

# Open Board Forum

Island Health Board of Directors

January 30, 2020

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

# Open Board Forum

Leah Hollins, Chair  
Island Health Board of Directors

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

# Agenda

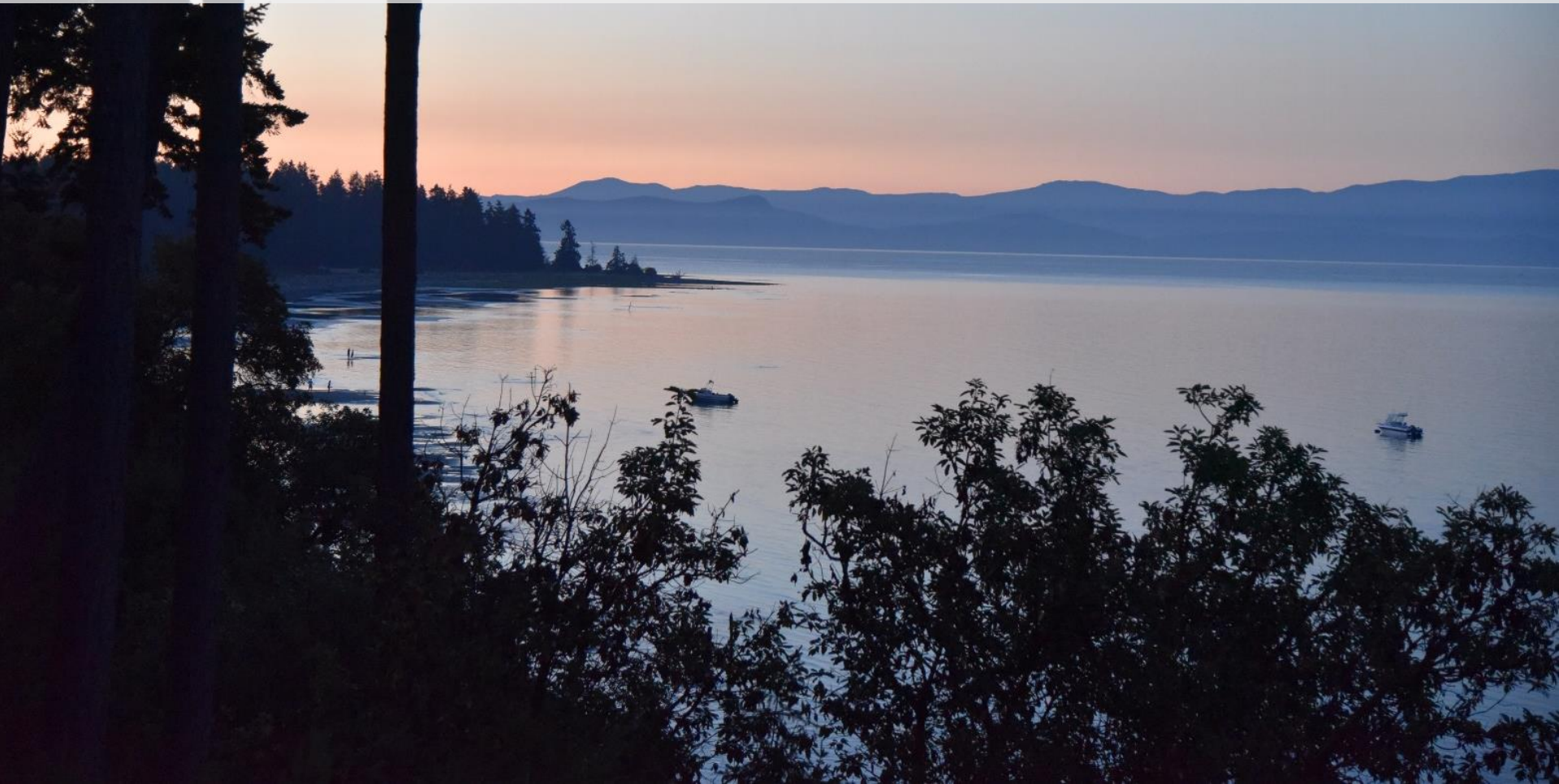
- Welcome
  - Kathy MacNeil, CEO & President, Island Health
  - Paul Hasselback, Medical Health Officer
  - Sharon Welch, Forward House
  - Graham Sakaki & Donna Edwards, Snaw-Naw-As Garden of Spiritual Healing Initiative
  - Dr. Mark Morris & Della Roberts, Palliative Care Network
  - Sherry Thompson, Treatment Pathways
- Q & A

# Kathy MacNeil

President & CEO

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

# Qualicum & Snaw-Naw-As First Nations



# Island Health Goals

- Improving the experience of our patients and their families,
- Improving the experience and wellbeing of Island Health employees and volunteers,
- Increasing health system value and ensuring the sustainability of health and care services
- Improving the health and wellness of the populations and communities we serve



# Primary Care Strategy

- Full Service Family Practices  
*(Patient Medical Homes)*
- Urgent and Primary Care Centres
- Community Health Centres
- First Nations-led Initiatives
- Nurse Practitioner Clinics

*“Prioritize the provision of integrated team-based primary care...”*

2018/19 Mandate Letter  
to Health Authorities



# Patient Experience





# Cultural Safety and Humility





# Virtual Care



# Mental health and substance use





# Surgery and Diagnostic Services





# Determinants of Health





# Thank you



# Public Health

Dr. Paul Hasselback



A person wearing a dark hoodie and jeans is pushing a shopping cart filled with various items, including bags and boxes, in what appears to be a parking lot or a paved area. The person is seen from behind, and the scene is overlaid with a semi-transparent blue filter. The background shows a building with a row of doors.

# Embracing Equity and Compassion for a Healthier Oceanside

Paul Hasselback MD MSc FRCPC  
Medical Health Officer  
(Alberni, Oceanside, Nanaimo, West Coast)

- Certain targeted populations persons/groups experience:
  - Higher rates of disease/injury
  - Higher burden of illness
  - Unequal access to services and resources
  - Require more intense health care services and resources
  - Poorer outcomes from treatment
- Thus, the burden on the health care system is not equal.

