



First Nations Health Authority
Health through wellness

2020/2021 FNHA SUMMARY SERVICE PLAN

An Operational Plan for the Fiscal Year 2020/2021





First Nations Health Authority
Health through wellness

OUR BRAND

The First Nations Health Authority brand is based on the thunderbird, a traditional symbol of transformation and healing. The crescent around the thunderbird represents our environment, families, communities and the context in which our health is determined. The thunderbird's wings reach beyond this crescent, working within our context, but looking to break new ground in First Nations health. The thunderbird is shown looking up to signify a healthy future.

THE DESIGN WAS CREATED BY ANDREW (ENPAAUK) DEXEL, A NLAKA'PAMUX ARTIST WELL KNOWN FOR HIS PRINTS AND PAINTINGS.



First Nations Health Authority
Health through wellness

2020/2021 FNHA SUMMARY SERVICE PLAN: An Operational Plan for the Fiscal Year 2020/2021
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EXECUTIVE SUMMARY



We are pleased to share the First Nations Health Authority (FNHA) Summary Service Plan for 2020/2021, which sets out our key priorities, annual key priorities and the goals, outcome statements, objectives and strategies upon which our priorities are based. This plan marks the last year of our five-year health plan. Our Shared Vision, Mission, Values and 7 Directives remain at the centre of our Summary Service Plan, keeping us grounded in First Nations knowledge and teachings and aligning our work with the consensus leadership expressed by our communities.

Our four FNHA goals remain the foundation of our work, with a set of seven organization-wide key priorities enabling progress across all four goals. Under each key priority area, a set of specific annual key priorities for 2020/21 is identified.

- Evolving the FNHA Operating Model, including Regionalization
- Renewed Partnerships with First Nations
- Wellness
- Knowledge Development and Exchange
- Cultural Safety and Humility
- Service Excellence – Mental Health and Wellness, Primary Health Care, and Health Benefits
- Leadership and Culture Development

Our four goals continue to be a steady guidepost for our work, helping to steer us toward our Shared Vision:

- Enhance First Nations health governance
- Champion the BC First Nations Perspective on Health and Wellness
- Advance excellence in programs and services
- Operate as an efficient, effective and excellent First Nations health organization

“THE FIRST NATIONS HEALTH AUTHORITY SUPPORTS BC FIRST NATIONS INDIVIDUALS, FAMILIES AND COMMUNITIES TO ACHIEVE AND ENJOY THE HIGHEST LEVEL OF HEALTH AND WELLNESS BY: WORKING WITH THEM ON THEIR HEALTH AND WELLNESS JOURNEYS; HONOURING TRADITIONS AND CULTURES; AND CHAMPIONING FIRST NATIONS HEALTH AND WELLNESS WITHIN THE FIRST NATIONS HEALTH AUTHORITY ORGANIZATION AND WITH ALL OF OUR PARTNERS.” – **FNHA MISSION**

Our goals are deliberately sequenced to focus:

- First, on the importance of First Nations’ engagement and decision-making in relation to their health and wellness, as part of the new health governance partnership;
- Second, on championing the concept and philosophy of health and wellness throughout the health system and partnering with individuals, families and communities on their health and wellness journeys;
- Third, on innovation and transformation of the delivery of programs and services that address and focus on health and wellness; and
- Fourth, on developing the FNHA into an excellent First Nations health and wellness organization that BC First Nations are proud to call their own, and which will work to serve BC First Nations peoples and advocate for their health and wellness interests with the broader health system.

**HEALTHY, SELF-DETERMINING AND VIBRANT BC FIRST NATIONS CHILDREN, FAMILIES AND COMMUNITIES.
– FIRST NATIONS HEALTH COUNCIL (FNHC), FIRST NATIONS HEALTH DIRECTORS ASSOCIATION (FNHDA), FNHA SHARED VISION**

THE STORY BEHIND OUR PLAN

Our history is an important part of our transformation journey. Through the Health Partnership Accord, our leadership encouraged us to reflect on and honour those who have paved the way—to pay respect to and honour the wisdom of those who brought us to where we are today. For this reason, we take a unique approach in that we focus not just on where we are going but also on where we have been.

Since time immemorial, healthy, self-determining and vibrant First Nations individuals, families and communities thrived throughout what is now known as British Columbia. A common thread across these diverse First Nations cultures was, and is, a holistic perspective on health and wellness reflective of the interconnectedness of the mental, physical, emotional and spiritual facets of life. The well-being of First Nations peoples was forcibly interrupted through government colonial measures designed to “get rid of the Indian problem,” including through disrupting First Nations’ personal and collective self-determination, dispossessing First Nations from the environments that enabled them to flourish, and severing cultural and familial connections that supported First Nations’ mental, emotional, physical and spiritual security.

First Nations leadership, over many years, fought to change this narrative through direct action, court cases and negotiations that strove for the acknowledgment of their land title and rights, and led to the implementation of a new relationship with federal and provincial governments and society as a whole. Through these efforts, opportunities were created specifically to address the health and wellness of First Nations in BC.

A series of plans and agreements from 2006 to today reflect a broad First Nations health and wellness agenda supported by a strong governance partnership between First Nations and federal and provincial governments. These plans and agreements were developed through the consensus leadership of BC First Nations who, by exercising their collective authorities, established a health governance structure and standards with a mandate to strategically advance BC First Nations health and wellness philosophies, interests and priorities.

SHARED VALUES

The First Nations Health Council (FNHC), First Nations Health Directors Association (FNHDA) and First Nations Health Authority (FNHA) conduct their efforts with one another in accordance with the Shared Values:

RESPECT

We believe that maintaining respectful relationships is fundamental to the achievement of our Shared Vision. Respectful relationships are built upon the recognition that we all have something to contribute as individuals, and participants in the First Nations health governance structure. Therefore, we commit to treating each other with dignity and generosity, being responsive to one another, and acknowledging that each entity has their own respective processes and practices. We are also committed to respectful interactions with First Nations, tripartite partners, and other collaborators.

DISCIPLINE

We have the historic opportunity to achieve transformative change in First Nations health and wellness, and an obligation to make the most of this opportunity. This will require discipline amongst us, including through: loyalty to one another and our Shared Vision; upholding and supporting our roles, responsibilities, decisions, and processes; maintaining and nurturing unity and a united front; integrity and reliability in fulfilling our commitments, and accountability to one another for these commitments and contributions; and, solutions-oriented and active participation.

RELATIONSHIPS

We believe that effective working relationships with First Nations, tripartite partners, and with one another are the foundation for achieving our vision and implementing our health plans and agreements. We commit to fostering effective working relationships and camaraderie underpinned by: trust; honesty; understanding; teamwork; and mutual support. We also acknowledge that humour and laughter are both good medicine, and a good way to build relationships.

CULTURE

We are here because of those that came before us, and to work on behalf of First Nations. We draw upon the diverse and unique cultures, ceremonies, customs, and teachings of First Nations for strength, wisdom, and guidance. We uphold traditional and holistic approaches to health and self-care and strive to achieve a balance in our mental, spiritual, emotional, and physical wellness.

EXCELLENCE

We are humbled and honoured to have been asked by First Nations to work on their behalf to improve health and wellness, and have a moral and personal responsibility to strive for excellence. Excellence means that our outcomes are sustainable, that our processes are professional and transparent, and that we commit to learn continuously – through capacity development opportunities, from each other and from new, different and innovative models worldwide.

FAIRNESS

We work to improve the health and wellness of all First Nations in BC. Our decision making reflects the best interests of all First Nations, and leads to just and equitable treatment amongst all First Nations communities, First Nations organizations, and across all regions of British Columbia. We are committed to make room for everyone, and are inclusive in our communications, information-sharing, and discussions.

