



NEWSLETTER

Transformation of Indigenous Primary Healthcare Delivery (FORGE AHEAD):
Community-driven Innovations and Scale-up Toolkits

ISSUE 6, JUNE 2015

QUALITY IMPROVEMENT (QI) WORKSHOPS#2: WAVE 1 FORGES ON!

The majority of the Wave 1 partnering communities attended the second QI Workshops in May 2015, and each team was able to participate in the workshop from the comfort of their own communities as it was hosted over a web-based videoconference system. A one day workshop was held for the Community Teams, which was followed by another one day workshop for the Clinical Teams.

The workshops dedicated time for team members to participate in plenary sessions, connect with other communities, and work as a team on their PDSAs. The teams have been carrying out a number of great PDSAs that include: healthy cooking classes, family-oriented outreach support, traditional medicine, mental health activities, improving follow-up with no show appointments, and referral processes.

Two optional training opportunities were presented at the workshops and suggested as additional educational opportunities for the Clinical and Community Teams. Both training programs are offered in a web-based format.



Wave 1 communities share their stories and PDSA's on a video conference call

The Cultural Competency Training Program is designed to help health care providers better understand Indigenous perspectives about health care and the realities faced by Indigenous communities. It has no cost for employees of listed health authorities. For more information, and to register, see the following website: <http://www.culturalcompetency.ca/training/ontario>

The Diabetes Boot Camp Program is designed to familiarize participants with available therapeutic treatments, to provide decision support strategies, and to learn more about blood glucose pattern management and treatment. The standard program will be revised to meet the specific needs of the communities who express interest. Please let the Western Research Team know if you are interested by contacting us at : forgeahead@schulich.uwo.ca

The workshops are proving to be a great platform for sharing PDSAs and successes, discussing challenges, brainstorming ideas and strategies to overcome challenges, and providing support to our teams!

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For more pictures and comments go to our Facebook Page:

<https://www.facebook.com/FAProgram>



Western
Centre for Studies
in Family Medicine

READY, SET, GO! WAVE 2 BEGINS

On May 6 and 7, Wave 2 was officially launched as Community Facilitators from five partnering communities attended a two-day training workshop in London, ON. We welcomed Danna Hadden - Cowichan Tribes (BC), Hazel Skunk - Mishkeegogamang Ojibway First Nation (ON), Marie Jebb - Opaskwayak Cree Nation (MB), Renita Nawash - Saugeen First Nation (ON), and Bonnie Nickel - Seabird Island Band (BC).



Wave 2 Community Facilitators: (front row) Marie Jebb, Bonnie Nickel, Danna Hadden, Hazel Skunk; (back row) Meghan Fournie, Mariam Naqshbandi Hayward, Alex McComber, Renita Nawash, Stewart Harris, Braden Te Hiwi, Jann Paquette-Warren, Marie Tyler.



Group activities to build on facilitation and team building skills

In May and June, the Community Data Coordinators will be recruited and trained by tele/videoconference before starting work on their diabetes registry and surveillance systems. During the summer, the Wave 2 partnering communities will establish their Community Advisory Boards (CABs), form their Community and Clinical Teams, and complete the first round of the Readiness Consultation Questionnaires. Community and Clinical Team members from Wave 2 will be brought together for their first QI Workshops in November 2015. We look forward to bringing everyone together for that Workshop.

COMMUNITY CHAMPIONS—THANK YOU TO OUR FACILITATORS & DATA COORDINATORS

The Community Facilitators and Data Coordinators have been providing the leadership to drive change in each community and clinic. They are all community champions! Thank you to all of our wonderful Community Facilitators and Data Coordinators for the great work they continue to do for the FORGE AHEAD Program in their communities.

There have been some recent changes with our Wave 1 Community Facilitators. Thank you to all of our previous facilitators and data coordinators – Kelsey Big Plume-Kahnapace (Tsuu T’ina Nation), Ingrid Ekmoiak (Maskwacis), Phyllis Racette (Ebb and Flow First Nation), Dennis Benoit (Miawpukek First Nation), and Randy Peterson (Kahnawake) - for your hard work and good luck on all of your future endeavours!