<https://www.islandhealth.ca/about-us/medical-health-officers>



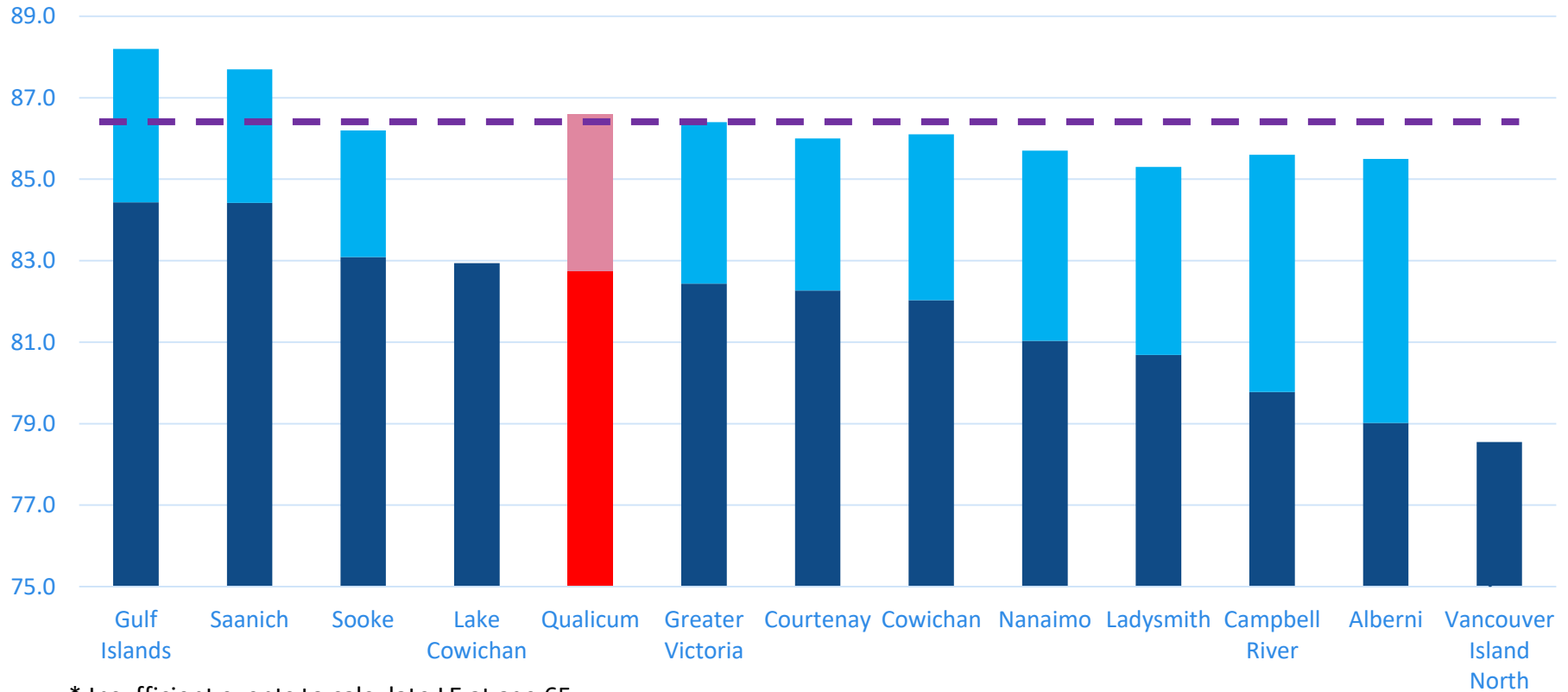
Those in the lowest  
income quintile: 30-300%  
more likely to be  
admitted given a specific  
Ambulatory Care  
Sensitive conditions