SHARED PRINCIPLES GUIDE THE TRIPARTITE WORK AMONG THE FNHC, FNHDA, FNHA AND FEDERAL AND PROVINCIAL PARTNERS:

THE WORK OF THE FNHA AND ITS PARTNERS IS GUIDED BY THE SEVEN DIRECTIVES PROVIDED BY BC FIRST NATIONS CHIEFS AND LEADERS

SHARED VALUES
Shared by the FNHA | FNHC | FNHDA

RESPECT DISCIPLINE RELATIONSHIPS CULTURE EXCELLENCE FAIRNESS

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FNHA, FNHC, FNHDA SHARED VISION >> Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities.

7 DIRECTIVES
Shared by the FNHA | FNHC | FNHDA

**DIRECTIVE #1
COMMUNITY-DRIVEN, NATION-BASED**

**DIRECTIVE #2
INCREASE FIRST NATIONS DECISION-MAKING AND CONTROL**

**DIRECTIVE #3
IMPROVE SERVICES**

**DIRECTIVE #4
FOSTER RELATIONSHIPS, COLLABORATION AND PARTNERSHIP**

**DIRECTIVE #5
RESOLVE DISPUTES AND ECONOMIC CAPACITY**

**DIRECTIVE #6
BE TRUTHFUL AND HONEST TO FIRST NATIONS INTERESTS**

**DIRECTIVE #7
DIRECTIVE AS A HIGH OPERATIONAL STANDARD**

FNHA, FNHC, FNHDA SHARED VISION >> Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities.

7 THE SEVEN DIRECTIVES

1 COMMUNITY-DRIVEN, NATION-BASED

2 INCREASE FIRST NATIONS DECISION-MAKING AND CONTROL

3 IMPROVE SERVICES

The FNHA's planning and processes flow from the First Nations Perspective on Health and Wellness—an approach that defines the FNHA as a wellness organization that is different from other mainstream health authorities and organizations that are acute-care focused. The FNHA is one component of this health governance structure established by BC First Nations.

Informed through regional processes, the FNHA works alongside the FNHC and FNHDA to achieve our Shared Vision of “Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities,” and to pursue strong health partnerships and integration with federal and provincial governments. Honouring the governance processes and standards that have led to the creation of this organization, the FNHA

advances health system transformation and undertakes program and service delivery in a manner aligned with First Nations philosophies, perspectives and ways of being. In accordance with our Values and Directives, we pursue excellence in the delivery of our mandate, striving for efficiency and effectiveness to maximize value for those we serve.

Our goals reflect our ongoing journey in the pursuit of excellence. Our goals draw upon our past, solidifying and building upon the elements of our success to date; reflect upon our culture and uniqueness and what this has to offer for those we serve and the broader health system; and signal our ongoing commitment to pursue excellence in programs and services and the operations that support their delivery.

4

**FOSTER MEANINGFUL
COLLABORATION
AND PARTNERSHIP**

5

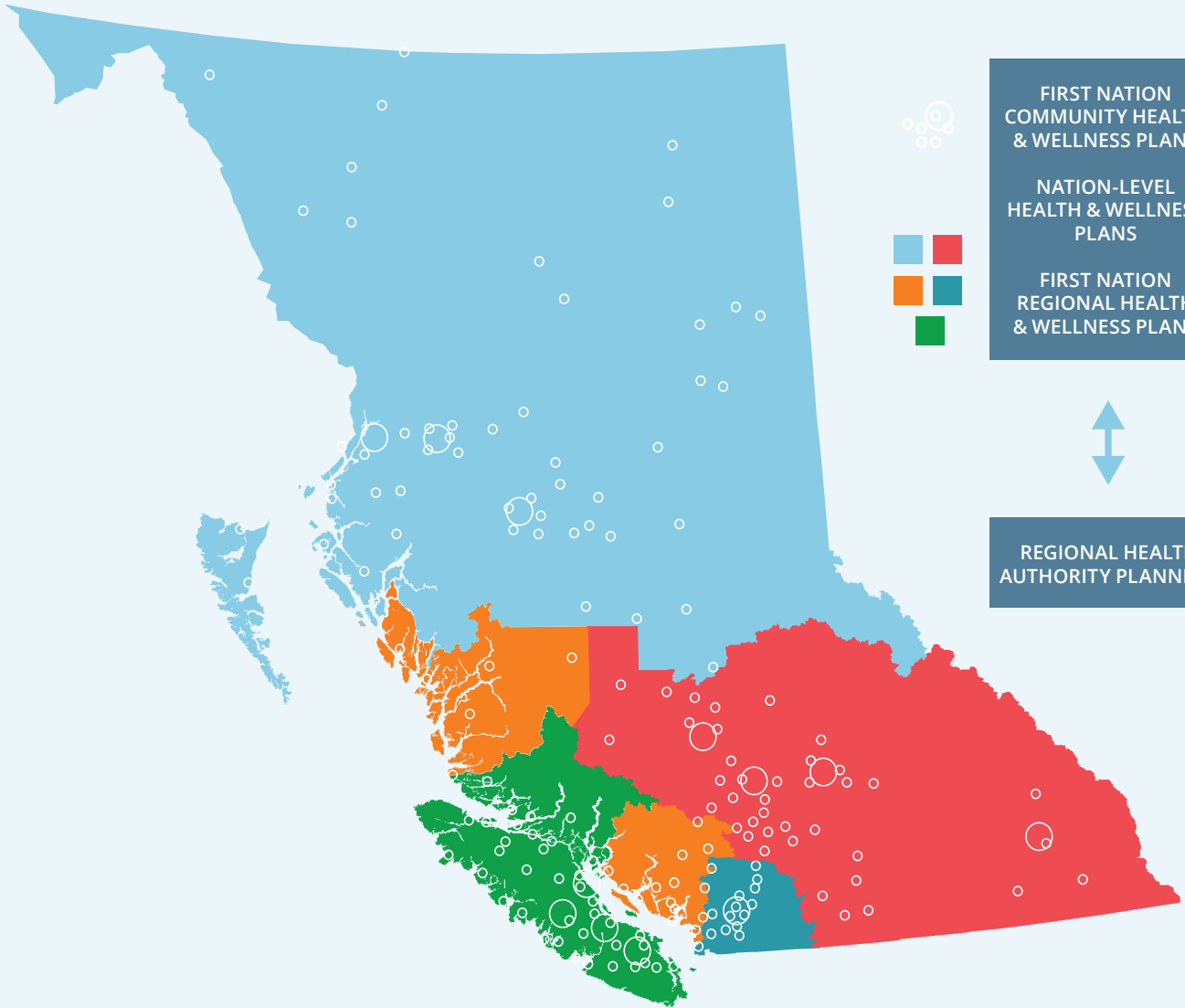
**DEVELOP HUMAN
AND ECONOMIC
CAPACITY**

6

**BE WITHOUT
PREJUDICE TO FIRST
NATIONS INTERESTS**

7

**FUNCTION AT A
HIGH OPERATIONAL
STANDARD**



FIRST NATION
COMMUNITY HEALTH
& WELLNESS PLANS

NATION-LEVEL
HEALTH & WELLNESS
PLANS

FIRST NATION
REGIONAL HEALTH
& WELLNESS PLANS

FNHA
MULTI-YEAR
HEALTH PLAN

FNHDA
STRATEGIC PLAN

FNHC
STRATEGIC PLAN



REGIONAL HEALTH
AUTHORITY PLANNING

TRIPARTITE PLANNING



FNHA PLANNING APPROACH

The FNHA is utilizing a ground up planning approach to ensure that the priorities, goals and perspectives expressed by BC First Nations guide the plans and investments made regionally and provincially. This planning approach ensures that activities at all levels are complementary to and support one another and are consistent with the 7 Directives, our Operating Principles and other guiding elements. The intent is to create a more integrated health system based on logical, transparent and synchronized planning with clearly defined service standards at each level.