We would like to give a big Welcome to our new Wave 1 Community Facilitators and Community Data Coordinators:

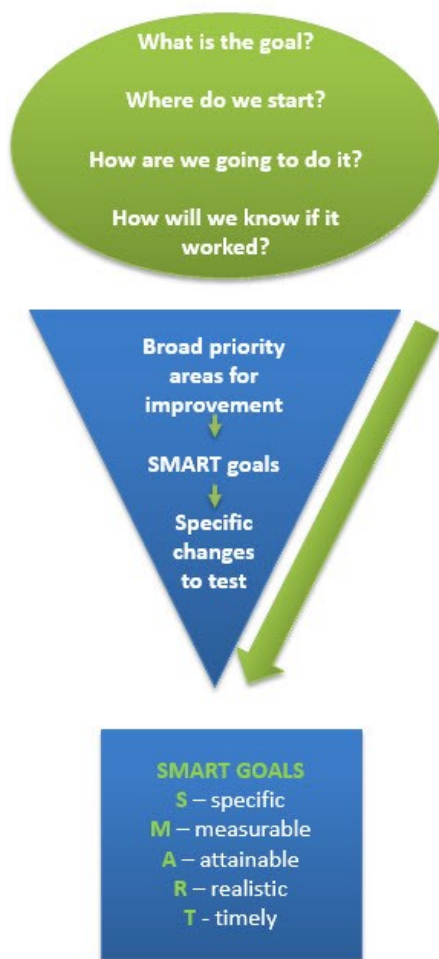
Community Facilitators:

- ◆ Devon Guy, Tsuu T’ina Nation, AB
- ◆ Bonny Graham, Maskwacis, AB
- ◆ Mary Jane Malcolm, Ebb and Flow First Nation, MB

Data Coordinators:

- ◆ Jessica Jacobs, Kahnawake Mohawk Territory, QC
- ◆ Amber Houle, Ebb and Flow First Nation, MB

JOURNEY FROM BIG GOALS TO SPECIFIC CHANGES



Quality improvement work is a big job! Once your team has accomplished a few successes, the journey from big ideas to specific changes becomes easier. Here are a few HELPFUL TIPS:

1. **TEST CHANGES ON A VERY SMALL SCALE AND SHORT TIMELINE**
 - Try change ideas with a few people that are easy to find and willing to try new things. Start with changes that do not need new equipment, training, or lengthy approval processes. The test should be completed in one week or two. **REMEMBER to get feedback or information about your test and then modify your next test to get even better results.**
 - **Example:** Week one, write the content for a program pamphlet and print it. Week two show it to two potential program participants and find out if they liked it, does it have the information they need, and would they read it if they got it in the mail...
2. **DO NOT BE AFRAID TO TEST/LEARN FROM THINGS THAT DO NOT WORK**
 - If someone has an idea but people think it will not work, test it! Learn from it! Change it! Make it into something that could and does work. Do not let assumptions block your team from learning something really important.
 - **Example:** Sharing program information using Facebook instead of a paper handout or radio announcement.
3. **BE CREATIVE AND TRY MORE THAN ONE THING AT THE SAME TIME**
 - If the goal is to increase participation in a program, try a radio announcement, a pamphlet, and Facebook announcement with different groups.
 - **Example:** Test a radio script at 2:00 on Friday and ask three people if they heard it and if they plan to participate. Post an announcement on the community Facebook page and ask 2 people if they saw it and if they plan to participate. **DO NOT FORGET to find out why or why not (i.e. timing, length, colour, messaging) and what they know and what information is missing.**

KEY QUESTIONS TO ASK YOURSELF... If it takes a long time and a lot of resources, is the test really worth it? If you cannot make it work right now, move on to something else and revisit this idea later. **Keep tests of change small and test more than one thing at the same time, to be successful faster. Keep moving forward – this is a key indicator of a successful team.**

Build from one test of change to the next until there is enough evidence and confidence to implement a change across the system or community

SPREADING THE WORD: KNOWLEDGE EXCHANGE

IDF ABSTRACTS

Two abstracts on the readiness consultation tools were submitted to the 2015 International Diabetes Federation World Diabetes Congress/CDA Symposium to be held in Vancouver, BC in December 2015. The titles of the abstracts are:

1. FORGE AHEAD Program: Assessing Clinical Readiness for Chronic Disease Care Mobilization in Canadian First Nations; and
2. Development and Implementation of a Chronic Disease Community Readiness Consultation Tool: FORGE AHEAD Program.