<https://www.islandhealth.ca/about-us/medical-health-officers>



# (In)equity in Island Health

2012-16

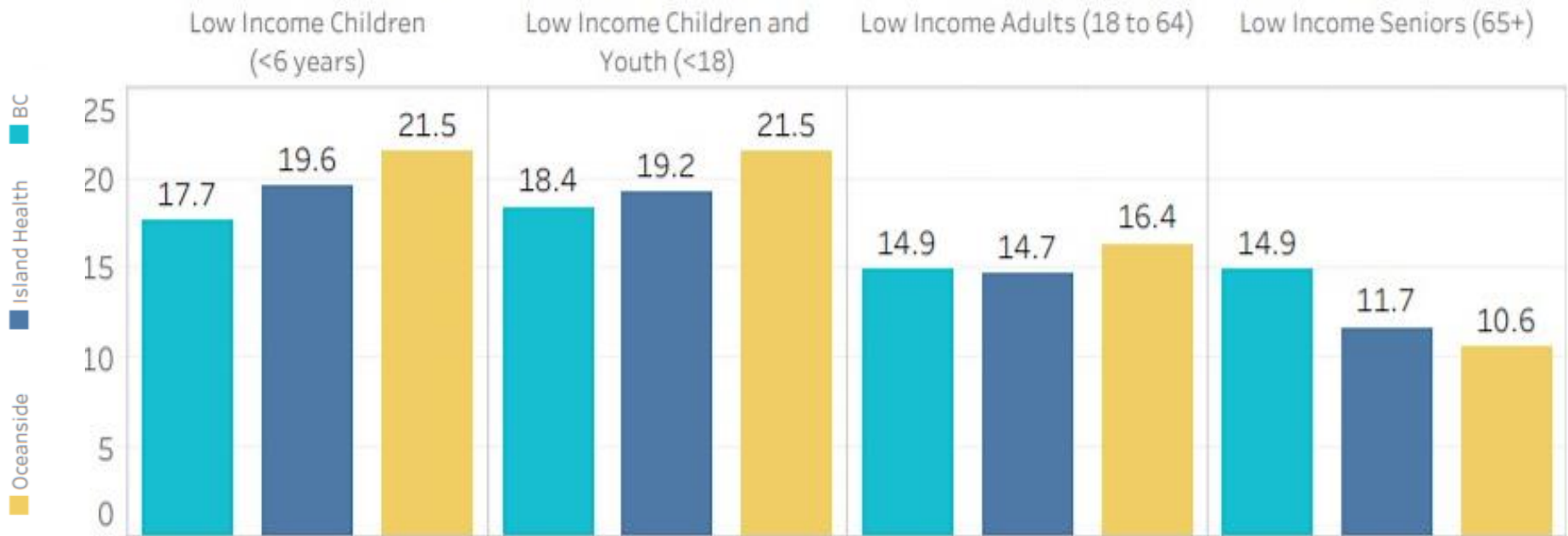


\* Insufficient events to calculate LE at age 65

■ at birth ■ at age 65

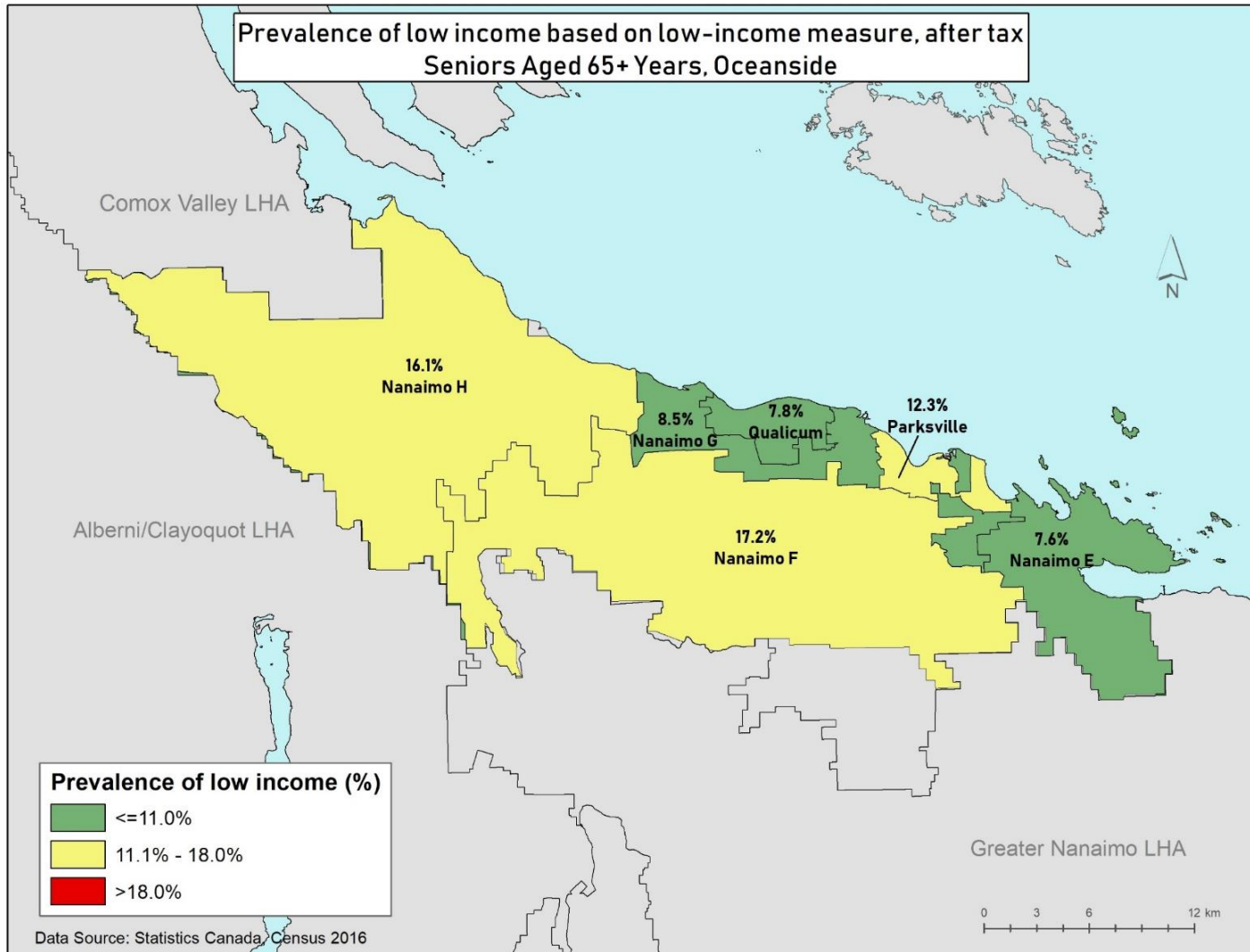
# Economic Inequity The Oceanside Paradox

Percent of Population with Low Income in 2015 based on after-tax low-income measure (2016 Census)

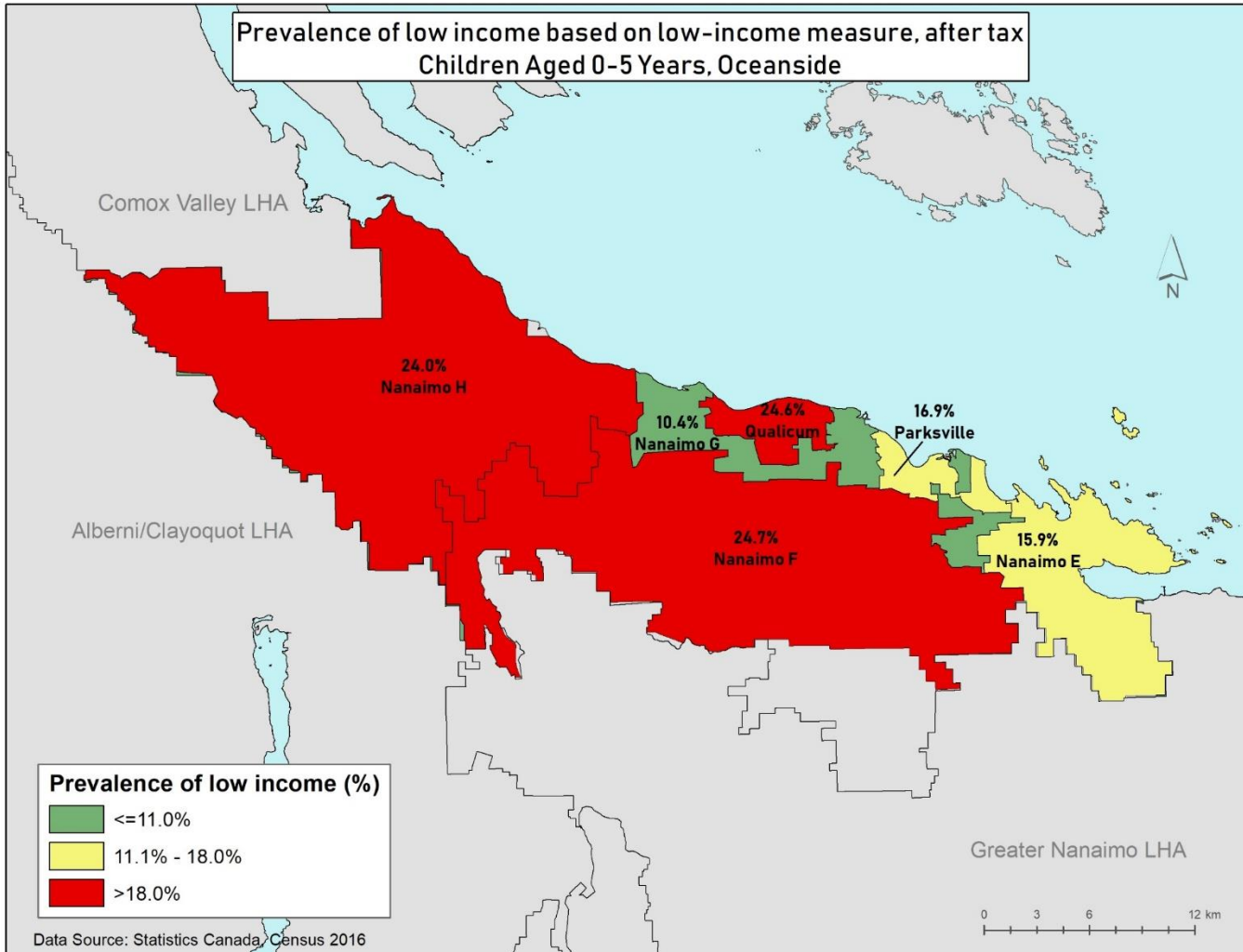


<https://www.islandhealth.ca/sites/default/files/oceanside-local-health-area-profile.pdf>