The diagram on the facing page depicts our planning approach. Community Health and Wellness Plans inform Regional Health and Wellness Plans, which in turn inform the FNHA Summary Service Plan and governance partner plans.

FNHA BOARD OF DIRECTORS

The FNHA Board of Directors provides leadership and oversight for the activities of the FNHA. The Board continues to collectively work and make decisions for the benefit of all BC First Nations.

The members of the FNHA appoint the FNHA Board of Directors, which is comprised of five Regional Members who are nominated by the Regional Caucuses and four Directors-At-Large, which provides for both regional and subject expertise. The Board as a whole combines years of experience in First Nations, Federal and Provincial health systems; organizational change, risk and financial management; and community/stakeholder relationships.

The First Nations Health Authority Board of Directors as of April 1, 2020:

M. Colleen Erickson, Board Chair (Northern Board Appointee)

Dr. Liz Whynot, Vice-Chair (Director-at-Large)

Norman Thompson, Secretary-Treasurer (Director-at-Large)

Helen Joe (Fraser Salish Board Appointee)

Jim Morrison (Director-at-Large)

Tammie Myles (Vancouver Island Board Appointee)

Marilyn Rook (Director-at-Large)

Vancouver Coastal Board Appointee Vacant

Interior Board Appointee Vacant

THE FNHA BOARD OF DIRECTORS PROVIDES LEADERSHIP AND OVERSIGHT FOR THE ACTIVITIES OF THE FNHA.

THE BOARD AS A WHOLE COMBINES YEARS OF EXPERIENCE IN FIRST NATIONS HEALTH, COMMUNITY DEVELOPMENT, FINANCIAL MANAGEMENT AND POLITICAL EXPERTISE AT ALL LEVELS OF GOVERNMENT.





“HEALTHY, SELF-
DETERMINING AND
VIBRANT BC FIRST
NATIONS CHILDREN,
FAMILIES AND
COMMUNITIES.”

SHARED VISION OF THE FNHC,
FNHDA AND FNHA.

OUR PLAN FOR 2020/2021

This Summary Service Plan articulates the FNHA's goals, outcome statements, objectives, and strategies, as well as a set of specific priorities for 2020/2021.

1. Enhance First Nations health governance;
2. Champion the BC First Nations Perspective on Health and Wellness;
3. Advance excellence in programs and services; and
4. Operate as an efficient, effective and excellent First Nations health organization.

Our **GOALS** are a statement of a strategic-level aspiration of the FNHA for the duration of our plan. Each goal is coupled with an **OUTCOME STATEMENT** that describes the desired changed state resulting from our course of action.

The **OBJECTIVES** describe how each goal will be achieved. They are the bridge between where we are now and where we want to be.

STRATEGIES are identified for our objectives. Strategies describe the specific mechanisms and processes by which each objective will be achieved.

PERFORMANCE MEASURES are quantitative and qualitative measures used to signal organizational progress toward our goals.

HEALTH PERFORMANCE STANDARDS measure progress against the operational mandatory areas that the FNHA is tracking. Clear performance measures and standards with annual targets allow us to meaningfully assess our work and make changes, where needed, to reach our goals. The FNHA performance measurement approach is aligned with and contributes to a much broader evaluation agenda, which will assess progress of the tripartite partners toward the commitments we have collectively made in the health plans and agreements.

Our **KEY PRIORITIES** describe particular core areas of focus and our **ANNUAL KEY PRIORITIES** for the coming fiscal year; they intentionally have a cross-sectional reach across the FNHA's four goals.

GOAL 1

ENHANCE FIRST NATIONS HEALTH GOVERNANCE



GOAL 2

CHAMPION THE BC FIRST NATIONS
PERSPECTIVE ON HEALTH AND WELLNESS



GOAL 3

ADVANCE EXCELLENCE IN PROGRAMS AND SERVICES



GOAL 4

OPERATE AS AN EFFICIENT, EFFECTIVE AND
EXCELLENT FIRST NATIONS HEALTH ORGANIZATION





GOAL 1

ENHANCE FIRST NATIONS HEALTH GOVERNANCE

THE BC FIRST NATIONS HEALTH GOVERNANCE STRUCTURE WAS BUILT BY AND FOR FIRST NATIONS TO BRING DECISION-MAKING CLOSER TO HOME AND INTO OUR HANDS.

Self-determination is a key determinant of health, and the FNHA remains committed to supporting sustainable and effective processes that enable First Nations to make their own decisions about their health and well-being. This includes supporting broader processes of Nation rebuilding. The principle of reciprocal accountability acknowledges that BC First Nations collectively own the First Nations health governance structure and are therefore together responsible for resolving concerns and issues, informing key decisions and celebrating successes. In assuming collective responsibility, we have created a health ecosystem in which we are all connected and where our decisions and actions impact one another, and at multiple levels. Within this health ecosystem, the FNHA will provide capacity and other supports that enable decision-making at appropriate local, regional and provincial levels; and engage with First Nations to inform our decision-making.

In the spirit of reciprocal accountability—meaning that the partners “will work together at all levels in a collaborative manner to achieve our shared goals, living up to our individual and collective commitments”—we will work to further evolve and develop our governance partnerships with federal and provincial partners at multiple levels. We will represent our interests and priorities as First Nations throughout the health system and work as governance partners to develop and implement strong shared agendas and processes resulting in measurable progress. The governance partnerships among BC First Nations, and between First Nations and federal and provincial governments, will provide leadership to and enable the health systems transformation envisioned in the tripartite health plans and agreements.

GOAL 1. ENHANCE FIRST NATIONS HEALTH GOVERNANCE

OUTCOME: Sustainable and accountable governance structures leading change.



OBJECTIVES	STRATEGIES
<p>1.1 Strengthen regional decision-making approaches.</p>	<p>1.1.1 Enhance capacity on a regional basis to advance regional priorities and processes.</p> <p>1.1.2 Work with the FNHC and FNHDA to engage BC First Nations in a manner that is equitable, efficient and cost-effective.</p> <p>1.1.3 Support the implementation of regional partnership accords.</p>
<p>1.2 Collaborate with the FNHC and the FNHDA to achieve our Shared Vision.</p>	<p>1.2.1 Uphold commitments to our First Nations health governance partners.</p> <p>1.2.2 Provide effective and appropriate secretariat supports for the FNHC and FNHDA.</p> <p>1.2.3 Represent the FNHA perspectives on social determinants of health with federal and provincial departments.</p>
<p>1.3 Partner with federal and provincial governments to implement the tripartite health plan and agreements.</p>	<p>1.3.1 Establish effective bilateral working partnerships and processes with federal and provincial governments.</p> <p>1.3.2 Actively and effectively participate in tripartite health governance structures and processes.</p> <p>1.3.3 Engage other government departments, federal and provincial associations and other service providers and agencies in health plan implementation.</p>

HOW WILL WE MEASURE OUR PROGRESS?

The principle of reciprocal accountability is fundamental to the First Nations health governance structure and the health partnership, meaning that the parties “will work together collaboratively and be accountable to one another at all levels to achieve our shared goals, living up to our individual and collective commitments.”

