for everyone who wants to make small, individual changes to improve our health care system to make the experience better for patients and health care providers.

Island Health is encouraging everyone to make a promise to themselves to do something new or different – as every individual act of change, big or small, when combined can lead to important change and improvements in health care.

Anyone committed to change in health care can make a pledge at <https://changedaybc.ca/>. Pledges can be made until October 15 when all the changes made will be celebrated.

Here are some recent pledges from people within Island Health's service area:

- "I pledge to...volunteer in my service area." (Ruby, Victoria)
- "I pledge to...be active daily, meditate three times weekly and share joy with someone around me every day." (Caroline, Victoria)
- "I pledge to...serve my body with purpose and respect" (Candice, Tofino)

[Back to Top](#)

9. More Nurse Practitioners to Support Frail, Elderly and Vulnerable Residents

Island Health will hire eight additional Nurse Practitioners (NPs) at a cost of \$1.4 million to deliver care to high need, under-served populations in Mount Waddington, Nanaimo, Ladysmith, the Saanich Peninsula, Salt Spring Island and Victoria. The NPs will work with primary care physicians and other health professionals to care for the frail, the elderly, those living with multiple chronic illnesses and mental health and substance use issues, as well as Aboriginal and maternity patients, and those without a family doctor.

Read the news release: www.viha.ca/about_viha/news/news_releases/nr-nurse-practitioners-15jun2015.htm

[Back to Top](#)

10. Supported Housing for People Recovering from Mental Health and Substance use Challenges

In June, a new and larger 34 unit condo complex for people recovering from mental health and substance use challenges opened in Esquimalt. These new homes replace an older 21 bed facility in Victoria. The new homes have supports of social and health services provided by Island Health and will also better support an aging population living with mobility challenges as well as mental health and substance use issues. Read the news release: www.viha.ca/about_viha/news/news_releases/supported-housing-mhsu-28may2015.htm

[Back to Top](#)

11. Technology Supports Clients to Stay Safely in their Homes

A partnership between Island Health and the University of Victoria is using technology to help home and community care clients live at home safer and longer, supporting their independence.



For example, a Wandering Deterrent System mitigates the risk of someone living with dementia from leaving their home alone. The system triggers a motion detector if a client approaches the front door; for example in the middle of the night. This signals a computer tablet mounted by the door to flash the message: “Stop. It’s night time. Go back to bed!” Messages can be customized to make the communication more effective. Read more: www.viha.ca/about_viha/news/news_releases/technology_20may2015.htm.

[Back to Top](#)

12. Mount Waddington Intensive Case Management Team Reaches out to Clients

Adults struggling with substance use, mental health challenges and other complex needs are being supported by a new multi-disciplinary Intensive Case Management Team to build trusting relationships with service providers and improve their access to care, health and social functioning. The Mount Waddington based team reaches out to people aged 16-65 living with complex health challenges due to substance use and mental health challenges. Find out more at www.viha.ca/about_viha/news/news_releases/nr-mtwadd-icmt-16june2015.htm.

[Back to Top](#)

Excellent health and care for everyone, everywhere, every time.

For more information, or if you wish to be removed from our distribution list, please contact Suzanne Germain via: suzanne.germain@viha.ca or 250-370-8294.