

Nisga'a Healer

May 2015

Nisga'a Valley Health Authority

X-Ray, Ultrasound & Specialist Schedule

X-Ray dates:

May 8 & 25, 2015

Ultrasound Date:

May 11, 2015

What is Tele-medicine?

Tele-medicine is the use of live videoconferencing over a [secure](#), high speed provincial network to facilitate. The specialists are from Vancouver Hospitals.

-Making Health Care accessible, wherever it is needed.

Tele-medicine provides flexible solutions that navigate the challenges of connecting to some of the most remote, underserved areas in the province.

Tele-medicine supports the development of an effective, sustainable health care delivery system for [First Nations communities](#).

Tele-medicine has allowed First Nations communities to have reliable access to primary care

physicians based in the Fraser Valley, as well as psychiatrists and psychologists based in Vancouver. TELE-MEDICINE - appointments are in the Community that you reside in, except for the Ears, Nose and Throat specialist. Referrals are made by the physicians you visit at any of the NVHA satellites in your community.

May 15th – Dr. Medvedev – Neurologist specialist

May 21st- Dr. Abdalkhani- Ears, Nose & Throat specialist, Laxgalts'ap Health Clinic, **On-site specialist visit:**

May 28th & 29th: Dr. Lowry - Internal Medicine

If you are scheduled at any of the NVHA satellites for a specialist appointment through tele-medicine, please phone 24 hours to cancel appointments. These are specialists from Vancouver who also provide services to clients in Vancouver.

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Thank you for supporting the services that NVHA provides, we strive to serve you better.

Community Meetings – Draft Nisga'a Nation Health Plan

The Non-Insured Health Benefits program operates on an annual budget. Even with the high cost of living, and the increasing cost of medical services that are provided, particularly prescriptive medicines, the budget essentially remains the same each year. The Nisga'a Valley Health Authority (NVHA) is well aware of the significance

of the program, and its significance to the health and well-being of Nisga'a citizens.

There are a significant number of Nisga'a citizens who are employed, and work for various entities within the Nass Valley, and in the urban areas such as Terrace, Prince Rupert, and Vancouver. As employees of these entities, people are registered

with their company's health and insurance plans. These plans include health benefits such as vision care, and dental care. These are just two examples of what your coverage includes. The Nisga'a Valley Health Authority is kindly requesting that you review your coverage with your employer, and access your organization's benefits plan first before you contact the Non-Insured Health Benefits

Mobile Diabetes Clinic is coming to Nisga'a Valley Health Authority

For Who

People living with diabetes or pre-diabetes

What

Your appointment will include: testing for diabetic eye, kidney, blood and blood vessel changes and individual teaching.

When

Gingolx – Monday June 15

Laxgalts'ap – Tuesday June 16

Gitlaxt'aamiks – Wednesday June 17

& Thursday June 18 (for both Gitlaxt'aamiks & Gitwinksihlkw)

At the end of your appointment, you'll be provided with a copy of recommendations/test results and a copy will be sent to a diabetes specialist and an ophthalmologist (eye doctor) for further expertise and consultation. A letter will also be sent to your physician with recommendations and findings included.

Contact your CCHR to Book an appointment

Together, we can help promote the health and well-being of people living with diabetes.



Awareness for the Month of May

Here is a list of dates that are health – related awareness days, weeks, and months that have been announced by recognized health organizations and are recognized throughout the health professional community.

- May 1 – Lyme Disease Awareness
- May 5 – World Pulmonary Hypertension Day
- May 6 – Pediatric Stroke Awareness Day
- Celiac Awareness Month
- Cystic Fibrosis Month
- Food Allergy Awareness Month
- Foot Health Awareness Month
- Hepatitis Awareness Month
- Huntington's Disease Awareness Month
- Medic Alert Month
- Multiple Sclerosis Awareness Month
- National Hemochromatosis Awareness Month
- National Physiotherapy Month
- Speech and Hearing Awareness Month
- Vision Health Month
- May 4 – 8 Emergency Preparedness Week
- May 3 – 9 National Hospice Palliative Care Week
- May 3 – 9 North American Occupational Safety and Health Week
- May 4 – 10 Mental Health Week
- May 11 – 17 National Nursing Week
- May 11 – 17 Naturopathic Medicine Week
- May 19 – 22 Aboriginal Awareness Week
- May 4 Annual Hike for Hospice
- Palliative Care
- May 3 Walk so Kids Can Talk
- May 4 Melanoma Monday
- May 5 Save Lives: Clean Your Hands
- May 5 World Asthma Day
- May 8 World Red Cross Day
- May 12 International Awareness Day for Myalgic Encephalomyelitis, Fibromyalgia & Multiple Chemical Sensitivity
- May 12 International Nursing Day
- May 17 International Day against Homophobia
- May 17 World Hypertension Day
- May 20 World Autoimmune Arthritis Day
- May 28 National Multiple Births Awareness Day
- May 31 World No – Tobacco Day