The effectiveness of the First Nations health governance structure is dependent on each member upholding their commitments. This measure is intended to track FNHA contributions to the health governance structure. Implementation of the health plans and agreements is largely achieved through effective governance. The FNHA will measure our strategic impact from our governance relationships and remain focused on ensuring the quality and relevance of our partnership work. Throughout the year we will track:

- ❑ **FIRST NATIONS HEALTH GOVERNANCE EFFECTIVENESS BY MEASURING: % ENGAGEMENT IMPACT AND % FNHC/FNHDA/FNHA PARTNERSHIP ACTIVITIES ON TARGET; AND**
- ❑ **GOVERNANCE PARTNERSHIP EFFECTIVENESS BY MEASURING: % TRIPARTITE AND BILATERAL PARTNERSHIP ACTIVITIES COMPLETED AND % TRIPARTITE AND BILATERAL PARTNERSHIP INITIATIVES ON TARGET.**



GOAL 2

CHAMPION THE BC FIRST NATIONS PERSPECTIVE ON HEALTH AND WELLNESS

THROUGH THE PROCESS OF CREATING THE FNHA, BC FIRST NATIONS HAVE COME TOGETHER TO RESTORE A SHARED PERSPECTIVE ON HEALTH AND WELLNESS; ENCOURAGE POSITIVE AND WELLNESS-BASED CULTURAL APPROACHES AND PRACTICES; AND SHARE THESE WITH THE BROADER HEALTH SYSTEM IN BC AND BEYOND.

The BC First Nations Perspective on Health and Wellness articulates a holistic view of well-being in which the health and wellness journeys of individual human beings are owned by those self-determining individuals. Importantly, it also reflects the values of First Nations people by representing the four dimensions of wellness—physical, mental, emotional and spiritual health—and acknowledges that we are influenced by external factors such as our families and communities, our environments and the social determinants of health. As an organization, we breathe life into this perspective in three key ways: as a champion, partner and through “living it.”

We champion this perspective among our communities and across the health system as a whole. Providers and health care systems need to understand how First Nations see their own health and wellness in order to provide appropriate care to First Nations. By embedding this philosophy throughout the health system and supporting the integration of traditional knowledge and

approaches within mainstream health care, there will be improved cultural safety and humility across the health system and a repositioning of the current sickness-treatment system into one that supports wellness.

We partner with communities and individuals on their health and wellness journeys, recognizing that individuals and families are the active decision-makers in their own well-being. It is our role to provide support for these journeys through providing expertise, resources and initiatives. This includes broader areas of support and investment, such as traditional and spiritual healing; alternative medicine and healing; recreation and physical activity; cultural and spiritual teaching and practice.

As an organization, we are committed to “living it” by serving as healthy and well individuals. We support and make time for our individual health and wellness journeys and treat one another with kindness.

GOAL 2. CHAMPION THE BC FIRST NATIONS PERSPECTIVE ON HEALTH AND WELLNESS

OUTCOME: Culturally safe and supported health and wellness journeys.



OBJECTIVES	STRATEGIES
<p>2.1 Work with partners to transform from a sickness system to a wellness system by championing the First Nations Perspective on Health and Wellness.</p>	<p>2.1.1 Embed the BC First Nations Perspective on Health and Wellness in various strategies and initiatives across the health system, including the wellness, mental wellness, heart health and cancer strategies.</p> <p>2.1.2 Promote cultural safety and humility throughout the health system.</p> <p>2.1.3 Align research, data, measurement and evaluation with the BC First Nations Perspective on Health and Wellness, including wellness indicators development within the FNHA and tripartite contexts.</p>
<p>2.2 Partner with First Nations individuals, families and communities in their health and wellness journeys.</p>	<p>2.2.1 Foster a health through wellness movement among BC First Nations by supporting initiatives, resources and tools aligned with the BC First Nations Perspective on Health and Wellness, including leadership challenges, day of wellness events across the province, and traditional and alternative medicine.</p> <p>2.2.2 Share health and wellness stories and profile wellness champions.</p> <p>2.2.3 Support lateral kindness initiatives.</p>

HOW WILL WE MEASURE OUR PROGRESS?

As a partner to communities and individuals in their health and wellness journeys, we support the self-determination of individuals, families and communities in their health and wellness journeys, supporting them to make good choices and navigate the system. FNHA campaigns, partnerships and initiatives positively impact individual, family and community wellness journeys by supporting health literacy and cultural safety of the health system. In order to assess our progress, we will track:

- **IMPACT AS A HEALTH AND WELLNESS PARTNER BY MEASURING: WELLNESS MOVEMENT IMPACT, CULTURAL SAFETY AND CULTURAL HUMILITY INITIATIVES IMPACT AND # REQUESTS TO USE FNHA MATERIALS IN OTHER AGENCY PLANS/MATERIALS.**



GOAL 3

ADVANCE EXCELLENCE IN PROGRAMS AND SERVICES

A KEY ASPECT OF THE FNHA MANDATE OF THE FNHA IS TO DESIGN, DELIVER, MANAGE AND FUND HEALTH AND WELLNESS PROGRAMS AND SERVICES FOR BC FIRST NATIONS. THE FNHA IS COMMITTED TO CONTINUOUS IMPROVEMENT FOR EXCELLENCE IN DELIVERING UPON THIS MANDATE.

We put those we serve at the centre of our model of care and will continue to reposition our programs and services to align with First Nations knowledge, beliefs, values, practices, medicines and models of health and healing. We will seek greater value and efficiencies to maximize available resources for program and service enhancement and will develop new health strategies and approaches in priority areas for BC First Nations. As a partner to First Nations communities, we will provide expertise and tools to support their continuous quality improvement journeys.

Integration and new and expanding partnerships with the provincial health system will support improved transitions in care, increased priority health and wellness services for First Nations in BC and more efficient use of available resources.

GOAL 3. ADVANCE EXCELLENCE IN PROGRAMS AND SERVICES

OUTCOME: Advancements in the quality and cultural safety of programs and services available to First Nations individuals, families and communities in BC.



OBJECTIVES	STRATEGIES
<p>3.1 Enhance integration with and access to quality and culturally safe provincial health care services for BC First Nations.</p>	<p>3.1.1 Advance innovative, responsive, culturally safe and integrated models of care.</p> <p>3.1.2 Prioritize improvements to primary health care and mental health and wellness services for First Nations in BC.</p> <p>3.1.3 Enhance the integration of First Nations medicines and practices within the health system.</p>
<p>3.2 Achieve measurable improvements to FNHA programs and services.</p>	<p>3.2.1 Nurture a customer-owner philosophy with BC First Nations.</p> <p>3.2.2 Undertake quality and cultural safety improvement of FNHA delivered programs and services.</p> <p>3.2.3 Maximize value for BC First Nations through integration, partnerships and efficiencies.</p>
<p>3.3 Partner with BC First Nations to support their delivery of high quality health programs and services.</p>	<p>3.3.1 Support quality improvement and cultural safety of First Nations-delivered health programs, services and administration.</p> <p>3.3.2 Implement improvements to planning, funding arrangements, reporting and accountability processes.</p> <p>3.3.3 Provide BC First Nations access to quality data and information, e-health and information management and technology to support their program and service delivery.</p>

HOW WILL WE MEASURE OUR PROGRESS?