Prevalence of low income based on low-income measure, after tax  
Seniors Aged 65+ Years, Oceanside

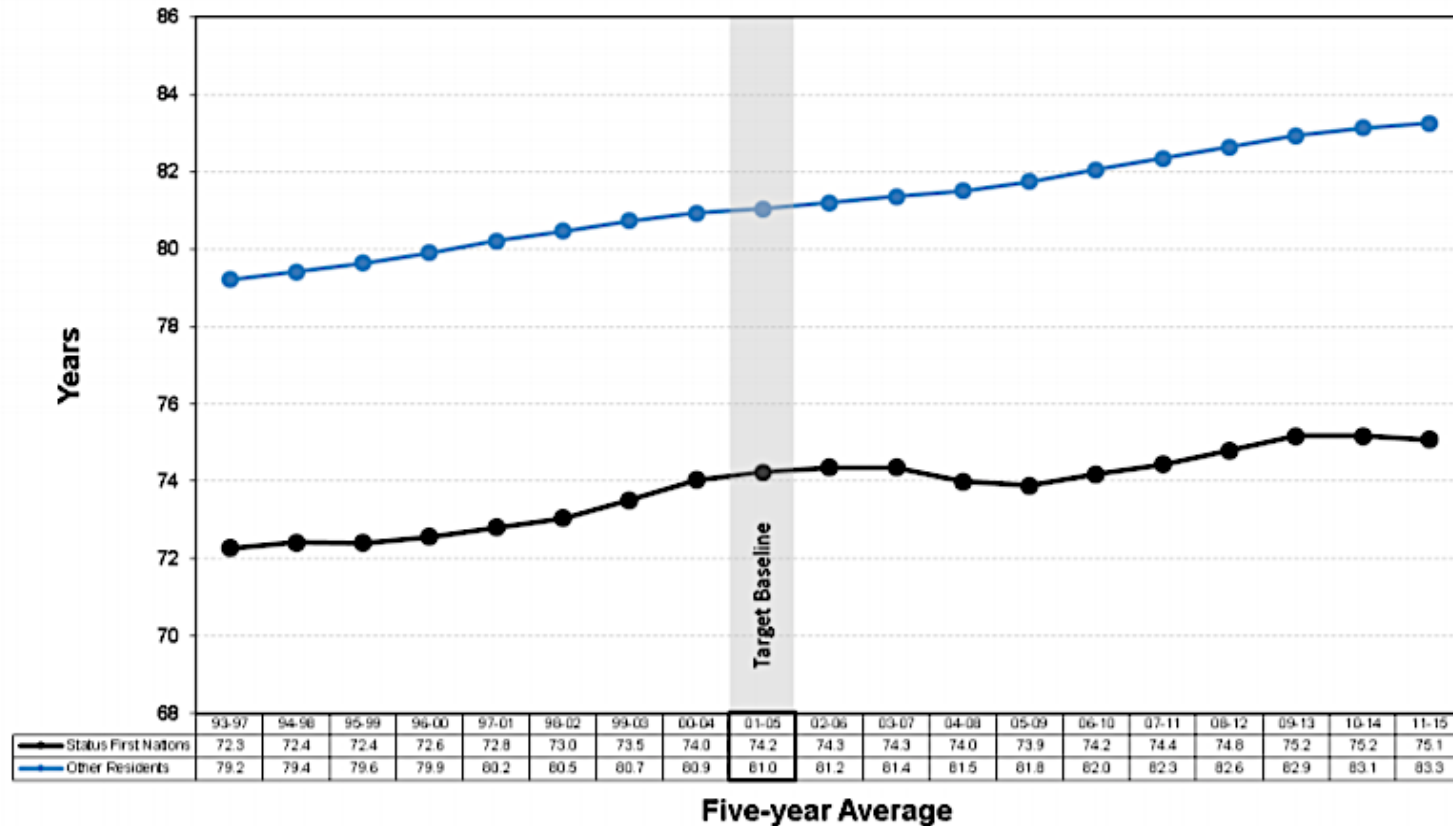


Prevalence of low income based on low-income measure, after tax  
Children Aged 0-5 Years, Oceanside



# First Nations Disparity PHO Special Report 2018

Life Expectancy at Birth, Five-year Average, Status First Nations  
and Other Residents, BC, 1993-97 to 2011-15



Source: BC Vital Statistics Agency, data as of November 2017. Prepared by Population Health Surveillance and Epidemiology, BC Office of the Provincial Health Officer, BC Ministry of Health, December 2017.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/special-reports/indigenous-health-well-being-2018.pdf>



# COMPASSION

AS A GUIDING ACTION



[WWW.VIHA.CA/MHAS](http://WWW.VIHA.CA/MHAS)  
**MENTAL HEALTH AND SUBSTANCE USE**



<https://www.islandhealth.ca/sites/default/files/2018-04/mhas-compassion.pdf>



# Island Health Compassion Handbook

- “Compassion is powerful. Compassion is the feeling that, when confronted with another’s suffering, we are motivated to relieve that suffering. Compassion involves putting a face on human suffering and acknowledging the powerful impact of feeling supported during distress.”
- “Compassion breaks down the walls built by stigma by recognizing and accepting the experience of fellow human beings. Compassionate response to substance use opens doors by encouraging acceptance and safety.”

# BC Provincial Health Officer Special Report

## Stopping the Harm – September 2019

- “Stigma is a set of negative attitudes and/or opinions, such as discrimination or prejudice, about a person or group of people due to a certain behaviour (e.g., substance use) and/or life circumstance (e.g., homelessness)”
- Structural stigma “is stigma at a system level that is perpetuated by service providers and programs that are intentionally or inadvertently designed to inhibit access for people who use substances.”

