

## Yellowknife Regional Wellness Council Meeting Minutes

**Wednesday, March 30, 2022**

**4:30 PM – 7:00PM**

**Location: Goga Cho 2<sup>nd</sup> Floor Boardroom (4916 47<sup>th</sup> Street)**

**Teleconference: 1 647 556 5305 | Code: 13371256#**

**Video: <https://my.telemerge.ca/meet/13371256>**

**Mission:** *Working with people to optimize wellbeing through the provision of collaborative and culturally appropriate health and social service*

**Vision:** *Healthy People, Healthy Families, Healthy Communities*

**Values:** *Collaboration Accountability Integrity Respect*

**Cultural safety:** *An outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services.*

**Acknowledgment of Land:** *We acknowledge that we are in the Chief Drygeese territory.*

*From time immemorial, it has been the traditional land of the Yellowknives Dene*

*First Nation, and more recently, the homeland of the North Slave Métis.*

*We respect the histories, languages, and cultures of First Nations, Metis, Inuit, and all First Peoples of Canada, whose presence continues to enrich our vibrant community.*

**Members:**

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|---|---|
| <p><b>X</b> Nancy Trotter, Chair</p> <p><b>X</b> Elizabeth Liske <i>via phone</i></p> <p><b>R</b> Marie Speakman</p> <p><b>R</b> Nancy Cymbalisky</p> | <p><b>X</b> Brandie Miersch <i>via phone</i></p> <p><b>X</b> Katey Davis</p> <p><b>X</b> Gilbert Langsi <i>via phone</i></p> <p><b>X</b> Gloria Enzoe</p> |
|---|---|

**Staff:**

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|---|--|
| <p><b>X</b> Lorie-Anne Danielson, COO</p> | <p><b>X</b> Attanda Yakeleya (minutes)</p> |
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**Guests:**

- X** Minister Julie Green
- X** Dr. Katherine Kessler
- X** Karen Johnson, YK Literacy

#	Item	Time	Responsibility
1.0	<b>Call to Order</b>	4:35	Chairperson
2.0	<b>Reflection/Prayer</b> <ul style="list-style-type: none"> <li>• Moment of Silence</li> </ul>	4:37	All
3.0	<b>Welcome &amp; Introductions</b>		
	3.1 Acknowledgement of traditional territory	4:33	Chairperson

	3.2 Safety Overview	4:34	COO
4.0	<p><b>4.1 Guest Speaker: Dr. Katherine Kessler</b></p> <ul style="list-style-type: none"> <li>Integrated Care Teams (ICT) in Yellowknife</li> </ul> <p>We have been implementing the ICT Model over the past two years in primary care. The goal is to have 10 Integrated Care Teams in Yellowknife. Currently, there are 2 large teams and 8 smaller teams.</p> <ul style="list-style-type: none"> <li>The integrated care teams consist of 1-2 Physicians, 1 licensed practical nurse (LPN), 1 program assistant (PA)</li> <li>The 2 larger teams have Community Health Nurses (CHN)</li> <li>Currently the focus is on trying to keep staffing stable</li> <li>The ICT teams have made it easier for teams to organize their day and their patients. As well, communication between PAs and care providers has been better.</li> <li>Staffing challenges including COVID related absences, redeployment, and recruitment difficulties have led to instability within the teams. Staffing challenges are not unique to the NWT and are occurring across the country.</li> <li>We are working on planning the move of services to the Stanton Legacy building. We are estimating the move to be January 2023. Will be getting the keys for the building in the fall of 2022.</li> </ul> <p>Q: Have wait times improved? A: Currently are wait times for appointments at PC are pretty long. To clarify, significant wait times are not related to whether we do or don't have ICTs. It is about the lack of staff that we currently have and we are working on retention and recruitment.</p> <p>Q: Utilizing more Nurse Practitioners (NP) was a goal? Is this still a goal? Can people be seen by NPs? A: NPs are shared between the teams. Currently we have 2 Full time equivalent NPs (4 NPs total). NPs can be booked through central booking if someone wished to see an NP. We will be looking at staffing and what needs to be added once the move to Stanton Legacy is completed.</p> <p>Q: Is there potential to make this work? A: Yes, a lot. When consistent it works well for coordinating patients care and knowing what they need. Currently our focus is Stabilization and then we will be working on optimization.</p> <p>Q: The goal was to have 10 teams - how many are on a team? A: 1 to 2 practitioners, 4 NPs shared between teams, 2 LPNs, and 1 PA. CHNs are assigned to teams at Frame Lake. Each team has between 1000 to 1600 patients.</p> <p>Q: What is the benefit of ICT teams? How do the Physicians work together? A: The major benefit is the coordination of care for patients. The patients see the individual that they most need to see. Could be that they see the LPN for vital sign monitoring, the Nurse</p>		