Our measurement considers the full ecosystem of our work, including how the FNHA's success, reporting and accountability depends on community success, reporting and accountability; and vice versa. The majority of FNHA funding, and therefore community service delivery, flows through funding arrangements. Effective tracking of partnership processes with communities and access to FNHA programs will support the quality of those services and the FNHA-community relationship. We also measure our service quality with a particular focus on Health Benefits client satisfaction and service standards for Health Benefits and environmental public health. Service standards and metrics associated with First Nations definitions of quality will support improved programs, services and responsiveness to community and client needs. To track our progress, we will monitor:

- FNHA AND FIRST NATIONS HEALTH ORGANIZATION PARTNERSHIPS BY MEASURING: % FUNDING ARRANGEMENTS FOR WHICH RECIPROCAL ACCOUNTABILITY TARGETS ARE MET AND FNHA PROGRAM INFORMATION ACCESS; AND**
- SERVICE QUALITY BY MEASURING: HEALTH BENEFITS OVERALL CLIENT SATISFACTION RATE, % HEALTH BENEFITS SERVICE STANDARDS ON TARGET, % OF CLIENTS WHO RECEIVED AT LEAST ONE FNHA BENEFIT PER YEAR, ENVIRONMENTAL PUBLIC HEALTH OFFICER COMMUNITY WORK PLAN OBJECTIVES ACHIEVED ACCORDING TO SERVICE STANDARDS AND CHANGES TO FNHA PROGRAMS AND SERVICES.**



GOAL 4

OPERATE AS AN EFFICIENT, EFFECTIVE AND EXCELLENT FIRST NATIONS HEALTH ORGANIZATION

BC FIRST NATIONS HAVE ESTABLISHED THE FNHA AS THEIR HEALTH ORGANIZATION. AS SUCH, THE FNHA REFLECTS FIRST NATIONS BELIEFS AND WORLDVIEWS IN ITS SERVICES AND AIMS TO MEET THE STANDARDS OF THE 7 DIRECTIVES IN ALL OF ITS OPERATIONS.

We are committed to creating organizational excellence based on First Nations culture, traditions and teachings. This includes ongoing strengthening of policies, procedures and practices to reflect system-wide best practice and First Nations ways of doing business. We will pursue innovation and opportunities to generate and leverage revenues to reinvest in the delivery of our mandate. We will make continuous learning a way of organizational life in order to improve our performance in service to First Nations and be a recognized leader in health system transformation.

METRO VANCOUVER OFFICE PROJECT

The FNHA continues with detailed planning for the consolidation of existing Metro Vancouver office leases into a new head office building located on Tsleil-Waututh Nation land in North Vancouver. The goals of this project are to provide the FNHA with:

- Permanence, stability and a demonstration of ongoing commitment to BC First Nations health services;
- Cost savings that can be redirected to health services over the long-term;
- Ability to maintain focus on core service delivery during planning, development, commissioning and move-in, while reducing operational interruptions over the long-term;
- A demonstration of support for self-determination, independence, and broader BC Tripartite context and goals;
- A head office located on community lands and improved connection with BC First Nations culture, traditions and practices within the FNHA administrative team;
- Improved management oversight, and productivity, and team cohesion, collaboration and connection across functions; and
- Improved ability to attract and retain professional First Nations staff.

These goals are closely aligned with the FNHA's mandate and founding agreements, including the *Health Partnership Accord*, *Tripartite Framework Agreement on First Nations Health Governance in BC* and the 7 Directives.

GOAL 4. OPERATE AS AN EFFICIENT, EFFECTIVE AND EXCELLENT FIRST NATIONS HEALTH ORGANIZATION

OUTCOME: FNHA is an established leading-edge First Nations health organization.



OBJECTIVES	STRATEGIES
<p>4.1 Build strong leadership and foster a First Nations organizational culture.</p>	<p>4.1.1 Build a common FNHA organizational culture founded upon the 7 Directives, the First Nations Perspective on Health and Wellness and Shared Values.</p> <p>4.1.2 Be a worldwide leader in cultural safety and humility in the workplace.</p> <p>4.1.3 Develop leadership at all levels consistent with First Nations approaches and teachings.</p>
<p>4.2 Foster a healthy and engaging environment that enables personal excellence.</p>	<p>4.2.1 Support continuous learning and development.</p> <p>4.2.2 Implement an innovative health and wellness-based workforce approach.</p> <p>4.2.3 Engage FNHA staff in the ongoing change and transformation process.</p>
<p>4.3 Achieve excellence in operations.</p>	<p>4.3.1 Strengthen operational policies and procedures reflective of First Nations ways of doing business while meeting our legal and operational requirements.</p> <p>4.3.2 Generate and leverage additional resources through innovation, fundraising, business opportunities, shared services and efficiencies.</p> <p>4.3.3 Provide integrated, effective and efficient corporate support services and systems.</p>

HOW WILL WE MEASURE OUR PROGRESS?

The FNHA is an organization dedicated to operational excellence. First Nations deserve an organization with strong leadership aligned with First Nations values; that is doing the right work in the right way; that is committed to wellness; and that is grounded in the diversity of First Nations cultures. Organizational wellness, sound corporate management and Board governance are critical success factors for functioning at a high operational standard. In order to ensure we are functioning at a high operational standard, we will measure:

- ❑ **ORGANIZATIONAL EXCELLENCE BY MEASURING: % PLANNED ORGANIZATION-WIDE CULTURAL INITIATIVES ON TARGET, % SELF-IDENTIFIED INDIGENOUS STAFF AND PARTICIPATION RATE IN ORGANIZATIONAL CULTURE WORKFORCE SURVEY; AND**
- ❑ **INFORMATION MANAGEMENT INFORMATION TECHNOLOGY (IMIT) BY MEASURING: % APPROVED ORGANIZATION-WIDE IMIT-RELATED INITIATIVES ON TARGET (SCOPE, SCHEDULE, BUDGET), % PLANNED ORGANIZATION-WIDE ENTERPRISE ARCHITECTURE ROADMAP DEVELOPED AND % PLANNED ENTERPRISE DATA GOVERNANCE AND ANALYTICS STRATEGY DEVELOPED AND IMPLEMENTED.**

WE WILL ALSO BE TRACKING THREE ORGANIZATIONAL EXCELLENCE HEALTH PERFORMANCE STANDARDS:

- ANNUAL BOARD OF DIRECTOR REVIEW OF CORPORATE POLICIES ON TARGET;
- % COMPLIANCE WITH INCLUSION OF DIRECTIVES AND OPERATING PRINCIPLES IN DECISION-MAKING PROCESSES; AND
- % STAFF PERFORMANCE PARTNERSHIP AGREEMENTS COMPLETED, INCLUDING STAFF WELLNESS PLAN.

KEY PRIORITIES



KEY PRIORITY: EVOLVING THE FNHA OPERATING MODEL, INCLUDING REGIONALIZATION

Evolving the FNHA Operating Model, including Regionalization, involves increasing service delivery, program support and engagement capacity at a regional level to support close to home decision-making. At the same time, the operating model ensures efficiency, effectiveness and sustainability of the organization and continues to leverage the value generated for our citizens at home and away from home resulting from our work as a provincial organization.

In 2020/21, the FNHA will advance a sustainable, effective and regionally-responsive operating model by undertaking the following annual key priorities:

- **FINALIZE A SUSTAINABLE AND STRATEGIC REGIONALIZATION PLAN THAT INCLUDES CORE PRINCIPLES INFORMED BY REGIONS AND A PHASED IMPLEMENTATION APPROACH, AND THAT ALIGNS WITH FNHA'S OPERATING MODEL AND EACH REGION'S UNIQUE PRIORITIES AND PRESSURES.**
- **UNDERTAKE AN ORGANIZATIONAL DESIGN REVIEW OF THE FNHA.**
- **DEVELOP AN FNHA OPERATING MODEL THAT CLEARLY OUTLINES FNHA'S OPERATIONAL AND SERVICE SCOPE AND RELATIONSHIPS WITH BC FIRST NATION CLIENTS, FIRST NATION COMMUNITIES AND ORGANIZATIONS, HEALTH BENEFITS PROVIDER PARTNERS AND HEALTH SYSTEM PARTNERS.**

KEY PRIORITY: RENEWED PARTNERSHIPS WITH FIRST NATIONS

Renewed Partnerships with First Nations involves ongoing revisions to relationships between First Nations, and between First Nations and the FNHA, from one-way accountability and competition for resources to recognition that we are all connected in our health ecosystem. Working relationships between the FNHA, health service organizations, Nations and communities need to uphold reciprocal accountability to support high quality and sustainable health and wellness programs and services for our citizens and communities.