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/special-reports/stopping-the-harm-report.pdf>



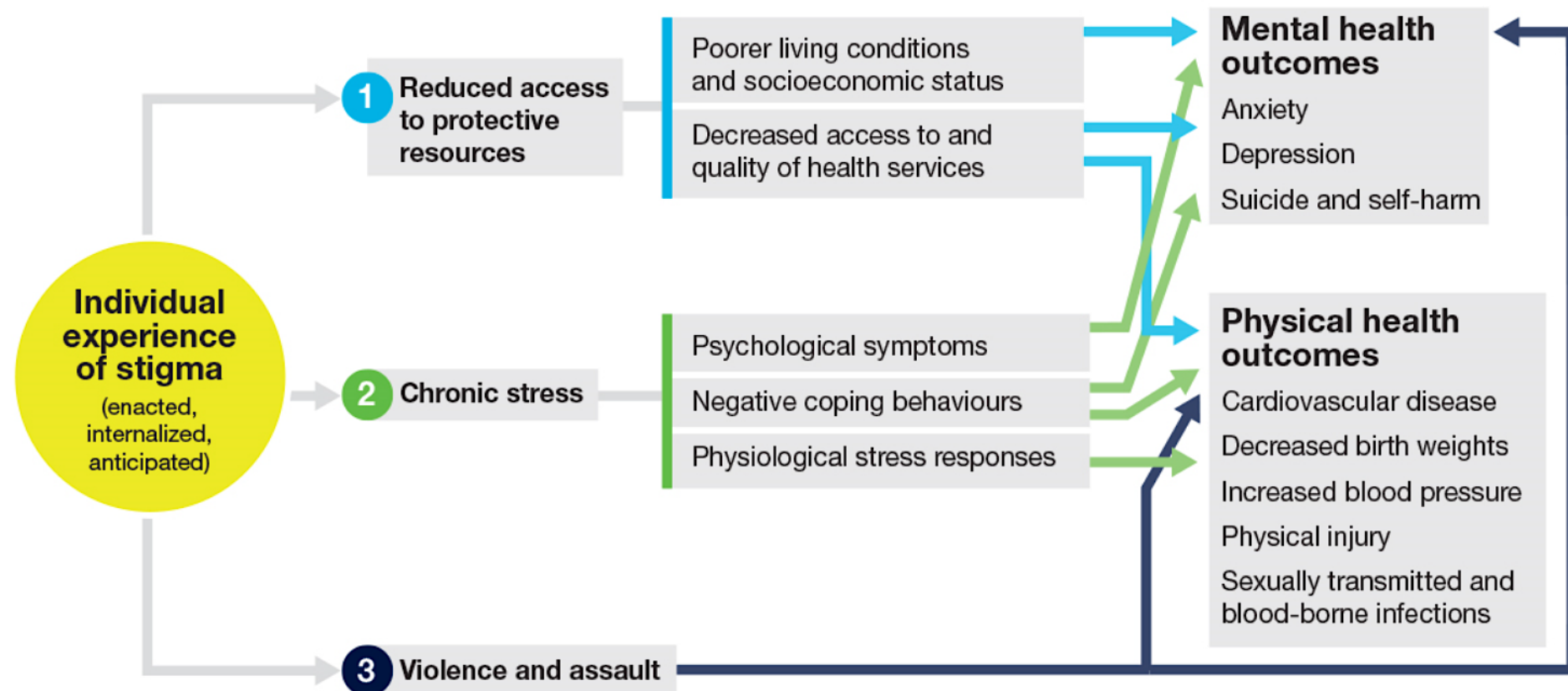
# Stigma Matters...

(PHO report)

“... because it undermines the response to the overdose crisis in BC at every turn. It negatively impacts the lives of people and the ability of some individuals to receive or access basic health (e.g., harm reduction, treatment) and social needs (e.g., housing, employment). Stigma influences public support for evidence-based strategies that save lives and link people to treatment, such as supervised consumption services. Additionally, system-level stigma compromises the quality of care received by an individual if they do access treatment. “

# Canada's Chief Public Health Officer 2019 Report Addressing Stigma – Towards a More Inclusive Health System

Figure 8. How stigma affects an individual's health



Source: Adapted from Paradies *et al.* 2013 <sup>141</sup>.

[https://www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/addressing-stigma-toward-more-inclusive-health-system.html?utm\\_medium=email&utm\\_source=stakeholder&utm\\_campaign=cpho-19#a4](https://www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/addressing-stigma-toward-more-inclusive-health-system.html?utm_medium=email&utm_source=stakeholder&utm_campaign=cpho-19#a4)

# Increasing Compassion (Reducing Stigma) Within Island Health

- Trauma and Violence Informed Practice Initiative
- Facility based Harm Reduction Working groups (5):  
Equity Oriented Care; Caring Conversations.
- Cultural safety and humility initiatives – focus on  
Indigenous issues and disparities.
- “Touchpoints” – North Island training from  
perinatal shared care project/Primary Care  
Network



# Other initiatives

- Roots of Empathy –school aged children.
- BC Trauma informed practice guidelines  
([http://bccewh.bc.ca/wp-content/uploads/2012/05/2013\\_TIP-Guide.pdf](http://bccewh.bc.ca/wp-content/uploads/2012/05/2013_TIP-Guide.pdf) )
- Adverse Childhood Events (ACEs) - Doctors of BC  
<https://www.albertafamilywellness.org/what-we-know/aces>

