



# Aboriginal Health Care Administration

for First Nation, Métis,  
and Rural Communities

May 31 and June 1, 2010

Optional Workshops: June 2, 2010

EDMONTON, ALBERTA

*Get practical advice and  
strategies from experts*

## *Building Stronger, More Prosperous Communities through Effective Health Care Management*

ABORIGINAL HEALING FOUNDATION

BLOOD TRIBE

UNIVERSITY OF ALBERTA

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HEALTH

HEALTH CANADA

- ✓ Learn best practices for recruiting health care professionals
- ✓ Hear a case study on integrating holistic, traditional, and western approaches to medicine
- ✓ Understand addiction as a community health concern
- ✓ Hear best practices in community healing
- ✓ Learn about developing health care networks in rural areas
- ✓ Get strategies for writing effective reports and applications
- ✓ Review proven strategies for pandemic management in rural areas
- ✓ Hear strategies for running effective community health campaigns and programs

### PLUS! In-depth workshops!

- ✓ *Running Successful Community Health Campaigns*
- ✓ *Recruiting and Retaining Top Health Care Workers*

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# HEALTH CARE ADMINISTRATION

for Aboriginal, First Nation, Métis, and Rural Communities

May 31 and June 1, 2010  
Workshops: June 2, 2010  
EDMONTON, ALBERTA

## DAY ONE PROGRAM AGENDA: MONDAY, MAY 31, 2010

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

### Welcome and Opening Remarks from the Co-Chairs

*Dr. Jill Konkin, Associate Dean, Rural & Regional Health, Faculty of Medicine & Dentistry, University of Alberta*  
*Brian Curial, Partner, Miller Thompson LLP*

9:10 – 10:10

### Update on Health Canada Programs and New Initiatives

*Herman Wierenga, Director, Alberta Region, First Nations and Inuit Branch, Health Canada*

This keynote session will serve as a forum to update delegates on not only the latest programs and developments in the First Nations and Inuit Branch of Health Canada but also the thinking behind them and the intended goals, with a clear explanation of how these programs can benefit your community. You will also have an opportunity to ask questions and get advice directly from the source on how to access these programs.

10:10 – 10:30

Networking Break



10:30 – 11:30

### Maintaining and Improving the Quality of Life of Residents in a First Nations Long-Term Care Facility by Integrating Holistic, Traditional, and Western Approaches

*Cecilia Black Water, Director of Health Services, Blood Tribe Department of Health*

- Putting traditional approaches in a modern context
- Integrating holistic, traditional, and western medicine approaches in organized activities
- Analyzing how successful the organized activities were

*Cecilia Black Water is the Director of Health Services of the Kainai Continuing Care Centre, the Blood Tribe Department of Health's 50-bed continuing care facility, which opened in October 1999. She has more than 25 years of hospital experience and knowledge gained in operating the Blood Indian Hospital, Health Canada. She is a member of the Canadian College of Health Services Executives.*

11:30 – 12:30

### Understanding Addiction as a Community Health Issue

*Dr. Pat Ferris, Partner, Janus Associates*

- Understand the extent of substance abuse problems in your community
- How does addiction affect the community?
- Training and development of leaders and members of the community in identifying and understanding substance abuse
- Creating a culture of health

*Dr. Pat Ferris is a graduate of the University of Calgary masters and doctoral program in Industrial Organizational Psychology and a graduate of the University of Manitoba Clinical Social Work masters program. Pat is currently a partner in the Calgary Psychology Group/Janus Associates, two large private practices that deliver specialized programs (health and leadership effectiveness), and employee assistance programs which include a disability management program.*

12:30 – 1:45

Luncheon

1:45 – 2:30

### Best Practices for Recruiting Health Care Professionals

*Dr. Odell Olson, Senior Medical Director for Community and Rural Health, Alberta Health Services (tentative)*

- Determining what health care professionals your community needs
- Understanding what new professionals want out of a career choice:
  - new graduates
  - experienced professionals
  - foreign graduates
- Advertising for and attracting good candidates
- Assessing and choosing the person who is the best candidate for the position and the community
- Selling candidates on your community
- Retaining professionals

*Odell Olson was a practising rural G.P. and anesthetist and Vice-President of Medical Services at East Central Health until 2005, when he became a full-time medical administrator. In September 2009, he became the Senior Medical Director, Community and Rural, for Alberta Health Services. He is a member of the Alberta Medical Association, the Canadian College of Family Physicians, the Canadian Anesthesiologists' Society, and the Society of Rural Physicians of Canada.*