This coming year, the FNHA will undertake the following annual key priorities to contribute to transformed partnerships:

- **EVOLVE FUNDING ARRANGEMENTS, REPORTING AND EVALUATION APPROACHES, INCLUDING TRACKING DATA THAT IS MEANINGFUL AND APPLICABLE TO COMMUNITIES AND THE FNHA.**
- **DEVELOP A REFRESHED DISENGAGEMENT APPROACH WITH SUPPORT FROM FNHC AND FNHDA PARTNERS.**
- **IMPLEMENT AN APPROACH TO PARTNER WITH COMMUNITIES, NATIONS, HEALTH SERVICE ORGANIZATIONS AND HEALTH DIRECTORS ON CORPORATE GOVERNANCE AND SUPPORT CAPACITY AND SERVICES. THIS MAY INCLUDE SUPPORT FOR HEALTH GOVERNANCE DEVELOPMENT, PLANNING, REPORTING, HUMAN RESOURCES, CORPORATE POLICY, INFORMATION MANAGEMENT AND TECHNOLOGY AND FINANCE.**

KEY PRIORITY: WELLNESS

Wellness remains at the heart of our work. Across the diversity of First Nations is a unifying philosophy of wholistic and relational health, recognizing the interrelatedness of mental, emotional, spiritual and physical well-being, and that the health of the people is connected to the health of our Nations, lands, and cultures. Our commitment to wellness also includes ensuring the integration of our cultural and traditional wellness approaches and practices with western approaches across the entire continuum of care.

To embed a focus on wellness, empowerment and resiliency of individuals, families and communities, the FNHA will undertake the following annual key priorities in 2020/21:

- **HOLD TRADITIONAL HEALERS GATHERINGS ACROSS REGIONS FOR KNOWLEDGE SHARING AND TO INFORM THE DEVELOPMENT AND RELEASE OF PRACTICAL GUIDES AND TOOLS TO SUPPORT TRADITIONAL HEALERS AND HEALING PRACTICES.**
- **DEVELOP AN APPROACH TO SUPPORT THE WELLNESS OF TARGET POPULATIONS, INCLUDING CHILDREN, YOUTH, MEN, WOMEN, GIRLS AND TWO-SPIRITED, LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER, QUESTIONING, INTERSEX, AND ASEXUAL (2SLGBTQIA).**

KEY PRIORITY: KNOWLEDGE DEVELOPMENT AND EXCHANGE

Knowledge Development and Exchange includes evolving our data governance and research practices and capabilities to increase First Nations' visibility within the provincial health system and generating new evidence inclusive of the experiences and histories of our people. This work is directly informing learning, planning and investments that support improved quality of health and wellness approaches, programs and services for our citizens at home and away from home.

Over the coming year, the FNHA will undertake the following annual key priorities to continue to invest in forms of evidence that amplify the experiences, philosophies and needs of our population:

- **ENGAGE WITH FIRST NATIONS KNOWLEDGE-KEEPERS ACROSS THE REGIONS TO FURTHER DEVELOP (1) ECOLOGICAL WELLNESS AND CONNECTION TO LAND, AND (2) SELF-DETERMINATION INDICATORS AND ASSOCIATED DATA SOURCES.**
- **SHARE WITH BC FIRST NATIONS THE FINDINGS FROM THE BC TRIPARTITE FRAMEWORK AGREEMENT ON FIRST NATION HEALTH GOVERNANCE EVALUATION, REGIONAL PARTNERSHIP ACCORD EVALUATIONS, EVALUATION OF THE FNHA AND ITS HEALTH BENEFITS - PHARMACY PROGRAM. EMPHASIS WILL BE ON UTILIZING DATA AS OPPORTUNITIES TO LEARN AND IMPLEMENT IMPROVEMENTS THROUGHOUT OUR HEALTH SYSTEM IN THE NEXT FIVE YEARS OF THE FNHA.**
- **PUBLISH PROVINCIAL AND REGIONAL REPORTS ON TOPICS SUCH AS: FIRST NATIONS POPULATION HEALTH AND WELLNESS AGENDA; FIRST NATIONS EARLY CHILDHOOD AND EDUCATION; FIRST NATIONS LABOUR AND EMPLOYMENT DEVELOPMENT; OPIOID PUBLIC HEALTH EMERGENCY; INDIGENOUS WOMEN'S HEALTH; HEALTH SYSTEM UTILIZATION; AND CHRONIC DISEASE AND INJURY.**

KEY PRIORITY: CULTURAL SAFETY AND HUMILITY

The FNHA will continue to support the movement to advance commitment to Cultural Safety and Humility across the health system. Declarations of Commitment to Cultural Safety and Humility continue to be signed by health system partners provincially and nationally, and action planning is underway to acknowledge the harms resulting from systemic racism in the health system and the need to create cultural safety through cultural humility.

To advance a culturally safe health system through cultural humility, the FNHA will undertake the following annual key priorities in 2020/21:

- **IN PARTNERSHIP WITH THE HEALTH SYSTEM, ESTABLISH DEDICATED CAPACITY RESPONSIBLE FOR DRIVING CULTURAL SAFETY AND HUMILITY ACROSS THE HEALTH SYSTEM, INCLUDING THROUGH ADDRESSING SYSTEMIC BARRIERS, DEVELOPING TOOLS AND RESOURCES, AND UNDERTAKING KNOWLEDGE EXCHANGE TO SPREAD LEADING PRACTICE IN CULTURAL SAFETY AND HUMILITY.**
- **LAUNCH THE FNHA COMPLAINTS & FEEDBACK PROCESS.**

KEY PRIORITY: SERVICE EXCELLENCE

Service Excellence reflects our continued effort to strive for excellence, including cultural safety and humility, in health and wellness programs and services accessed by our citizens at home and away from home, with a particular focus on Mental Health and Wellness, Primary Health Care, and Health Benefits.

MENTAL HEALTH AND WELLNESS

Together with Nations and our provincial partners, we will advance the following annual key priorities in a strategic and sustainable manner – one that serves our citizens at home and away from home:

- **DEVELOP A TRAUMA-INFORMED MENTAL HEALTH AND WELLNESS PROGRAM FRAMEWORK AND REFRESH POLICIES WITH A FOCUS ON FIRST NATIONS TREATMENT CENTRES AND LAND-BASED TREATMENT AND HEALING.**
- **BROADEN OUR APPROACH TO ADDRESS SUBSTANCE USE TO INCLUDE VAPING AS AN EMERGING ISSUE, AND DEVELOP AN ORGANIZATIONAL FRAMEWORK TO ADDRESS THE HEALTH IMPACTS OF ALCOHOL USE.**
- **ESTABLISH SUSTAINABLE FUNDING FRAMEWORKS FOR MENTAL HEALTH AND WELLNESS PROGRAMS AND SERVICES, INCLUDING TREATMENT CENTRES, AND FOR WORK TO ADDRESS THE SOCIAL DETERMINANTS OF MENTAL HEALTH AND WELLNESS WITH A TRAUMA-INFORMED LENS.**
- **EXPAND AND PIVOT OPIOID RESPONSE TO BETTER REACH URBAN POPULATIONS, WOMEN, MEN, YOUTH AND PEOPLE SERVING TIME OR RECENTLY RELEASED FROM CORRECTIONS FACILITIES.**

KEY PRIORITY: SERVICE EXCELLENCE

PRIMARY HEALTH CARE

This year, the FNHA will continue to advance shared planning with the provincial health system and other partners to:

- **ADVANCE INTEGRATION OF CULTURAL HEALING WITHIN PRIMARY HEALTH CARE SETTINGS.**
- **IDENTIFY FIRST NATIONS-LED PRIMARY HEALTH CARE PROJECTS IN URBAN AND RURAL SETTINGS.**
- **SUPPORT FIRST NATIONS TO PARTICIPATE IN PLANNING PROCESSES TO INFORM PRIMARY CARE NETWORKS AND OTHER PRIMARY CARE SERVICES.**

HEALTH BENEFITS

Over the coming year, the FNHA will advance sustainable and continuous quality improvement of Health Benefits by undertaking the following annual key priorities:

- **ESTABLISH AN EVALUATION AND PERFORMANCE MEASUREMENT FRAMEWORK FOR HEALTH BENEFITS TO MAINTAIN EVOLUTION OF THE HEALTH BENEFITS PROGRAM.**
- **WORK WITH OUR PARTNERS ON CONTINUOUS QUALITY IMPROVEMENT OF BENEFITS, WHICH INCLUDES CONTINUED ENGAGEMENT WITH COMMUNITIES AND MONITORING THE STATUS OF NATIONAL PHARMACARE FOR POTENTIAL AFFORDABILITY OR ACCESS IMPROVEMENTS.**
- **COMPLETE A REVIEW OF THE MEDICAL TRANSPORTATION PROGRAM AND DEVELOP AND DESIGN AN IMPROVED APPROACH THROUGH A SUBSTANTIVE ENGAGEMENT INITIATIVE.**

KEY PRIORITY: LEADERSHIP AND CULTURE DEVELOPMENT

Leadership and Culture Development is aimed at continuing to build a BC First Nations institution by and for our citizens and communities. Development of organizational culture and strong leadership is critical to the FNHA living this philosophy. The FNHA has made commitments to advance organizational culture through honouring and learning from the wisdom, cultures and practices of the diverse BC First Nations, and providing cultural safety and humility and trauma-informed training for our staff.

To continue to build a BC First Nations institution, by and for our citizens and communities, the FNHA will undertake the following priorities this coming year:

- **FINALIZE AND PROMOTE AN INTERNAL WELLNESS FRAMEWORK, A CULTURALLY-BASED “CIRCLE OF CARE,” INCLUDING A RENEWED APPROACH TO WELLNESS LEAVE.**
- **CONTINUE TO BUILD AN ENGAGED AND WELLNESS-FOCUSED FNHA FAMILY THROUGH IMPLEMENTING AN ACTION PLAN BASED ON THE FINDINGS OF ‘THE HOWL’ AND THROUGH ADMINISTERING THE SURVEY AGAIN IN 2020/21.**
- **CARRY OUT LEADERSHIP AND SUCCESSION PLANNING AND INITIATE DEVELOPMENT OF AN ON-GOING LEADERSHIP DEVELOPMENT PROGRAM FOR THE FNHA WORKFORCE.**
- **EXPLORE A TRAINING CENTRE APPROACH TO TRAUMA-INFORMED AND OTHER TRAINING TO SUPPORT SUSTAINABLE, SYSTEMATIC TRAINING AND ON-GOING WELL-BEING OF MENTAL HEALTH AND WELLNESS STAFF AND COMMUNITY-BASED PROVIDERS.**



THE FNHA HAS STRENGTHENED OPERATIONS; RE-ORIENTED AND EVOLVED OUR ORGANIZATIONAL STRUCTURE TO BETTER REFLECT OUR SERVICE DELIVERY GOALS AND FUNCTIONS; AND IS GROUNDED IN LEADING-EDGE ORGANIZATIONAL POLICIES.

ANNUAL BUDGET 2020/21

	2020/21 Budget
REVENUES	
Health Canada	568,883,949
Province of British Columbia	43,601,472
First Nations Information Governance Center	576,320
Health Authorities	678,338
Interest Income	6,059,669
Miscellaneous Income	4,458,505
TOTAL REVENUES	624,258,253
DEFERRED INVESTMENT FUNDING	43,552,929
EXPENSES	
OPERATIONS	
Corporate Operations	51,867,139
	<u>51,867,139</u>
GOVERNANCE AND FIRST NATIONS ENGAGEMENT	
First Nations Health Council	2,072,293
First Nations Health Directors Association	1,822,866
First Nations Engagement	7,349,287
	<u>11,244,446</u>
PROGRAM SERVICES	
Health Benefits	181,631,193
Direct Community Service Funding	296,108,184
Health Services and Programs	121,398,838
Regional Services and Programs	5,561,383
	<u>604,699,598</u>
TOTAL EXPENSES	667,811,183
EXCESS (DEFICIENCY) OF REVENUES AND DEFERRED INVESTMENT FUNDING OVER EXPENSES	-

CONCLUSION

Over the past six years since transfer, we have reached a majority of our priorities and made significant progress in all four goal areas. During the past year, we strengthened regional decision-making through increased regional staffing and community engagement; continued to hardwire First Nations values and perspectives in the health system; increased funding for First Nations; implemented campaigns and initiatives targeted at promoting wellness and advancing cultural safety and humility; and transformed mental health and wellness, primary health care and health benefits programs and services.

The FNHA will continue forward in our four key goal areas:

1. Enhance First Nations health governance;
2. Champion the BC First Nations Perspective on Health and Wellness;
3. Advance excellence in programs and services; and
4. Operate as an efficient, effective and excellent First Nations health organization.

This Summary Service Plan responds to the engagement feedback and direction received from those we serve and our health system partners, and we continue to be grateful for the many stories and perspectives shared through the forums that have been held. Our plan provides an opportunity to capture the wisdom and knowledge that our communities bring to these tables. Ultimately, our plan reflects on progress and communicates our desired changed state for First Nations health in BC, a future in which culturally safe, high-quality services meet the health and wellness needs of our communities and people.

APPENDIX

THE FNHA AND THE TRUTH & RECONCILIATION COMMISSION OF CANADA (TRC): CALLS TO ACTION

In many areas, the FNHA's work goes above and beyond the seven health-specific TRC Calls to Action, indicating our broader wellness-based approach.



APPENDIX

THE FNHA AND THE TRUTH AND RECONCILIATION COMMISSION (TRC) CALLS TO ACTION



The 2015 TRC report includes 94 recommended Calls to Action to advance the process of reconciliation. As a first-of-its-kind First Nations health organization in BC striving to transform health systems, the FNHA, in partnership with First Nations, federal and provincial governments, is involved with and supports the broader national reconciliation process on a daily basis.

The TRC report's overarching themes, such as respect, relationships and cultural safety are well-embodied in the work of the FNHA, as is the TRC's definition of reconciliation as "an ongoing process of establishing and maintaining respectful relationships." In many areas, the FNHA's work goes above and beyond the seven health-specific TRC Calls to Action, indicating our broader wellness-based approach since assuming the responsibilities formerly handled by First Nations and Inuit Health Branch.

Following is an overview of some of the FNHA's work associated with the TRC report's Calls to Action.

CALL TO ACTION 3

JORDAN'S PRINCIPLE

- The FNHA continues its Jordan's Principle navigation functions in BC through the FNHA Child and Youth Systems Navigators.

CALL TO ACTION 5 AND 12

CULTURALLY APPROPRIATE PARENTING AND EARLY CHILDHOOD EDUCATION PROGRAMS

- The FNHA funds early childhood development programs that support healthy pregnancies, parenting and child development.
- The FNHA has joint initiatives with the BC Association of Aboriginal Friendship Centres to support First Nations families to have access to culturally appropriate doula services by addressing cost barriers.
- The FNHA partners with organizations such as the National Collaborating Centre for Aboriginal Health and Provincial Health Services Authority (PHSA) to develop interactive, culturally relevant and evidence-informed Maternal Child Health resources for caregivers.
- The FNHA has expanded the Aboriginal Head Start on Reserve Program, with 17 communities being new sites for the program and two communities having the opportunity to grow existing programming. Core program components include: culture and language, education, health promotion, nutrition, social support, and parent and family involvement.
- The FNHA has funded and hosted a series of regional traditional parenting training sessions for early childhood program staff.