# My Chips Recipe

**C**ompassion

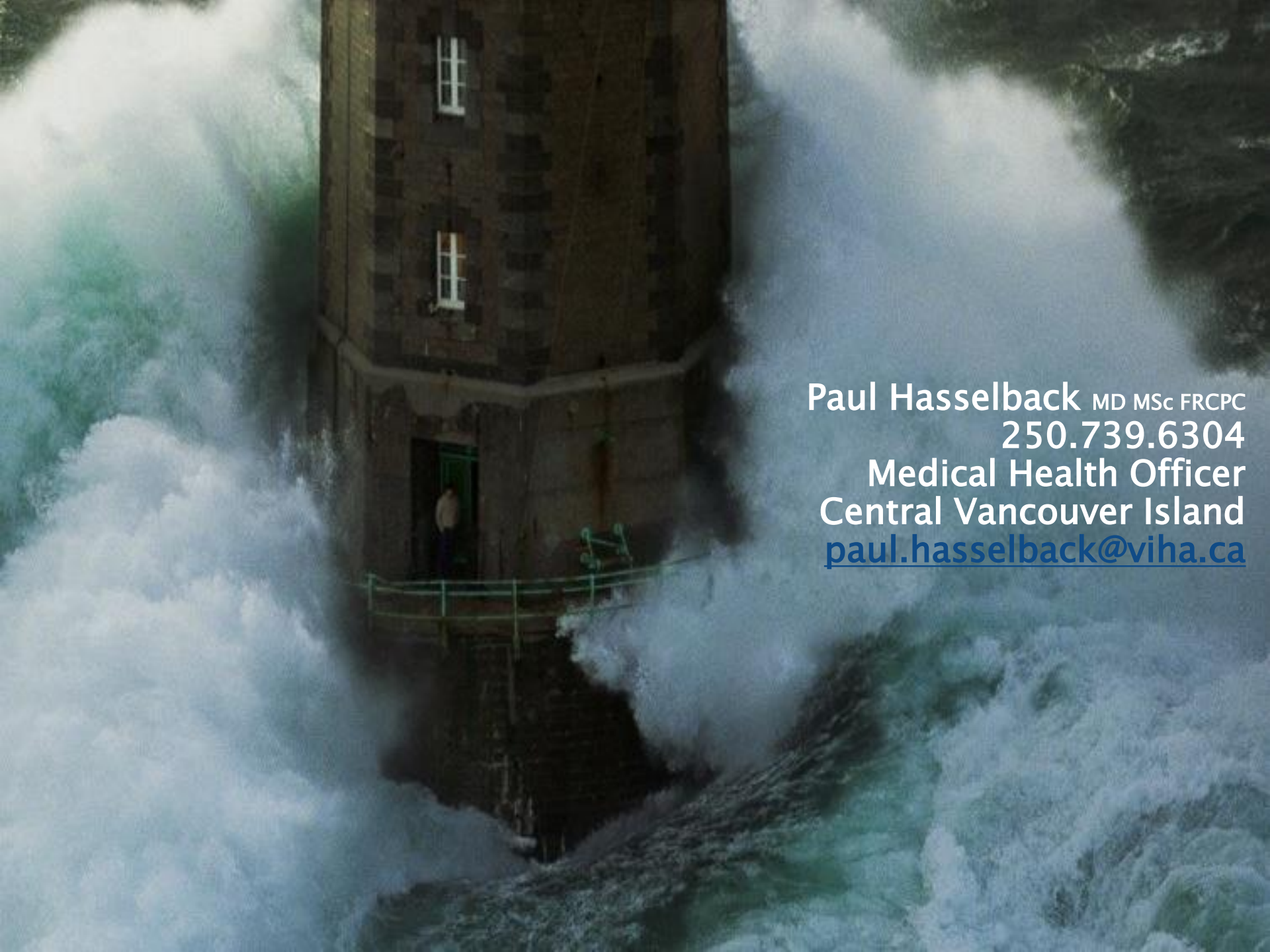
**H**ope

**I**nclusion

**P**rofessionalism

**S**incerity





**Paul Hasselback** MD MSc FRCPC  
250.739.6304  
Medical Health Officer  
Central Vancouver Island  
[paul.hasselback@viha.ca](mailto:paul.hasselback@viha.ca)

# Forward House

Sharon Welsh



# “Moving Forward with Forward House”

Presenter: Sharon Welch,  
Executive Director

January 30<sup>th</sup>, 2020

**Vision:** Mental wellness for everyone.

**Values:** Compassion, Respect, Belonging, Resilience

**Mission:** Forward House nurtures mental wellness through creative programs, relevant education, and dynamic community partnerships.





A warm and safe place to meet



Accessible house for everyone





Another space for fun and games

# Psychosocial Rehabilitation

It's all about  
connection and growth.



# Programming

Recreation

Education

Expressive Therapies

Healthy Eating Meals

Young Adults

Families Forward (caregivers)

Offering approx. 25 programs/week!

# Stats from Last Year

36,201 client service hours

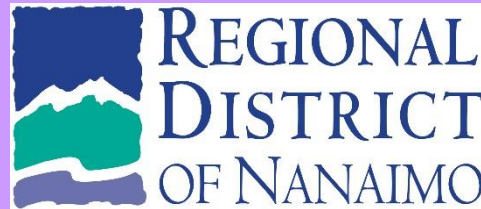
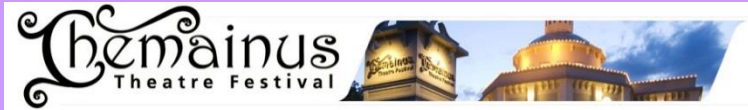
3,119 vocational rehab hours

3,388 meals served

905 practicum student hours

2,201 volunteer hours

# Leveraging Core Funding



In this year's budget, Island Health is 71% of our funding, 29% comes from grants and donations and other revenue.

# Outreach Programs:

Qualicum Beach Outreach Program

8 hrs./week

Qualicum Commons + St. Stephen's Church

Community Outreach

full-time outreach worker + peer support

Orca Place Outreach

3 workshops/week with outreach worker +  
peer support



And we give back to our community:

ACE program

Lawn Crew services



Involvement in Community Networks

Educational Presentations

Practicum Placements

# Community Networks we have been involved with in the past 5 years:

Oceanside Task Force on Homelessness - Co-Chair

Oceanside Health & Wellness Network (OHWN)  
Co-Chair and Chair

Local Action Team (LAT)

Community Action Team (CAT) - Co-Chair

Coordinated Community Action Team (CCAT)

Parksville & District Chamber of Commerce Member

Qualicum Beach Chamber of Commerce Member

Thank you to  
Island Health  
for your  
ongoing support of  
Forward House.

Come and meet the  
Forward House Family!

136 East Hirst Ave.  
Parksville



Sharon Welch

Tel: 250-954-0785

Email:

[execdir@forwardhouse.com](mailto:execdir@forwardhouse.com)



[www.forwardhouse.com](http://www.forwardhouse.com)