The authors will receive the decision of acceptance in July/August. Thanks to the authors of the abstracts on behalf of the FORGE AHEAD Program Team.

We are also looking to host a mini FORGE AHEAD gathering at the IDF for those who are attending. Details to come early in the fall.

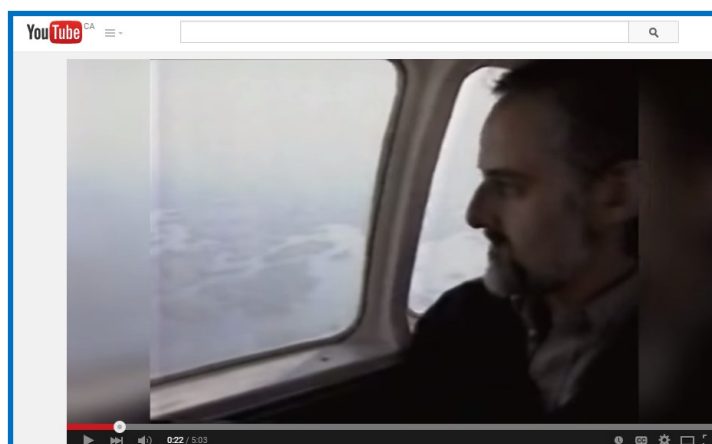
FORGE AHEAD IN THE MEDIA

A five-minute film on FORGE AHEAD has been produced by Websedge Inc. who approached Dr. Stewart Harris about highlighting his Indigenous research and the FORGE AHEAD Program at the American Diabetes Association conference held in Boston, MA this June. The film provides an informative look at the work that led to FORGE AHEAD over the past 30 years and showcases partnering First Nations communities over the years, Western Research Team members, and a guest appearance by Alex McComber from Kahnawake Mohawk Territory, one of the Co-investigators.

Please take a look at the video and share it with friends, family, coworkers, and colleagues. Its purpose is to spread the word about our program, our national network, and our work.

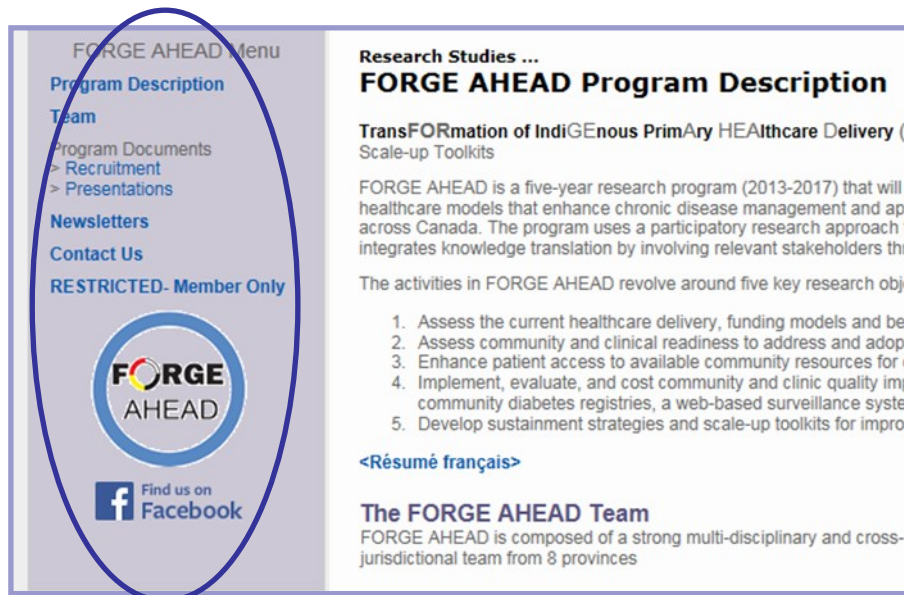
http://www.websedge.com/videos/american_diabetes_association_tv/#/transformation_of_indigenous_primary_healthcare_delivery_forge_ahead

