

Urban and Away-From-Home Survey

2021 RESULTS REPORT SUMMARY



First Nations Health Authority
Health through wellness

The FNHA launched a survey to understand how First Nations people living in urban areas and away from home access health and wellness information. The results will help improve how we communicate and engage with our urban and away-from-home clients.

Summary of Survey Results

In March 2021, the First Nations Health Authority (FNHA) launched a survey to understand how First Nations people living in urban areas and away from home access health and wellness information.

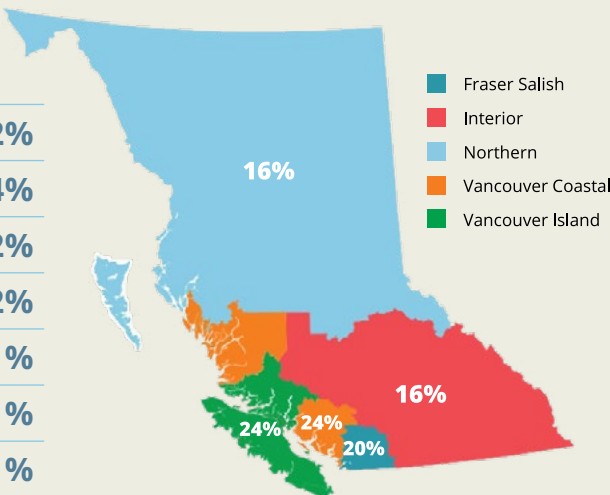
The results of the survey will inform the development of communications and engagement pathways with the urban and away-from-home population, setting the foundations for the FNHA to be a health and wellness partner to all First Nations people in BC, regardless of where they live or access their health services.

Who Completed the Survey?

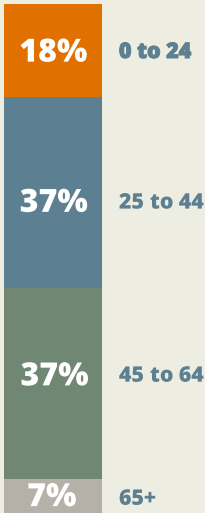
694 survey participants

Female	72%
Male	24%
Cisgender	2%
Two-Spirit	2%
Non-Binary	<1%
Transgender	<1%
Not sure / questioning	<1%

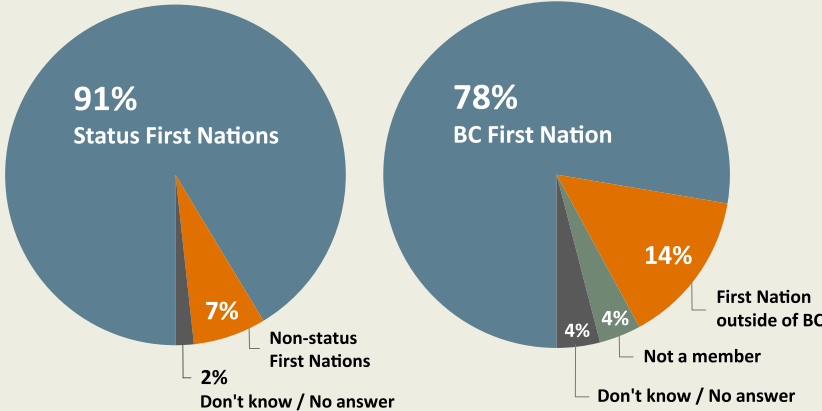
Region of Residence



Age



First Nations status and membership



Type of setting

Urban area or city	75%
Rural area	17%
Reserve away from home community	5%
Remote or isolated area	4%

