



Conseil Cri de la santé et des services sociaux de la Baie James

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Cree Board of Health and Social Services of James Bay

Public Inquiry Commission on Relations between Indigenous Peoples and Certain Public Services in Québec *Listening, Reconciliation and Progress*

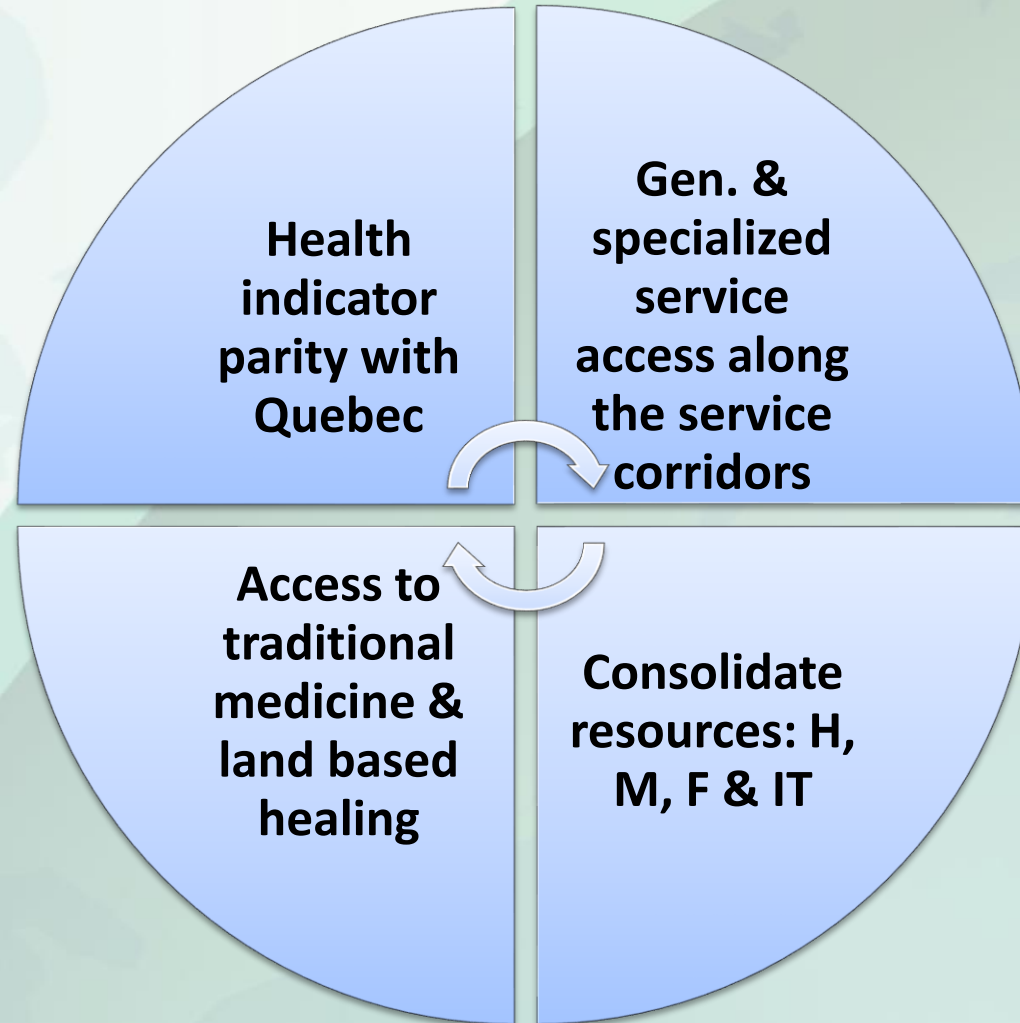
Daniel St Amour, Executive Director

September 29, 2017

Role of the Executive Director

- Within the CBHSSJB Governance Model, the elected Board of Directors gives the direction, determines orientations and priorities
- The Executive Director and the management team determine the best possible ways to implement Board decisions
- Our approach is based on positive working relationships with each community, MSSS, Cree entities and health and social services network

Strategic Regional Plan Orientations



Example actions

- Youth Protection
- Elder care and abuse
- Diabetes and chronic disease
 - Hemodialysis in the community
- Traditional medicine and land-based healing
- Corridors of service
 - Improve cultural sensitivity and cultural safety (Darlene's Presentation)
- Attraction and retention of competent resources
- A New Health Agreement 2018-2023