It can also be viewed on You Tube at: <https://www.youtube.com/watch?v=B7rNgI0x4W4>

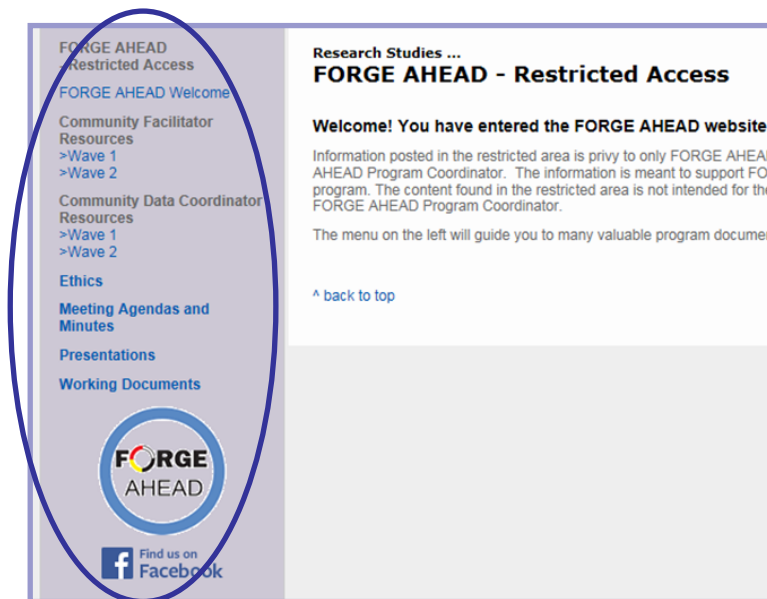


FORGE AHEAD WEBSITE REVAMPED!

With FORGE AHEAD Wave 2 communities coming on board, we decided to change the look of the FORGE AHEAD Website pages along with the left hand side menu. This will make it easier to navigate and find the information and documents that you are looking for. The link to our main page has not changed it is still <http://www.tndms.ca/forgeahead/index.html>



The Restricted Access Website pages, including the left hand side menu, have also been updated to include Wave 1 and Wave 2 specific information. All other documents now have their own headings which will make it easier to navigate and to find the information that you require.



Our website is a way to connect with you and keep all our working documents in one place, we hope you enjoy the revamped pages and menu.

We are also very excited to have our own Facebook page <https://www.facebook.com/FAProgram> that we have been busy posting updates on, along with a lot of pictures from our meetings. It is a great way to keep in touch with all the other communities in FORGE AHEAD, so please to post your comments and pictures and we thank everybody that has been using it so far. Please share the link with your friends and colleagues and we look forward to FACEBOOK being a great communication tool.

COMMUNITY FACILITATOR SPOTLIGHT!

Over the next several Newsletter issues we are going to include brief biographies on some of the Community Facilitators working in our partnering communities. We thank them for all of their hard work.

Ingrid Ekomiak from Maskwacis.

Ingrid will be leaving Maskwacis in July to return home to Ontario. We are all going to miss you Ingrid!

"My name is Ingrid Ekomiak and I am a proud inuk born in Chisasibi, Quebec, raised in northern Ontario, and now living in Edmonton. I am a community health nurse in Maskwacis, and have a strong passion around empowering and improving Indigenous health in Canada. Forge Ahead has provided this wonderful opportunity to work towards exactly that. It is so exciting to actually see change happen and to be a part of that!"



Devon Guy from Tsuu T'ina. Welcome to the team Devon!

