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Alberta First Nations Telehealth Change Management Project

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Working Together to Stay Connected

The Alberta First Nations Telehealth Change Management Project (AFNTCMP) is one of the largest First Nations Telehealth projects in Canada that brings together Treaty No. 6, Treaty No. 7 and Treaty No. 8. It is an initiative forged with the intent to enhance Alberta First Nations' health care services and access. This Regional project has the capacity and potential to improve the lives of First Nation members through improved health services, access to health care specialists, reducing travel and keeping families together. The Alberta First Nations Telehealth Change Management Project is a First Nations lead, governed and managed project that targets First Nation Health priorities. The AFNTCMP is hosted by the Treaty 8 First Nations of Alberta.



Canada's First Nations Telehealth website www.onehealth.ca/videoc. Some of the educational sessions include; Ab-



original speakers series, pediatric rounds, child and youth topics and healthy living to name a few. Any staff member at the community health center can register for these sessions. This is an excellent way to keep informed on health topics and have community members take part in sessions of interest. Clinical Telehealth involves health specialist and doctors connecting to patients in the community. In communities with the ability for Clinical Telehealth, patients can speak with their doctors or health care specialists through videoconferencing at the health center. This can have a huge impact especially for those communities with few health care providers or for those communities that are remote. Current projects include; discharge planning, family physician services and family visitations. The possibilities are endless, including community medicine, public health, geriatric, oncol-



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Many First Nations communities in Alberta have been using videoconferencing for some time, taking part in educational sessions and some clinical Telehealth Services. Educational sessions are provided through Health

og, psychiatry, cardiac care, and the list goes on and on.

Alberta First Nations Telehealth Change Mangement Project Team



Ron Sunshine, Jerome Yellowdirt, Margaret McKay, Alayna Many Guns, Robbi Lawrence, Brad HeavyShields



Alayna Many Guns Project Manager



Oki! Welcome to our First Edition of the AFNTCMP newsletter. I am very pleased to share the following information with all of you. As Project Manager of the Alberta First Nations Telehealth Project Change Management Project, I have only been impressed by all the cooperation and support from the Chiefs of Alberta, the First Nations communities, Health Directors, our sponsor – INFOWAY, First Nations and Inuit Health, the AFNTCMP Steering Committee, our project host – Treaty 8 First Nations of Alberta and many others. Our tag line “Working together to stay connected” could not be more suitable.

The AFNTCMP is a regional project that is designed to gather information on the current status of First Nations Community telehealth services. Many communities in Alberta are currently using telehealth to participate in educational sessions, conducting administrative duties, family visitations, medical consultations, and also clinical telehealth. This creates many benefits, such as reduced travel, increased family time,

cost-savings, and in some cases better care. The AFNTCMP is currently looking at the status of telehealth within the First Nations communities and if there is a need to further develop telehealth services. We have been using the Needs Assessment Tool as our device to gather this information and are close to completion. The Change Management Liaisons have been working hard, travelling to almost all the First Nations communities in Alberta and also coming up with some very creative ideas.

On June 16th, he had hosted a video-conferencing event in which daycare children from Chipewyan Prairie (Treaty 8), Erminskin (Treaty 6) and the Blood Tribe (Treaty 7) had the opportunity to meet and ask questions to one another. This was very exciting as it presented an opportunity for the children to meet other First Nations children from different treaty areas. On June 30th, we will be hosting our first, in a 4 part series, of educational sessions via videoconferencing. Participants can learn more

of our project and meet our staff through this venue.

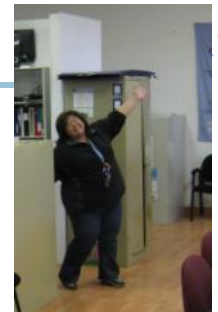
One of our goals of the project is to increase the knowledge and create a better understanding of telehealth. We have been doing this through posters, Communiqués, the planned Educational Sessions, the newsletter, and community presentations. If you would like a community or group presentation, please do not hesitate to contact us and we would be more than willing to meet you and present our project.

Please take this opportunity to read more, feel free to sign up for our sessions and keep in touch!

Respectfully,

Alayna Many Guns, BADM.

“Telehealth has the potential to make a significant impact on the health of First Nations People”



Brad Heavy Shields



Oki and Hello
My name is Brad Heavy Shields and I am a proud member of the Blood Tribe. I would like to take this opportunity to introduce myself as the Telehealth Change Management Liaison for the Treaty 7 First Nations. My role is to act as a Liaison between Treaty 7 First Nations, Regional Health Authorities and the Province to ensure that appropriate clinical telehealth activity meets community health and cultural needs. To build relation-

ships with representatives of each group. I will support Treaty 7 First Nation communities that have the interest and ability to move ahead with clinical telehealth and assist with the development of the appropriate documentation and specific clinical telehealth applications. I am currently visiting the Treaty 7 First Nation communities and completing the Needs Assessment Tool (NAT) that the AFNTCMP has rolled out as of May 2009. This tool, once completed by each First

Nation, will identify community needs for telehealth and guide direction for communities to move forward.