2:30 – 2:45

Networking Break



2:45 – 3:30

### Managing Mental Health Treatment

*Dr. Pat Ferris, Partner, Janus Associates*

- What is mental health and mental illness? An examination of the range of mental health issues employees present with
- Understanding the progress and treatment of mental health issues
- Review of primary, secondary, and tertiary intervention strategies: organizational response
- Accommodating mental health issues: best practices and a model

3:30 – 4:00

### Client Care Relations for Non-Health-Trained Employees

*Brian Curial, Partner, Miller Thompson LLP*

- Understanding the rights of the patient
- What are your obligations to a patient?
- What can you expect from a patient?
- How does the right and expectation of privacy apply?
- What are the different needs of one-time patients, compared with patients receiving long-term care?
- Dealing with unco-operative or unwilling patients

*Brian Curial acts as general counsel to more than half a dozen professional colleges and associations and is actively involved with several professions under the Health Professions Act. Brian has assisted a number of health professions in obtaining free-standing legislation during his career, as well as pursuing a number of initiatives for professional associations under the Professional and Occupational Associations Registration Act.*

4:00

End of Day One

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# HEALTH CARE ADMINISTRATION

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## DAY TWO PROGRAM AGENDA: TUESDAY, JUNE 1, 2010

8:00 – 9:00 Continental Breakfast

9:00 – 9:10

### Opening Remarks from the Co-Chairs

**Dr. Jill Konkin, Associate Dean, Rural & Regional Health, Faculty of Medicine & Dentistry, University of Alberta**  
**Jim Duke, Partner, Miller Thompson LLP**

9:10 – 10:10

### Best Practices in Community Healing: The Aboriginal Healing Foundation Experience

**Michael DeGagne, Executive Director, Aboriginal Healing Foundation**

- Understanding the principles of board governance
- Developing community projects
- A framework for funding community healing
- Best practices in program delivery
- Lessons learned
- Challenges for improvement
- Opportunities for training and education

10:10 – 10:30

Networking Break



10:30 – 11:30

### Health Service Delivery Models for Rural and Remote Aboriginal Communities

**Dr. Jill Konkin, Associate Dean, Rural & Regional Health, Faculty of Medicine & Dentistry, University of Alberta**

- Working with communities to meet their health care needs
- Developing integrated health care systems
- Recruiting broad-based health care teams

11:30 – 12:30

**SPECIAL KEYNOTE**

### Developing Health Partnerships

**Dr. Louise Greenberg, Associate Deputy Minister of Health, Government of Saskatchewan**

Hear Dr. Louise Greenberg discuss her experiences developing effective health partnerships, including work on the Memorandum of Understanding between the Province of Saskatchewan, Health Canada, and the Federation of Saskatchewan Indian Nations.

*Dr. Louise Greenberg was appointed in 2006 as Associate Deputy Minister in the Ministry of Health. She is responsible for programs and policy that cover community health, primary health, seniors, institutional care, capital, regional health authority governance, Aboriginal health, and leadership development.*

*Louise has worked for the Government of Saskatchewan for 25 years, in several ministries, in a number of progressively senior positions, including Assistant Deputy Minister and Deputy Minister. Work experience has included policy development, extension, and operational and regulatory management. Louise has two degrees from McGill University and a doctorate from the University of Saskatchewan.*

12:30 – 1:45

Luncheon

1:45 – 2:30

### Pandemic Management in a Rural Environment

**Lisa Peckham, Associate, CG Hylton and Associates**

- If you fail to plan, you have planned to fail
- People assume that in any disaster, government agencies will step in to save them: Hurricane Katrina Report
- Even heroes need to talk: 9/11 Program
- How to maximize your community resources
- How to engage your staff in planning for the worst
- Ways your organization can get local, provincial, and federal health agencies on side

*For the past nine years at CG Hylton and associates Lisa Peckham has worked with Aboriginal, First Nation and Metis communities on a wide assortment of policy development issues and new community initiatives.*

2:30 – 2:45

Networking Break



2:45 – 3:20

### Ensuring the Continuity of Funding by Writing Effective Reports

**Sol Castro, Associate, CG Hylton and Associates**

- Understanding the intent and structure of government reporting forms
- How much of a report can you recycle from one to the next?
- Strategies for making reporting more efficient
- Developing a forward-focused system to decrease the paperwork burden

3:20 – 4:00

### Making Health Care Policy Proactive, Not Reactive

**Meredith Moore, Moore Chamberlin and Associates**

- Defining policy in First Nations' contexts: blazing our own trail
- Figuring out our key policy issues: How do we best choose?
- Deciding what to work on: three helpful tools
- Creating effective strategies by drawing on our strengths and cultures: using good planning, implementation, and evaluation principles
- Doing my part in improving First Nations health: empowering management

*For over 25 years, Meredith Moore has learned from, and worked with and for, northern First Nations governments and their health service organizations, assisting in developing self-reliant community-based services directly responsive to community needs. Long an advocate for community health, Meredith emphasizes the importance of community development in addressing the root causes of poor health, and promoting good health by changing community environments.*

4:00

End of Day Two

### SPONSORSHIP AND EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with health care administrators and Aboriginal leaders, you need to be at *Aboriginal Health Care Administration*.