Dr. Fiest will be at James Samuel Gosnell Memorial Centre on **Tuesday May 12, 2015**, for all Communities:

Time: 9:00 am- afternoon

Location: Home Care department.

Call Marianne Edwards, Georgia Clayton or Victoria Robinson: 250-633-5000.

X-Ray, Ultrasound

Different types of X-rays require different preparations, ask your doctor or nurse to provide you with specific instructions.

When scheduling your ultrasound, ask your doctor for specific instructions for your exam.

What to wear

In general, you undress

whatever part of your body needs examination. You may wear a gown during the exam, depending on which area is being X-rayed. You may also be asked to remove jewelry, eyeglasses and any metal objects because they can show up on an X-ray.

Contrast material

Before some types of X-rays, you're given a liquid called

contrast medium. Contrast mediums, such as barium and iodine, help outline a specific area of your body on the X-ray image. You may swallow the contrast medium or receive it as an injection or an enema. This will be by the direction of the doctor.

Non Insured Health Benefits Department

Clients that will be picked up at their residence will fall under one of the categories.

- Clients in a wheelchair
- Clients with limited mobility
- Clients with limited sight
- Elders (advise PT Clerk upon booking)

Priority is given to clients who have specialist appointments.

Clients with non-specialist appointments are booked when there is space available.

There is a zero tolerance for drugs and alcohol use. You will be

issued a six month suspension if you violate this rule.

Client responsibilities

- Clients must confirm they have an appointment by 4:00pm on a daily basis; this list is printed off and prepared for the bus driver.
- **Arrive 15 minutes before you are scheduled to leave.**
- If you are running late on your appointment you should call the bus driver at **250-641-9841** to let him know.

Bus Schedule:

7:00 am leaves Gingolx

7:45 am leaves Laxgalts'ap
8:30 am leaves Gitwinksihlkw
8:45 am leaves Gitlaxt'aamiks

The bus will pick you up at the Skeena Mall at 3:00 pm to return to the Nass with the exception of Monday and Friday it will leave at 3:30pm, should you be running late please notify the driver.

Non-Specialist Appointments are:

- General Practitioner
- Optometrist
- Compassionate travel
- Counselling
- Podiatrist

CCHR's at Work

Good Food Box

CCHR's maintain the monthly Good Food Box program. Contact your CCHR to get prices and to submit your name for the program.

Canada Prenatal Nutrition Program

CCHR's and the Public Health Nurse work closely with pre/post-natal clients to improve the health and well-being of pregnant women, new mothers, and healthy babies. Services provided include pre/post-natal health, nutrition, infant care and child development, breastfeeding, and other services. We have an average of 50 women (all communities) on the CPNP program per month who receive the monthly gift card.

Client Care

CCHR's assist clients as needed, for example, deliver blister packs for elderly clients not on the Home Care list, preserve and harvest traditional medicines for clients as needed (wa'ums, ointments, teas, etc.) and provide transportation as needed for elderly and chronic clients. CCHR's are also available to accompany elderly clients in appointments – to act as a liaison with physicians and specialists if needed.

Environmental Health

CCHR's oversee the water sampling program in communities on a weekly basis and work closely with the Environmental Health Officer to monitor the safety of our water. Samples are taken at strategic points in each community and if there are issues, additional samples are taken, and steps followed if water isn't safe, for example, boil water notice. CCHR's also work closely with the Environmental Health Officer on housing inspections especially with mould concerns in homes.

Your CCHR's

CCHR's are diligent in their work and provide a number of other services in addition to what's been noted.