Participant Views on Accessing Health and Wellness Information and Services

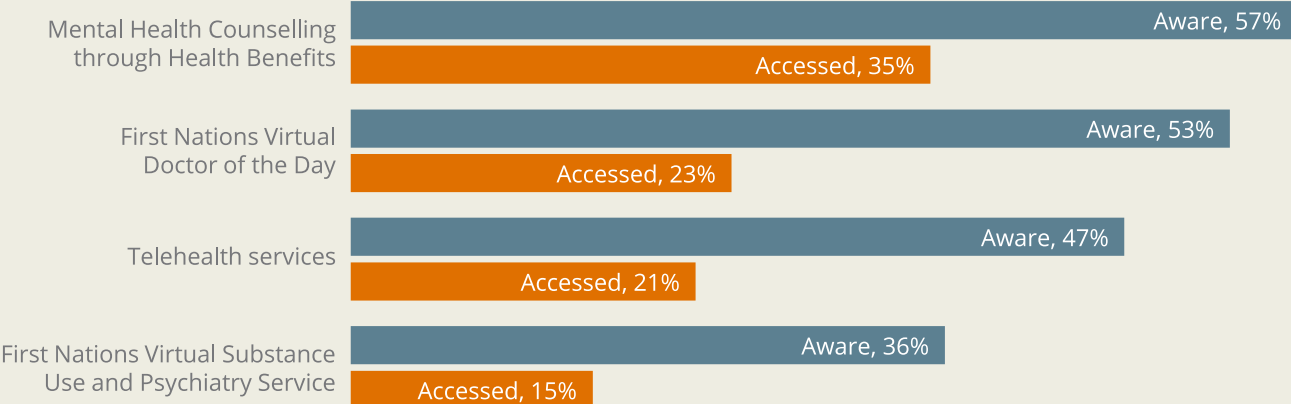
How often do you access programs and services delivered by the FNHA?

- 35% multiple times per year
- 40% once per year or less
- 19% never
- 6% don't know / no answer

How often do you read news or information shared by the FNHA?

- 39% at least once per week
- 43% once per month or less
- 11% never
- 6% don't know / no answer

Are you aware of the following FNHA virtual health services and have you ever accessed them? (% of total respondents)



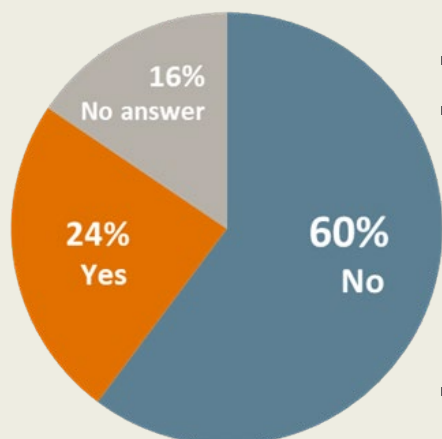
Top 7 sources of health and wellness information

- 1) Internet search (37%)
- 2) Family or friends (36%)
- 3) Primary care provider (35%)
- 4) FNHA (32%)
- 5) Social media (29%)
- 6) First Nations community (28%)
- 7) Regional health authority (25%)

Top 5 methods to receive health and wellness information

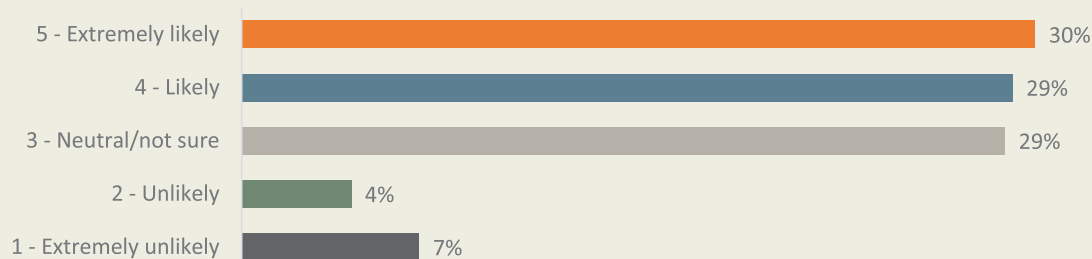
- 1) Websites (59%)
- 2) E-newsletters (59%)
- 3) Printed documents (35%)
- 4) Phone apps (31%)
- 5) One-on-one meetings (25%)

Are there Indigenous organizations that represent your health and wellness interests?



- **149 respondents** identified one or more organization(s).
- The following organizations were most frequently mentioned:
 - **FNHA** (32%)
 - **Friendship Centre** (21%)
 - **First Nations community or health centre** (19%)
 - **Stó:lō Nation or Stó:lō Service Agency** (8%)
 - **Lu'ma Medical Centre** (8%)
- An additional **35 organizations** were identified.

If services designed and delivered by First Nations were more widely and easily accessible to you, how likely would you be to access these services?



Top 10 ideas for communication and engagement

- 1) Continue or strengthen online communication (e.g., social media, e-newsletters, website, phone app)
- 2) Partner and share information with communities, organizations and health care providers
- 3) Host gatherings or events (virtual and in-person)
- 4) Provide more programs and services
- 5) Distribute printed materials
- 6) Share information specific to the urban and away-from-home population
- 7) Target specific populations (e.g., Elders, youth, women, 2SLGBTQ+)
- 8) Share information through phone calls or text messages
- 9) Expand regional communication and engagement
- 10) Develop pathway for urban and away-from-home representation

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2021 Results Report

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