I am really excited to be given the opportunity to work closely with each of the Treaty 7 First Nation communities and look forward to assisting in the enhancement of our First Nations Health Care delivery.

Brad Heavy Shields– Change Management Liaison Treaty No.7
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Jerome Yellowdirt



As the Telehealth Change Management Liaison for Treaty No. 6 in Alberta, it gives me great pleasure to be

working with the communities once again. As we look forward in this New Millennium, we have to understand we are growing Nations and with that come new Technologies. Telehealth is a system of enhancing health care to the communities and its members not

replacing programs and services. My goal is to assist communities and provide information on Telehealth. The objective of our project is to enhance and support the communities through Telehealth Change Management and provide information about Telehealth. We're currently in the process of gathering information from the communities with respect to a Needs Assessment and Site Assessment to further enhance the use of Telehealth in First Nations communities.

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“ Telehealth reduces travel and keeps families together”

Robbi Lawrence

Hello my name is Robbi Lawrence and I take care of the western half of the Treaty no. 8 area. To date I have visited 7 communities and am well on my way of completing all the necessary visits that are required in this area. I have met some amazing people in my travels that have been incredibly accommodating and supportive when it comes to implementing our clinical aspects of telehealth. It is exciting to see the potential of such a venture when everybody works together to get the necessary health services to the most remote communities of our region. There is already such progress made within our

communities which is exciting to be a part of. I will continue to share these experiences with you in the future. I look forward to working with all the communities in this way to assist in any way I can to enhance the use of clinical and non clinical health care services for everyone.

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Ron Sunshine

I am from the Sturgeon Lake First Nation in North Western Alberta. I have worked in numerous positions in my past, but the one I'm most associated with is the tobacco program at Treaty 8. Currently, I am the Change Management Liaison for Treaty No.8 east and Alexis Nakota Sioux First Nation. Over the past few months, I have visited many First Nations and Health Directors introducing the AFNTCMP and completing Needs Assessments. I have been encouraging the First Nations to use Videoconferencing as much as possible as I believe it's the next step in technol-

ogy after the cell phone. The big breakthrough for First Nation is using videoconferencing to talk to doctors, psychologists, and other professionals. Another immediate use is televisitations, where families can visit relatives in ICU at U of A or any of the major hospitals arranged through their health centers. I am also working with three community daycare centers from each treaty area on a project to connect them through videoconferencing. This will bring First Nation children in touch with other First Nations cultures from differ-

ent parts of the province. It will also bring the technology to the directors of the daycares and provide them with another tool they could use in their program and maybe someday talk to other daycare centers in other countries through videoconferencing. This summer I hope to be in your area promoting telehealth.

Ron Sunshine—Change Management Liaison Treaty No.8 East
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Canada Health Infoway

The Alberta First Nations Telehealth Change Management Project is funded by Canada Health Infoway. Infoway is an independent, not for profit organization that invests with public sector partners across Canada to implement and reuse compatible health information systems that support a safer, more efficient health care systems. Infoway is investing in nine key strategic programs:

1. Infostructure
2. Registries

3. Diagnostic imaging systems
4. Drug information systems
5. Laboratory information systems
6. TELEHEALTH
7. Public Health Surveillance
8. Interoperable HER
9. Innovation and Adoption.

The goal of Infoway is by 2010 every province and territory and the populations they serve will benefit from new health informa-

tion systems that will help transform their Canadian Health Care System. By 2010, 50% of Canadians and by 2016, 100% of Canadians will have their electronic health care records available to the authorized professionals who provide their health care services.



“Connected,
Informed , Healthier”

First Nations and Inuit Health

First Nations Inuit Health – Alberta Region, Health Canada is pleased to be partnering with the AFNTCM Project. FNIH’s role includes: providing connectivity and equipment to the First Nations community health centres; delivering training and support for the usage of the Telehealth equipment; centralized scheduling, advertising and promotion of Telehealth activities. FNIH also act as a liaison between the FN communities, FNIH and provincial entities such as Alberta Health Services.

FNIH has deployed Telehealth at 41 Health Centres to date. FNIH Nursing

is providing a Virtual Nursing Clinic via Telehealth to one community as a pilot project. Several SLICK diabetes follow-up consultations are delivered by FNIH via Telehealth videoconferencing. FNIH Homecare has utilized the Telehealth / VC system to deliver several courses to train and certify Home Care Aids and Personal Care Aids.

Please contact us with any questions you may have about Telehealth in Alberta First Nations or if we can provide assistance to you!