Thank you, CCHR's. *Your CCHR's are:*

Karon McKay, CCHR/Team Lead – Laxgalts'ap

Florence Nisyok, CCHR – Gitlaxt'aamiks

Marylou McKay, CCHR – Laxgalts'ap

Tanya Stanley, CCHR – Gingolx

The Gitwinksihlkw CCHR position is currently vacant. We expect it to be filled soon.

What is an Emergency

HealthLink BC

At any time of the day or night, every day of the year, call HealthLink BC at 8-1-1 to ask a registered nurse your health questions. *Nurses are available to help you with non-emergency health concerns*, to discuss symptoms and procedures, and recommend whether you or your family member should see a health care provider in person.

WHAT IS AN EMERGENCY?

“...A SITUATION THAT IF LEFT FOR EVEN A SHORT PERIOD OF TIME COULD CAUSE DEATH OR SERIOUS PROBLEMS TO A PERSON’S HEALTH.”

The following are classed as emergencies:

- ⊙ Babies under 1 year with a fever
- ⊙ Babies under 1 year with vomiting and diarrhea for 12 to 24 hours
- ⊙ Pregnant woman who had a bad fall, begin bleeding, or if water breaks
- ⊙ Possible broken bones
- ⊙ Severe pain particularly chest or abdominal pain that does not go away quickly
- ⊙ People who seizure
- ⊙ Wounds that need stitching or severe bleeding caused by cuts
- ⊙ People withdrawing from alcohol
- ⊙ Nosebleeds lasting longer than 10-15 minutes (most nosebleeds can be stopped by pinching the nose with two fingers below the bones in the nose for 3-5 minutes)
- ⊙ Stabbings or gunshot wounds
- ⊙ People with difficulty breathing
- ⊙ Overdoses on medications
- ⊙ Allergic reactions
- ⊙ Something stuck in your throat or choking
- ⊙ Severe burns
- ⊙ Elderly people with unusual complaints
- ⊙ Head injuries

Nursing Schedule Change - James Samuel Gosnell Memorial Centre

Nursing Schedule Change – Aiyansh Health Centre

Effective April 27, 2015, the nurse will be accepting booked appointments. This is a change from the walk-in clinic that was occurring.

Please call the Front Receptionist/Admitting Clerk at 250-633-5000 to book appointments.

The last appointment will be booked at 11:15 am for the morning and at 4:15 pm in the afternoon each day.

If there’s an emergency, the emergency will be seen immediately and will take precedence over booked appointments. Clients with booked appointments may be required to wait longer to see the nurse or depending on the extent of the emergency, appointments may need to be rescheduled.

The walk-in clinic will be maintained for lab work on Tuesday and Thursday mornings.

Thank you,
NVHA Nursing

Mental Health Department

It has been a busy three months, starting 2015 January to April. One of the highlights has been the collaboration with other entities within the Nass Valley and Terrace.

We are pleased to say that as of December 2014, we now have Dr. Stein as our mental health manager, he is also a Psychologist that is seeing clients, and is also trained to do assessments, and we no longer need to send our clients / patients out of the valley for assessments.

I am also the Nisga'a Crisis Response coordinator. In regards to training and workshops, we have not been doing anything as of yet, but a noteworthy fact is that we are trained to respond in the event of a tragic incident. We are waiting to find out what are budget is, and then you will be hearing about upcoming workshops and training

I mentioned collaborating with other entities, here is a list of the work we have done with our local Organizations:

- Supported (counselling) for Laxgalts'ap Village Government, the Education departments "Anti Bullying" workshop that had presentations for school children and adults, it was well organized.
- Was part of the planning for the "Family Conference" coordinated by the YOY in conjunction with NLG Social development department and other local entities. The feedback from participants was very encouraging as a lot of awareness was obtained about the issues of the past/present.
- NVHA/Mental health department went to an ICAT training (Interagency Case Assessment Teams) in terrace put up by "Community Coordination for Women's Safety." As a result of this training, in collaboration with our Nisga'a entities, planning is being done to have our own ICAT team in the valley
- During the past month, our department was asked to do support counseling for the IRSS workshop at the Nisga'a Museum. It was an awesome week of sharing and healing as each participant left with new understanding of residential school issues. We also took one day to view a video done by Nisga'a Valley mental health department, it stemmed from a conference called, "Healing, Reviving, Restoring, Nisga'a Identity," a very powerful video which had our own survivors telling their stories.
- The Terrace Society had a youth conference this past month and asked the mental health department to facilitate a workshop on alcohol and drugs. We received a letter from their organization thanking NVHA for our participation. It was well received.
 - NLG/Social development asked our department to participate in a Focus group that travelled to each of our respective communities to discuss barriers to individuals achieving a "road map to independence." A very powerful collaborative effort from all entities involved.