Practitioner for PAP's and the Physician for complicated care issues. There is always a Physician available for people who need urgent care. If a Physician is away, another Physician will cover their patients (this is called signing out to the other Physician).

#### 4.2 Guest Speaker: Karen Johnson

- Access to Healthcare for new Immigrants

There are a number of services for newcomers available in Yellowknife; all are in one location at the Diamond Plaza Building. There are about 9 people from 4 different organizations. CDETNO contracts Francophone, NWT literacy, College Nordic.

#### Concerns

- One concern is the availability of physical examinations for immigration purposes. Individuals have to go to Edmonton at their own expense to get a physical for their permanent residency application. This sets families back approx. \$3000.
- Another concern is how do immigrants get a family Physician?
- Another challenge for immigrants is not having documentation/posters in their language to advise them that interpretation services are available? There are concerns about what the interaction will be like?
- The GNWT pays for CanTalk, an interpretation service completed over the phone. Feedback has been that this service leads to smoother appointments. It is important for providers to know that cultural, gender and religious differences play a role in someone requesting the use of an interpreter. Staff should ask everyone and then the client can decline.
- Mental Health appointments are also a concern as many immigrants do not access care past the 1<sup>st</sup> appointment. Stigma, trust or cultural differences impact attendance.

Recommendation, to offer translations services to everyone and have them decline, rather than having individuals attend an appointment where there is a language barrier.

Q: There is concern that there is no English proficiency testing in Yellowknife?

A: You can now get the language proficiency test here through the College Nordic Francophone. Appointments can be booked online. Malini Sen Gupta is an advocate working with the team and is now involved with immigrants in YK. She helps Immigrants access services in Yellowknife.

Hopefully soon we will have an opportunity to have physicals in Yellowknife. Once service is in place, we will also be able to accommodate the laboratory tests and diagnostics that are involved, as a fee for service.

Comment: COO met with Karen and ensured CanTalk information was has been reinforced with all practitioners in YK region. The

	<p>Regional Managers sent the information out to all staff and presentations are being done for all PA's in primary care.</p> <p>Q: The immigrants you are referring to are they temporary or permanent residents? A: Federal government funded &amp; specific funding participants who are permanent residents.</p> <p>Q: Does Health and Social Services have a committee of immigrants that can help improve the services? A: We currently do not. We seek feedback through the patient surveys and through the Regional Wellness Councils. The NTHSSA is looking at establishing patient feedback methods and this is a very good idea and will be discussed with the Quality team.</p>		
5.0	<b>Agenda and Minutes</b>		
	<p>5.1 Previous Meeting Minutes – Review and Approval No Errors or omissions – Virtual meeting</p> <p><b>Motion: Elizabeth Liske</b> <b>Second: Katey Davis</b> <b>All in Favor: Carried</b></p>	5:15	Chairperson
	<p>5.2 Approval of Agenda No Changes</p> <p><b>Motion: Brandie Miersch</b> <b>Second: Gilbert Langsi</b> <b>All in Favor: Carried</b></p>		
	<p>5.3 Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> <li>• <b>None</b></li> </ul>		
6.0	<b>Business Arising</b>		
	<p>6.1 COVID Update</p> <ul style="list-style-type: none"> <li>• The public health order is ending April 1<sup>st</sup></li> <li>• Office of the Chief Public Health Officer (OCPHO) approved 4<sup>th</sup> booster doses for limited people over 80 and those who are immunocompromised</li> <li>• OCPHO's approach to testing will be less testing more symptom monitoring</li> <li>• Currently, 0 cases of COVID in Lutsel K'e, 2 cases in Fort Resolution, 9 new cases in YK for a total of 258 and a total of all NWT cases to 623.</li> </ul> <p>Question: If you have had COVID can you get the next strain? Answer: Yes you can have repeated BA1 &amp; BA2 infections.</p> <ul style="list-style-type: none"> <li>• Self-tests are now available at the field house and City Hall in Yellowknife. In the communities, the tests are available at the Northern stores and grocery stores</li> </ul>	5:20	COO