"I recently accepted a position as a health education coordinator and diabetes specialist with Tsuu T'ina Nation and have also stepped into the role of community facilitator for FORGE AHEAD. My education background is in Nutritional Sciences. I graduated from McGill University and have worked as a Registered Dietitian and Certified Diabetes Educator for the past 5 years. I am currently completing a Masters in Public Health degree through the University of Alberta, specializing in Health Promotion Studies.

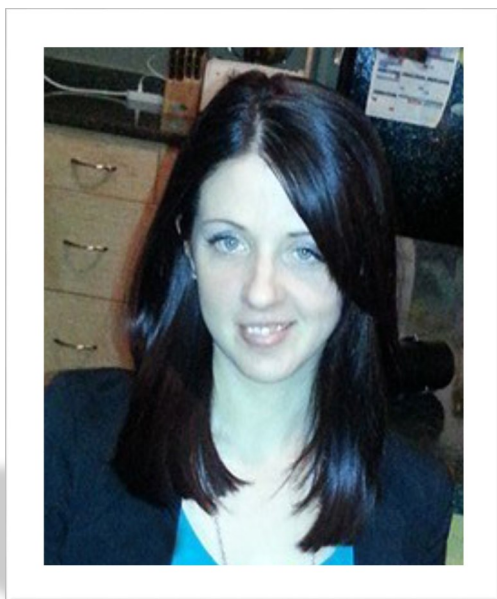


I was born and raised in Calgary, Alberta but love to travel! I have lived overseas in Australia, Italy, Taiwan and South Korea. Learning new languages, trying new foods and becoming immersed in a new cultures are things I love about traveling. In Calgary, I love to staying active, getting out to the mountains whenever I can for a hike or bike ride, and spending time with friends and family.

I am excited to be a part of the FORGE AHEAD Team and Program and feel that it's a great opportunity for our community and fit for me and my educational background. I am really enjoying implementing some of the health promotion principles such as community development, and participatory research and engagement strategies that I have learned in school. I feel fortunate to be connected with a great group of people across the country through this program and look forward to seeing how it impacts our Tsuu T'ina community."

FORGE AHEAD TEAM NEWS

Alex McComber, Co-Investigator, Kahnawake Mohawk Territory, received an Honorary Degree of Doctor of Science from Queen's University on June 3rd. Alex was recognized for his remarkable contributions over the past 35 years to enhance the wellbeing of First Nations peoples and communities across Canada. **Congratulations Dr. McComber!** To view the Alex's acceptance speech, visit <http://www.queensu.ca/registrar/convocation/broadcasts/spring-2015>, and click on ceremony 8.



Meghan Fournie will be starting a Masters degree in Health Information Science at Western University in September. It's great that she will continue to work on a part-time basis with the Western Research Team over the next year. Best wishes Meghan on this journey!

The FORGE AHEAD team has recently expanded again. We would like to give a warm welcome to **Helene Baldwin**, who is a medical student in the Schulich School of Medicine & Dentistry at Western University. Helene brings her interest and experiences in Indigenous health, diabetes management, and health advocacy, as she works on the FORGE AHEAD program over the summer and gains experience in Indigenous health research and research methodologies. Specifically, Helene will be working on an analysis of the Team Climate Inventory and Primary Healthcare Delivery questionnaires. Welcome Helene!



UPCOMING EVENTS & IMPORTANT DATES

- ◆ June/July – Wave 2 Community Data Coordinator Training (video/tele-conference)
- ◆ September – Wave 1 Community and Clinical QI Workshops #3 (video/teleconference) (date/times TBD)
- ◆ October 8 – Steering Committee Meeting
- ◆ October 24 – 28 – North American Primary Care Research Group (NAPCRG) Conference in Cancun, Mexico
- ◆ November 2 – 5 – Wave 2 Community and Clinical QI Workshops #1 in London, ON
- ◆ Nov. 30 – Dec. 4 – International Diabetes Federation World Diabetes Congress (a partnership between IDF and CDA) in Vancouver, BC.

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<http://www.tndms.ca/forgeahead/index.html>



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