Here is a list of Services Provided:

Counselling

- A/D counselling
- Residential treatment—treatment centers
- Grief & Loss—referrals
- Self-help groups—AA , Alanon
- Residential School Survivors support and counseling
- Schizophrenia support/advocate
- Family interventions/circle—Suicide Ideation/attempts/completion circles

Community Wellness Counsellors:

Gingolx: Bill Leeson—1-800-991-5671

Laxgalts'ap: Lydia Stephens—1-800-991-5667

Gitwinksihlkw: Lorna Azak—250-633-2611

Gitlaxt'aamiks: Jacquie Adams—250-633-5000—currently on leave

Home Care Services

The Home Care program works to improve existing and new services for those that choose to live independently through home care delivery, and to support the independence of Nisga'a people to remain in their homes. Home Care Workers provide a valuable service to clients, and we thank them for their commitment to their ongoing work with clients – thank you, Marianne Edwards, Georgia Clayton, Victoria Robinson, Donna Morgan, Christine Nyce, Sheena Johansen, Sharon Stevens, Norma Davis, and Roberta Haldane.
Your help as family members to keep our clients safe is greatly appreciated!!

Medical Records

Medical Records staff – Hilda Robinson, Rhonda Grandison, Sandra Stephens, Brenda Stevens, Agnes Doolan, and Monica Morven – provide a valuable service to clients and all visitors to the Nisga'a Valley Health Authority. Thank you each so much for your persistence and commitment to NVHA clients and general public.

Medical Records staff utilize best practices in the delivery of services to clients including respect, effective communication, and trust, for example, in their work with all people who come to the centres. They're responsible for managing requests for information at all levels, booking appointments for physicians, specialists, and other services, and following up on appointments, and following up on referrals – to name a few of their services and areas of responsibility.

KEEPING CLIENTS SAFE!

Clients and family play an important role in promoting safety - preventing falls, proper use of safety equipment, and keeping areas clear. For client safety, please ensure:

- Hallways, bathrooms, bedrooms, living room, and kitchen (all areas) clear of clutter on floors – safety issue with falling.
- Safety rails/bathroom bars/bed rails used as instructed to prevent client from falling.
- If prescribed, walkers/wheelchairs to be used at all times (client can be unsteady on feet).

Medical Records staff recently completed Electronic Medical Records (EMR) training to work toward getting more proactive on the MedAccess system in terms of appointments, tasks, specialist referrals, etc. There's ongoing interaction that's required by the MOA/Admitting Clerks with clients and providers to ensure continuum of care.

When Medical Records staff book appointments, they will ask people what the reason is for appointments. Some people see this as prying or nosy, however, knowing the reason for appointments will help prepare the nurse or physician for the reason for the appointment. Please be patient with Medical Records staff when they ask you appointment questions.

Thank you.

- Driveways and ramps clear of ice/snow/debris/toys for safety issues.
- Lifts to be maintained/charged while in family's home. Battery to be charged at night when it's not in use. Slings to be kept clean and near the client.
- Adopt no smoking policy in client's home (is detrimental to your family member's health).
- Please note that for both worker and client safety, workers cannot provide services if there is drinking occurring in the home. Family members knowing of this occurring, please contact your Home Support Worker to bring the client to the centre for care.

Please also note that when appointments are being booked, Medical Records staff will ask you about your demographics to ensure your client record is up to date – is important for requisite follow-up if needed. It includes verifying legal name and aliases, care card no., address, phone no., emergency contact, etc.

Nursing Services

The Nisga'a Valley Health Authority provides 4 nursing services: Remote Certified Practice Nursing, Emergency Nursing, Public Health Nursing, and Home Care Nursing.

Remote Certified Practice Nursing (RNC) involves nurses who work in an expanded scope of practice to provide primary care, public health, health promotion and curative, urgent and emergent care, rehabilitation and supportive or palliative care for individuals, families and communities including after hours on-call care. Registered nurses who are certified by CRNBC can independently carry out **some** restricted activities that normally require an order. These nurses have access to physicians who can provide consultation when needed.