	<p>Question: If we have so many cases still, why are we dropping all the precautions?  Answer: This was discussed with OCPHO and they feel COVID is moving to endemic and people need to take responsibility for their own health and care. Health and Social Services will be keeping masking and vaccine mandates, as well as PPE use in place.</p> <p>Question: People are very confused with OCPHO's decision and are not sure what to do.  Answer: There is substantial communication planned tomorrow from the OCPHO at press conference that should assist in everyone's understanding.</p>		
	<p>6.2 RWC Activity Plan</p> <ul style="list-style-type: none"> <li>updated (see attached)</li> </ul>		
	<p>6.3 Review Action Items</p> <ul style="list-style-type: none"> <li>YKDFN has communicated home care confirmed they do assist with Support to Assisted Living. Completed.</li> <li>Activity plan update with confirmation of presenters. Completed.</li> </ul>	5:25	Chairperson
7.0	<p><b>Chairperson Report</b></p> <ul style="list-style-type: none"> <li>Chair will be away on April 20<sup>th</sup>, 2022. Elizabeth Liske will chair meeting</li> <li>See report attached</li> </ul>	5:30	Chairperson
8.0	<p><b>COO Report</b></p> <ul style="list-style-type: none"> <li>Seed report attached</li> </ul> <p>Question: Is there a plan to have reminders sent to patients to reduce the no shows for appointments in primary care.  Answer: Not right now. Yellowknife Primary Care is currently implementing a new phone system. While this is being implemented the Regional Operations team is working on a plan to address no shows and access to care.</p>	5:40	COO
9.0	<p><b>Roundtable Updates - Community activities, questions, and concerns</b></p> <p>Question: In Lutsel K'e the Explorer is currently down and there is no transport for medevacs. What is happening with this?  A: The NTHSSA has arranged with the airport manager and the RCMP to provide transportation for medevacs. We are awaiting tires for the Explorer to be shipped in.</p> <p>Question: We still do not seem to have enough Mental Health programs and supports for our community. The current councillor spends 1 week in and 1 week out. Community members are concerned with the in and out.  A: The NTHSSA has been actively recruiting but recruitment has been difficult. We will continue to recruit and hope to have someone in community as soon as possible.</p>	5:45	Chairperson

10.0	<b>RWC Report to Leadership Council - Items to take forward to the Leadership Council</b>	5:55	Chairperson
11.0	<b>New Business</b>		
	11.1 Minister of Health ( <i>In Camera Session</i> ) Motion to move to in camera Session <b>Motion: Katey Davis</b> <b>Second: Elizabeth Liske</b> <b>All in favor: Carried</b>	6:00	Chairperson
12.0	<b>Closing Reflections / Prayer</b>	6:59	Member
13.0	<b>Motion to Adjourn</b> <b>Motion: Gilbert Langsi</b> <b>Second: Elizabeth Liske</b> <b>All in Favor: Carried</b>	7:00	Chairperson

Next Meeting – April 20, 2022

	<b>ACTION ITEMS</b>	<b>OWNER</b>	<b>ASSIGNED</b>	<b>DUE</b>	<b>Completed</b>
<b>1.</b>	Update on Syphilis Outbreak campaign	COO	LA	April	
<b>2.</b>	Support to Assisted living clients in YKDFN	COO	LA	March	Completed
<b>3.</b>	Update Activity Plan with a column for confirmed presenters	COO	LA	March	Completed