# **Snaw-Naw-As Garden of Spiritual Healing Initiative**

Graham Sakaki and Donna Edwards

# Oceanside Palliative Care Network

Dr. Mark Morris and Della Roberts

# Oceanside Palliative Care Network

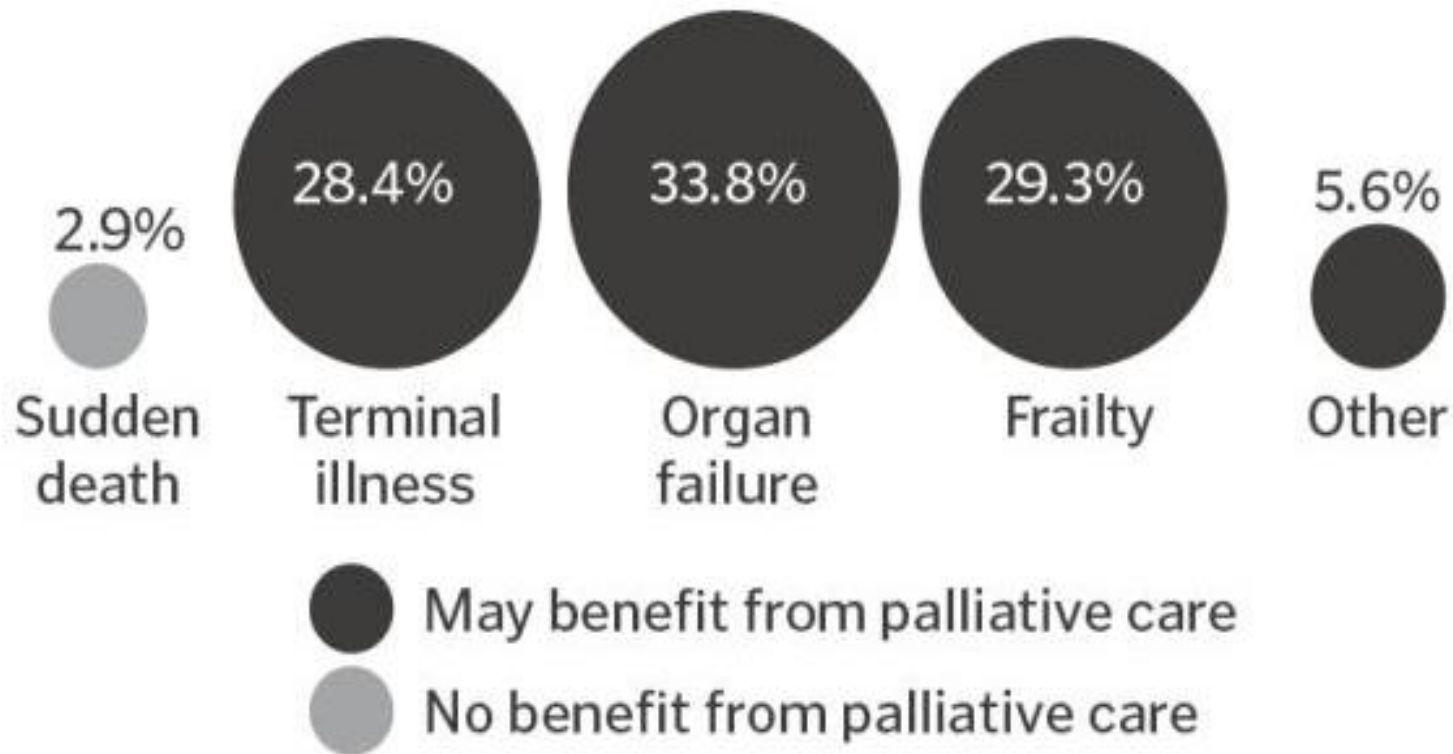
Dr Mark Morris, Chair  
Central Island Division of Family Practice

Della Roberts, Clinical Nurse Specialist  
Palliative End of Life Care Program

Island Health Board Presentation  
January 30 2020

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

# Type of deaths in Canada

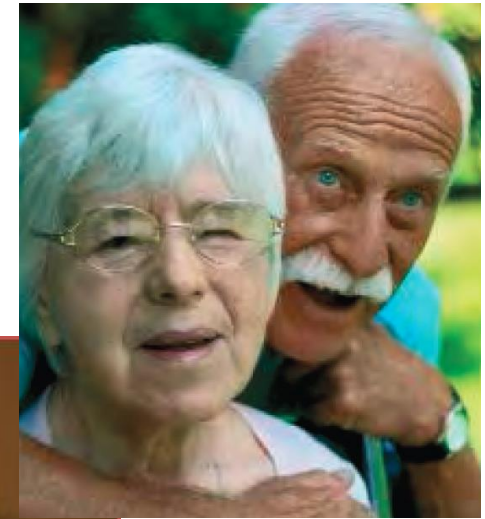


— Source: Raising the Bar: A Roadmap for the Future of Palliative Care in Canada



# Why a network?

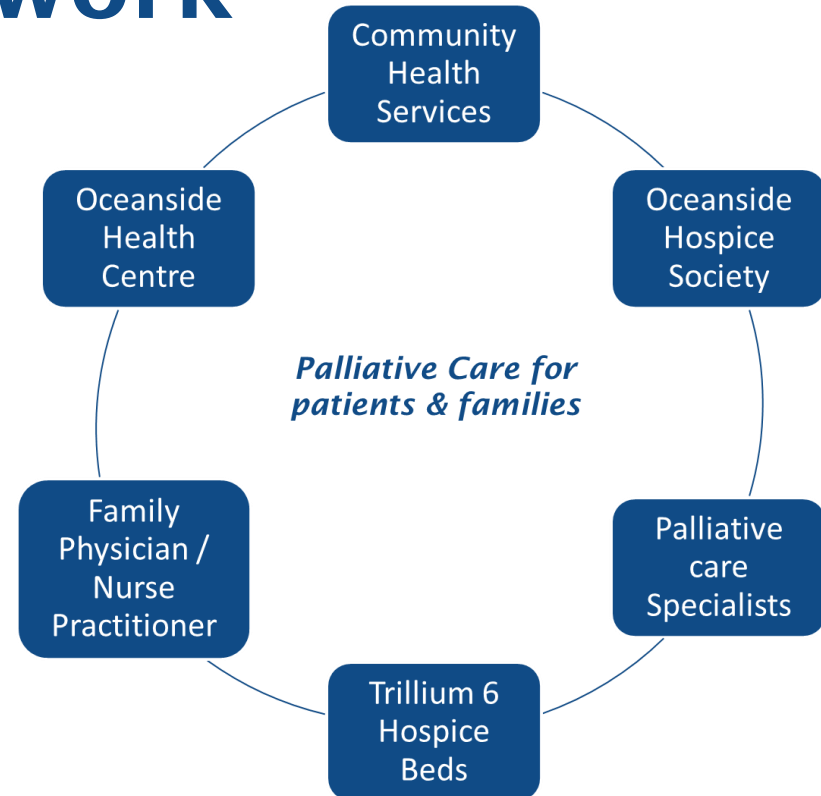
- *Oldest community demographic in Canada*
- *~ 100 people/month have home care palliative services*
- *Many people with physicians out of Oceanside*
- *28 Family Physicians*
- *5 Nurse Practitioners*



- *70% of palliative home care patients see a Palliative physician*
- *Home or Hospice at Trillium Lodge are desired locations for care & end of life for many*

# Oceanside Palliative Care Network

- Division initiated network to address community palliative needs
- Part of the larger Primary Care Network
- Started Dec 2018



# Key focus areas

**Promoting  
conversations  
(Advance care  
planning)**



**More, better, earlier  
conversations to honor goals  
& wishes**

**Improving  
linkages in  
primary care**



**Clinicians equipped and  
supported to provide skilled  
palliative care**

**Access to  
specialist  
palliative care**



**Accessible specialist PC  
consultation  
6 Hospice Beds at Trillium**

# Support for palliative care at home

- Primary provider
  - Home care nursing
  - Rehabilitation therapists
  - Home support
- After hours palliative nursing phone line
    - 9pm to 8 am.
    - 10 to 20 calls/year over night from Oceanside



# *Coming soon to Oceanside Community Health Palliative Services*

## *Improved connection with your home care nurse*

**Virtual Palliative Supportive Care**  
**Patient and family information**



- An additional connection to the nurse
- Uses a computer tablet set up in your home
- Provide information in between nursing visits
- Receive timely support



# Improving access to palliative care specialists

- ~70% palliative home care clients have palliative physician visits
- Soon the palliative physician and team can use Island Health MyVirtualVisit with patients/families.
- Can link in GP/NP, other family members, nurses by distance to the visit.