Emergency nursing staff are responsible for assessing, planning, implementing and evaluating patient care. ER RN can provide rapid identification of life-threatening injuries, comprehensive patient assessment, and enhanced intervention for better patient outcomes. These nurses also participate in after hours on-call care.

Public Health Nursing (PHN) work in partnership with CCHR's in order to develop and implement relevant, culturally centered interventions such as health promotion, disease prevention, intervention and support services to women, children, youth and families. Services aim to build the capacity of individual, family, and community wellness in areas such as immunizations of all ages, pre/postnatal care, well baby visits, the TB Program, STI/Contraceptives Program, well women clinics, Basic Nutrition, and basic teaching in chronic disease management. This nurse also participates in after hours on-call care.

Home Care Nursing (HCN) services include client assessments, case planning and case conferencing. Primary clients include elders, persons with chronic illnesses or disabilities, and special needs clients. The Home Care Nurse completes home care/support assessments of clients, collaborates with the client, family, physician, other nurses and the home care team to develop personal care plans, and assigns appropriate resources to meet client health and wellness needs. Home care nurses can also provide acute care nursing during after-hours on-call care.

The NVHA strives to have one RNC and an emergency nurse in Gitlaxt'aamiks and Laxgalts'ap and one RNC in Gingolx. The PHN and HCN travel to each of the four communities every one to two weeks.

The **Patient Care Manager and Chief Health Services Officer** work with Solutions Staffing to ensure nurses with appropriate certification are recruited to work at NVHA. Any questions or concerns from the public are reviewed diligently and thoroughly.

Baby's First Fill

The Purpose of this program is to assist new parents with the cost of prescriptions while they are waiting for the registration process to be completed for their Baby.

The NVHA's Non-Insured Program will provide a purchase order number to most BC Pharmacies and the parents can then pick up their child's prescription without having to worry about payment for the prescription.

Please remember to register your Child because this program is only valid for the 1st year. Once your Child turns 1 (one), any requests will be denied until registration is completed.

Gitlaxt'aamiks
PHONE:
250-633-5000
TOLL FREE:
1-888-233-2212

Gitwinksihlkw
PHONE:
(250) 633-2611
TOLL FREE:
1-800-993-3513

Laxgalts'ap
250-621-3274
TOLL FREE:
1-800-991-5667

Gingolx
250-326-4258
TOLL FREE:
1-800-991-5671



www.nisgahealth.bc.ca

The Nisga'a Valley Health Authority's vision is to improve health outcomes through education, prevention, acute services and research. The Nisga'a Valley Health Authority's Vision statement Daxgadim C̄andidils "Healthy Bodies, Health Minds, Healthy Spirits" will encourage the Nisga'a Nation to develop a healthy environment incorporating "Sayt K'il'im C̄oot," "One Heart, One Path, One Nation." The Nisga'a Valley Health Authority will promote and educate the citizens utilizing the concepts of Daxgadim C̄andidils and Sayt K'il'im C̄oot. Nisga'a Valley Health Authority will promote prevention / intervention programs implementing the Nisga'a Values and Respect with a holistic approach.

The philosophy of the Nisga'a Nation is Sayt K'il'im C̄oot, one healthy nation and one healthy community setting the guiding principles for the governance of the Nisga'a Valley Health Authority through our five pillars of health services.

Living with Schizophrenia & The Bright Future Program

"Recovery is when you would not want to be anyone other than who you are today!"

Experience Bill MacPhee's
Inspirational and Informative presentations
throughout the northwest

Living with Schizophrenia & The Bright Future Program

Pr Rupert May 25, 7-8:30pm @ Highliner Hotel
Kitimat May 26, 7:30-9pm @ Kitimat Hospital
Terrace May 27, 7:30-9pm @ E-Free Church
Smithers May 28, 6-8pm @ Friendship Centre Hall

Free Admission
Everyone Welcome

Sponsored by the Northwest
Mental Health and Addictions Advisory Committees



Bill MacPhee is a highly sought after recovery expert, owner of Maggie Media, an author, and a dynamic public speaker.

He will share his personal experience of living with schizophrenia, and his recovery model: "The Bright Future Program".