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Ermineskin
Daycare



Daycare Videoconference

As part of our communication strategy we encourage positive, appropriate media opportunities that bring valuable usages of teleconferencing. We invited three Child Care Providers to participate in connecting with each Treaty Area to provide an opportunity for children to take part in a live videoconference and meet other First

Nation communities. On June 16th, Ermineskin First Nation, Blood Tribe and Chipewyan Prairie participated in

a videoconference.

This fun and positive experience for children provided a learning opportunity for all involved. Videoconferencing provides a channel for communication that could potentially span the globe. The benefits of videoconferencing include stronger speaking, listening and presentation skills for children and students.

The children started shy and giggly though were willing participants. For

many this was the first time using videoconferencing. The children from the Blood Tribe opened with a prayer in their own language and each daycare presented and asked questions to the other communities. Ermineskin First Nations also provided a prayer in their language and counted to ten. The daycare staff had an opportunity to meet other child care providers and share program content.

Educational Sessions

On June 30, 2009 the Alberta First Nations Telehealth Change Management Project hosted their first Educational Session of a four part series on www.onehealth.ca. The educational session provided information on our project goal: to implement change management processes that will assist in establishing an environment of collaboration, structure, skill building, increased capacity and readiness within First Nation communities to allow the implementation and enhancement of clinical telehealth services.

The educational session provided a background and history of the project. From the planning to the development of the project in Alberta, the involvement of Treaty No.6, Treaty No. 7 and

Treaty No.8, the governance structure of the project, the resolution passed at the Assembly of Treaty Chiefs meeting in February, and an introduction of the project team, steering committee, sponsor and partners.

Many First Nations and Provincial Health Care providers attended the educational session via videoconference.

Please join us for the next Educational Session scheduled for September 16, 2009 where we will discuss Change Management and the role of our Change Management Liaisons.

Register at:
www.onehealth.ca/videoc



February 2009 Assembly of Treaty Chiefs

“A Needs Assessment looks at the gap between what is and what should be”

Needs Assessment

The AFNTCMP project team has been busy designing and implementing a comprehensive Needs Assessment Tool. The Needs Assessment will look at the “gap between what is and what should be” from a community health perspective. It is a study to gather information on the needs of a community, what is available in telehealth in the community now and what is needed to proceed with clinical telehealth. The Needs Assessment Tool has been divided into four sections;

1. Site Assessment– that will summarize community resources, infrastructure and capacity to proceed with clinical telehealth.
2. Needs Assessment– that will summarize telehealth/ videoconferencing activity in the community and identify community health priorities involving the community health director.
3. A Community Leadership Questionnaire– to summarize challenges and identify support.
4. Alberta Health Services– an assessment to summarize activity and priorities by hosting a one day forum in the fall of 2009.

Communications—Theresa Brown

I am from Tallcree First Nation in Northern Alberta and very fortunate to be a part of the Alberta First Nations Telehealth Change Management Project. This First Nations lead and driven initiative provides opportunities for communities to access health care services in their own communities. It is a privilege to work with a team that has a sincere interest in First Nations health, knowing that the work we do

will impact elders, family members, and communities we are all a part of. Over the past few months I have worked with the AFNTCMP on their Risk Management Plan, Communications Plan, and Needs Assessment Tools. The communications plan is multifaceted and dynamic to meet the needs of the all stakeholders. We have presented to numerous First Nations and Tribal Councils throughout the Region to

update, inform and announce project developments.

For more information please contact:

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Alberta First Nations Telehealth Change Management Project

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Working Together to Stay
 Connected



Alberta First Nations Telehealth Change Management Project

PROJECT GOAL: To implement change management processes that will assist in establishing an environment of collaboration, structure, skill-building, increased capacity and readiness within First Nation communities, to allow the implementation and enhancement of clinical telehealth.

PROJECT OBJECTIVES

1. To increase the uptake of current clinical and educational programs offered by FNIH and AHS and to provide opportunity to develop more programs that can be offered to health care providers and patients in the community.
2. To increase awareness within First Nation communities of the benefits of other clinical telehealth activities.
3. To provide First Nation communities with appropriate resources that will establish CM processes and work with communities to prepare for increased uptake of current telehealth programs/ sessions and assist in determining priorities for the development of new clinical telehealth activities.
4. To facilitate integration of telehealth into the current workflow of the health care providers at the community level and increase engagement of new clinicians through focused training and expanded remote support.
5. To facilitate improved knowledge management by increasing the capacity to collect and analyze data which assist in better quantifying the impact of telehealth on Alberta First Nations and inform ongoing improvements to the AFNTCMP.
6. To work with communities to recognize clinical needs and priorities and identify appropriate clinical telehealth applications to meet those needs.
7. To determine which communities have the interest and ability to move ahead with clinical telehealth and assist them in developing appropriate documentation to access additional Infoway funding for specific clinical telehealth applications.
8. To collaborate with existing health care provider activities to increase telehealth activity on Reserve.
9. To increase health care provider awareness of cultural issues and specific community needs