CALL TO ACTION 18

ACKNOWLEDGE ONGOING LEGACY OF COLONIZATION ON HEALTH AND RECOGNIZE ABORIGINAL RIGHTS TO HEALTH AS EXPRESSED IN RELEVANT LAWS AND TREATIES

- The First Nations health governance structure in BC enables First Nations to more fully participate in the design and delivery of health services.
- BC First Nations have given clear standards and instructions to the First Nations health governance structure through the 7 Directives. In keeping with Directive 6, the FNHA operates “without prejudice to First Nations interests,” which includes having no impact on Aboriginal Rights and Title and First Nations treaty rights.
- The FNHA, as a service-delivery organization, is working to address systemic racism, support cultural safety and humility and advance trauma-informed care and practice across the health system in BC.

CALL TO ACTION 19

MEASURE AND PUBLISH PROGRESS ON CLOSING THE GAPS IN HEALTH OUTCOMES BETWEEN ABORIGINAL AND NON-ABORIGINAL COMMUNITIES

- The tripartite agreements established seven performance indicators to identify and close the gaps in health outcomes between Aboriginal and non-Aboriginal populations. The BC Public Health Officer (PHO) reports on these seven performance indicators every two years and on 64 health indicators every five years.
- The FNHA and PHO launched a set of 15 health and wellness indicators. These strengths-based measures of wellness were developed following a series of engagements with First Nations communities across BC.
- Through the implementation of the unique Tripartite Data Quality and Sharing Agreement signed in 2010, the tripartite partners are improving quality and availability of First Nations data to monitor health status and performance of health programs.

CALL TO ACTION 20

ADDRESS THE DISTINCT HEALTH NEEDS OF THE MÉTIS, INUIT AND OFF-RESERVE ABORIGINAL PEOPLES

- Tripartite agreements provide clarity that provincial programs and services are for all British Columbians, including First Nations at home and away from home.
- The FNHA partners with the BC MOH, PHSA and regional health authorities on health services for Indigenous peoples in urban areas.
- The FNHA partners with NGOs on approaches and services for health and wellness, available to all Indigenous peoples in BC.
- The FNHA funds off-reserve urban initiatives that Indigenous people living in urban settings in BC can access.
- The FNHA has ongoing partnerships with urban Indigenous and Métis organizations to advance shared priorities in areas including cancer, Maternal and Child Health and physical activity.

CALL TO ACTION 21

ABORIGINAL HEALING CENTRES THAT ADDRESS PHYSICAL, MENTAL, EMOTIONAL AND SPIRITUAL HEALING

- The FNHA has reviewed mental health and substance use programs, such as the National Native Alcohol and Drug Abuse Program, and is working to expand addictions treatment centres into centres that support wholistic healing, including for trauma.
- The FNHA invests in culture-based healing at centres in First Nations communities.
- Traditional and First Nations healing is a key component of the FNHA Primary Health Care++ approach, and it is being integrated into a large number of new primary health care and mental health service delivery improvement projects.

CALL TO ACTION 22

VALUE TRADITIONAL ABORIGINAL HEALING PRACTICES

- Traditional wellness approaches are supported through new dedicated funding and a Traditional Wellness Strategic Framework, created with First Nations Elders and healers.
- The FNHA invests in a variety of regional projects that support the delivery of traditional and cultural healing supports.
- The FNHA has hired traditional wellness coordinators or specialists to prioritize and lead progress on traditional healing in regions.

CALL TO ACTION 23 AND 24

ABORIGINAL HEALTH CARE PROVIDERS AND CULTURAL SAFETY TRAINING PROGRAMS

- The FNHA promotes and supports the training of First Nations health professionals through funding for scholarships and strategic partnerships with leaders such as the First Nations Education Steering Committee.
- The FNHA hosts learning days on cultural safety and humility with BC health care leaders and senior health staff.
- In partnership with the BC Patient Safety & Quality Council, the FNHA hosts a series of cultural safety and humility webinars to support development of tools and skills to advance cultural safety and humility.
- The San'yas Indigenous Cultural Safety Training is a mandatory training for all FNHA staff.
- Trauma-informed training is a mandatory training for all frontline FNHA staff.

CALL TO ACTION 31 AND 35

ALTERNATIVES TO IMPRISONMENT AND CULTURAL SAFETY FOR ABORIGINAL OFFENDERS

- The FNHA partners on initiatives to improve health, cultural safety and humility, and quality of life during and after prison, such as the “Partners in Change” project.
- The FNHA provided input into PHSA’s Clinical Services Plan to improve the cultural safety and humility of health care service delivery, and to increase the number of cultural services and programs (e.g., access to Elders and traditional healers) in BC’s provincially-run correctional facilities.

CALL TO ACTION 33 AND 34

FETAL ALCOHOL SPECTRUM DISORDER (FASD) PREVENTION AND JUSTICE REFORMS FOR OFFENDERS LIVING WITH FASD

- The FNHA supports FASD programs through funding of prevention programs, a partnership with Community Living BC and strategic action in “A Path Forward” for preventing FASD and alternative justice for those living with FASD.
- Through Joint Project Board and regional envelope funding, regional FASD programs are being funded, including FASD assessments.
- The FNHA, utilizing Jordan’s Principle funding, is supporting the Native Courtworkers Association to provide FASD assessments for youth who are involved in the justice system.
- The FNHA funds and provides training and practice support for FASD prevention/peer support programs run in some First Nations communities.
- The FNHA has partnered with BC First Nations communities and research partners in the development of a research article on community-based, culture-led FASD prevention programs.

CALL TO ACTION 33 AND 34 continued

- The FNHA informs partner work to better support Indigenous families impacted by FASD, including Ministry of Child & Family Development's service framework development and Community Living BC's strategic and service planning.
- The FNHA is growing an early partnership with BC Women's Hospital & Health Centre and health authorities in the planning and roll out of enhanced perinatal substance use training and services in BC.

CALL TO ACTION 41

NATIONAL INQUIRY INTO MISSING AND MURDERED INDIGENOUS WOMEN AND GIRLS

- The Inquiry resulted in a final report that made 231 recommendations, or Calls for Justice, for all sectors of society to act upon. The FNHA is committed to identifying the Calls for Justice which align with our work, and either leading or supporting changes that promote health, well-being and resiliency among First Nations people and communities in BC.

CALL TO ACTION 71

CHIEF CORONERS AND PROVINCIAL VITAL STATISTICS AGENCIES TO PROVIDE DEATH RECORDS OF ABORIGINAL CHILDREN IN RESIDENTIAL SCHOOLS

- The FNHA partners with the BC Coroners Service to enhance cultural safety in pathology practice and prevent future child injury and death.

CALL TO ACTION 90

SPORTS POLICIES, PROGRAMS, AND INITIATIVES ARE INCLUSIVE OF INDIGENOUS PEOPLES

- The FNHA is a founding member of the Aboriginal Sport, Recreation and Physical Activity Partners Council (now the Indigenous Sport, Physical Activity and Recreation Council), which delivers sport programs and services to Indigenous Aboriginal people in BC and provides annual core funding.
- The FNHA issues a number of annual Day of Wellness granting processes, which provide flexible resources to support communities to celebrate health and wellness through physical activity, respecting tobacco, healthy eating and nurturing spirit.



First Nations Health Authority
Health through wellness

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