---

*What patients & families say  
about Trillium Hospice*

---

*"I wish we had known what Hospice really was like, before we came. We were afraid to come. But it's wonderful! I wish we hadn't waited so long."*

*"The support and care were so helpful, just when we needed it most. I could relax and be his wife again, knowing that all his medical needs were taken care of. It allowed us to connect and focus on each other."*

*"With all the work of caregiving being done by the staff, we had the energy to focus on an upcoming family wedding. I really think my dad lived longer, because of Hospice! He wanted to make it to the wedding, and he did. The staff worked hard to help him meet his goal."*



*Hospice creates a space where you can attend to the more personal aspects of palliative and end-of-life care.*

**Trillium Hospice**

is located at Trillium Lodge,  
401 Moilliet St., Parksville.

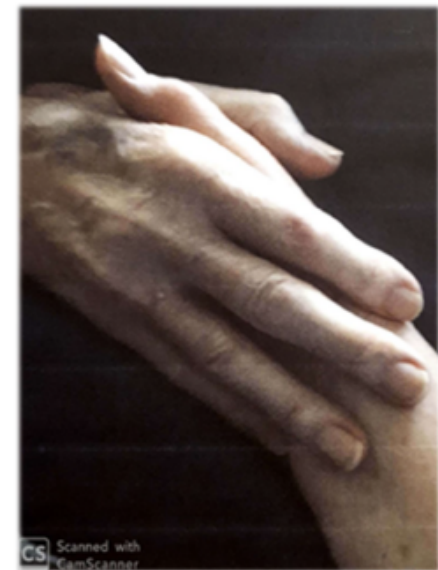
Talk to your care provider to learn more about Hospice services.

**Oceanside Hospice Society**

(Valhalla) is located at  
210 Crescent Road West in  
Qualicum Beach. Staff and trained hospice volunteers are available to provide supportive care to individuals and families who are facing advanced illness, death and bereavement. Please feel free to call Oceanside Hospice Society at 250.752.6227 or visit their website at [www.oceansidehospice.com](http://www.oceansidehospice.com) for further information.

---

# Living well at Trillium Hospice



# For more information

- Dr Mark Morris
- Tina Biello  
[tbiello@divisionsbc.ca](mailto:tbiello@divisionsbc.ca)
- Della Roberts, CNS PEOLC  
[della.roberts@viha.ca](mailto:della.roberts@viha.ca)
- Jill Gerke, Director Palliative & End of Life Care Program  
[jill.gerke@viha.ca](mailto:jill.gerke@viha.ca)



# Treatment Pathways Oceanside

Sherry Thompson



# **Working Together to Respond to the Opiate Overdose Public Health Emergency**

Sherry Thompson  
Treatment Pathways Oceanside Committee  
Island Health Board Presentation  
Jan 30, 2020



# 2020 is Year 4 of the Opiate Overdose Public Health Emergency – How are we doing in Oceanside?

With the number of illicit drug overdoses and tragic deaths in this area from drugs tainted with fentanyl, it is critical that both Island Health and communities work together to:

- save lives,
- strengthen partnerships, and
- connect people to treatment and recovery.

There are areas of excellence, but some services are not yet responding adequately to the needs of the community.

# Treatment Pathways Oceanside Goals:

- ❖ To speed up access to treatment for those requesting help in dealing with substance use disorders;
- ❖ To improve coordination and collaboration among those providing services in Oceanside in order to improve outcomes for persons requesting help in dealing with addictions;
- ❖ To develop a system where clients feel welcomed and accepted at each point where they contact services;
- ❖ To improve the recognition and support for peer coaches, including achieving accreditation of the peer coach role.

# Strengthening the Role of Peer Coaches in Responding to the Opiate Overdose Crisis

- ❖ Peers often function as informal system navigators
- ❖ People with substance abuse problems and their families often experience fear and shame
- ❖ Care providers, volunteers, and community members often feel uneasy dealing with people who use drugs
- ❖ Peers can help to bridge the gaps
- ❖ Our group, and our community, are upskilling our peers

# **Improving Access to Treatment and Coordination:**

- **More Access to Opiate Agonist Treatment** – we have one excellent family physician with Addiction Medicine expertise – one day a week
- **Improve Transitions**
- **Strengthen Early Intervention and Provide Support along the Path to Recovery**
- **Reduce Stigma and Discrimination**
- **Encourage Further Integration of Peer Coaches**

# **To develop a system where clients feel welcomed and accepted at each point where they contact services**

- ❖ Even with the best of intentions, and in the face of clear policy guidelines, stigma and discrimination still occur far too often
- ❖ Stigma can kill
- ❖ We need a health system where “no door is a wrong door”
- ❖ We believe that further integrating peers into health services will help break down fears and build empathy



# How is the Community working to Address these Concerns?

## ❖ **The Oceanside Community Action Team**

Created in November 2019 from the Harm Reduction Working Group to:

- save lives,
- strengthen local partnerships, and
- connect people who use drugs to treatment and recovery.

## ❖ **BOOST – Best Practices in Oral Opioid Agonist Therapy Provincial Collaborative**

Quality Improvement project to increase retention on OAT and to promote steps toward recovery

## ❖ **Peer Distribution Committee**

Develop policy and procedures to ensure adequate resources in Overdose Emergencies

## ❖ **Pray and Stay Sanctuary at St Anne's Church and OHEARTS Oceanside**

**Homelessness Ecumenical Advocacy Response Team Society Assisi Shelter** – A consortium of 9 churches and community partners providing shelter and partnerships to assist people experiencing homelessness

**However, even with all this bottom-up effort and good will – we still need leadership and support to make more significant progress**

# Next Steps We Would Like to See Happen:

- A formal change management project with a goal to incorporate substance use treatment as a core function of Oceanside Health Centre
- Ensuring Oceanside LHA receives an equitable share of funding to respond to the Opiate Overdose Crisis
- Ensuring rapid access to treatment through Oceanside Health Center for persons with substance use disorder
- Building referral pathways for those with serious mental health disorders concurrent with substance dependence
- Staff training in Human Rights, stigma reduction, building working partnerships with peer support workers, promoting smooth transitions with local and out of region services

# In Closing

- Thank you for the opportunity to meet with you today
- In the words of one of our peers – what we want most is to stop losing our people to overdoses
- We look forward to working with you to help make this wish come true



We can be contacted through the address below and, in addition, many of our members and partners are in the audience today and can help clarify these issues.

Thank you.

Sherry Thompson

Treatment Pathways Oceanside Committee

[sherrywt100@gmail.com](mailto:sherrywt100@gmail.com)

250-228-0564

# Q & A's

For more information contact

[Louise.carlow@viha.ca](mailto:Louise.carlow@viha.ca)