Youth Protection

- Health Agreement between the Cree Nation and Government of Quebec provides flexibility to address Cree priorities
- Youth Protection has been and is still one of the main priorities
- Board of Directors has made all the necessary decisions allocate appropriate level of resources to the Youth protection
- Major financial investment in YP in the last five years: no need for investment at this time
- MSSS approved these allocations quickly
- Compared to Quebec standards the budget allocated is at the right level
- However, attraction and retention of competent resources represent a challenge

Action plan to address Youth Protection challenges

- Action 1: New development plans for services to youth should be looked at globally, including development of **first-line** services and YP
- Action 2: Prior to any financial investment, manpower stabilization is a major issue and should be addressed
 - It includes: recruitment, retention, training, absenteeism
- Action 3: Review of the organizational chart of YP to be completed (including managers and preceptor positions)

Elder care and abuse

- Develop, in collaboration with each community and MSSS, a new category of community-based services for the elderly (non-institutional resources):
 - Loss of autonomy
 - Cognition problems
- Lack of this level of service in the Cree region
- Need to develop innovative projects (use the MSSS program) that will involve Cree First Nations with CBHSSJB financial contributions.

Diabetes and chronic diseases: Hemodialysis in the community

- Diabetes is one of the most important health problems in the region
- Hemodialysis is required by a growing number of patients
- Develop home dialysis:
 - For patients medically able to follow this type of treatment
- Conventional dialysis in three regional locations with lodging provided

Traditional medicine and land-based healing

- Provide access to Cree traditional medicine to the people requesting it in our facilities
- Export the success of land-based healing programs for youth in difficulty
- Introduce sections in the Act respecting Health services and Social Services for Cree native persons

Corridors of services

- Improve cultural sensitivity and cultural safety
 - Majority of patients in the Cree region speak Cree language or English
 - Very few institutions of Abitibi-Temiscamingue and James Bay (our immediate neighbours) provide services in Cree language or in English. This is a traumatic experience for patients unable to communicate their situations
 - Use section 348 of the Act S-4.2 to help these regions to develop a program of access to services in English language
 - Provide resources (translator or staff speaking Cree) to serve unilingual Cree speaking patients

Attraction and retention of competent resources

- As Director General one of my personal priorities is the implementation a strong succession plan. This plan is already in action;
- CBHSSJB took already actions to transform temporary positions in permanent positions:
 - Objective to stabilize human resources in the organization
 - Reduce precarious jobs occupied in majority by Cree employees;
- Job classifications based on « south » reality:
 - Not always adapted to the « North » reality
 - CBHSSJB would like **more latitude and flexibility** to adapt job classifications to its needs;
- CBHSSJB would like to help MSSS to develop « Attraction and retention programs » well adapted to the Cree region.

The Next Agreement 2018-2023

- The first two Agreements between the Cree Nation and Government of Quebec were a real success:
 - Very good collaboration with MSSS based on mutual respect and shared vision;
- The third agreement will be negotiated over the next months:
 - Additional operating funding to continue the development of first line and specialized health and social services in the region
 - Repatriate services provided in other regions when possible
 - Develop midwifery services and bring back deliveries in the territory.

The Next Agreement 2018-2023

- Catch up in terms of material resources:
 - Complete the CMC network (MSSS has already given authorization to carry out PFT for 4 major CMC projects) (including Birthing centres)
 - Build a new Regional Hospital (MSSS has already given authorization to prepare opportunity studies)
 - Long-term care facilities
 - Specialized addiction services (Healing lodge)
 - Others;
- All these projects should be carried out in the perspective to provide employment to Cree in each community;
- CBHSSJB is the project manager for these capital projects (in collaboration with MSSS and SQI). A fast-track approach is possible and should be used.

The Next Agreement 2018-2023

- In the Cree region we have to synchronize program development, clinical space and housing unit construction for the personnel;
- To hire new employees we need housing units to lodge them, have the clinical space and the operating budgets;
- It illustrates the necessity to carry out many capital and housing projects all at once (instead of sequentially).

What is Needed

- Community Involvement
- Creativity and flexibility of new solutions:
 - Work with MSSS to develop new creative solutions or adapt existing solutions to the reality of the Cree
- Continue the implementation of actions to enhance the quality and access to the health and social services
- Work in collaboration with other Cree entities on Health and social determinants (Education-Employment-Cultural safety, etc.)
- Conclude a New Health Agreement in 2018.