A limited number of sponsorship options are available. For more information, contact our sponsorship department at 1.800.474.4829, ext. 244, or email [sponsorship@infonex.ca](mailto:sponsorship@infonex.ca).

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## OPTIONAL POST-CONFERENCE WORKSHOPS: WEDNESDAY, JUNE 2, 2010

### WORKSHOP ONE: 9:00 – 12:00

#### Running Successful Community Health Campaigns *Meredith Moore, Moore Chamberlin and Associates*

What if we really intended to “win” against addictions or “promised” to improve parenting in families with young children? What would we need to do? Do differently? A campaign is an organized course of action designed to achieve specific results. In other words, taking a carefully designed proactive approach, getting support, putting it into action, and carefully watching to see if it is generating desired results.

Meredith Moore, program planner and evaluator, and coach and mentor to dozens of First Nations health services for over 25 years, will take you through a hands-on learning process designed to improve the effectiveness of your community health initiatives.

- Picking your issue and defining your desired outcomes
- Fitting the campaign into your community's long-term health development plan
- Understanding your challenge: setting your targets with good objectives
- Building support and involving others
- Putting plans into action
- Evaluate, evaluate, evaluate: using PDSA cycles, logic models, and other program evaluation tools
- Renewing energy and improving effectiveness

### WORKSHOP TWO: 1:00 – 4:00

#### Recruiting and Retaining Top Health Care Workers *Lisa Peckham, Associate, CG Hylton and Associates*

The strength of health care lies in employing well-trained, professional people to deliver caring, professional, and timely service, despite cutbacks. Health care workers are very much in demand, with a variety of strong employment options. Learn how you can compete against higher and better job offers. Our expert facilitators will provide tips how becoming an employer of choice isn't just about the money. Learn how to become an employer of choice by making the right offers to the right people! Topics will include:

- Determining what you need from your new employee
- Strategies for writing employment ads and recruiting top candidates
- Interviewing for success: screening candidates for what you want; using the interview to establish yourself as an ideal employer
- Designing an attractive compensation package: understanding the importance of non-monetary factors to prospective employees
- Following through after hiring: keep your best people working for you

### NETWORKING OPPORTUNITIES

Attend *Aboriginal Health Care Administration* and take advantage of our networking breaks and luncheons to meet other health care administrators and professionals executives from across the country.

## BUILDING ON A TRADITION OF SUCCESS

### Celebrating almost two decades of high-calibre events

Delegates at our previous events about their experience. Here's what they have to say:

“ I thought it was perfectly balanced. A really first-class and informative conference ”  
— Chief Executive Officer, YELLOWKNIVES DENE FIRST NATION

“ The seminar met my needs, and gave me tools and ideas to bring back to my organization. A lot of very interesting and entertaining speakers who kept my attention very well. ”  
— Human Resource Specialist, CITY OF IQALUIT

“ Very informative — a lot more than I bargained for; plenty of professional knowledge and expertise. ”  
— Band Manager, MCLEOD LAKE INDIAN BAND

“ The seminar was highly resourceful; very informative and extremely interesting. I have learned a tremendous amount of information ”  
— HR Supervisor, FORT ALEXANDER HEALTH CENTRE INC.

“ Learned new information. ”  
— Health Director, PAUL FIRST NATION

## Join Your Peers

### WHO SHOULD ATTEND

- Chiefs
- Councillors
- Executive Directors
- Health Administrators and Directors
- Health Managers
- Health Coordinators
- Program Coordinators
- Health Portfolio Holders
- Mental Health Coordinators
- Health Promotion Professionals
- Mental Health Professionals

Eliminate  
Administrative Barriers  
to Quality Care!

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May 31 and June 1, 2010 • Workshop: June 2, 2010  
EDMONTON, ALBERTA

**LOCATION:** *Aboriginal Health Care Administration for First Nation, Métis, and Rural Communities* will be held at a convenient location in Edmonton, AB. Detailed venue information will be provided with your registration confirmation.

**YOUR REGISTRATION INCLUDES:** Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

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*\*Groups must register together at the same time to be eligible for group rates.*

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**MAIL:** INFONEX INC.  
 67 Richmond St. W., 7<sup>th</sup> Floor  
 Toronto, Ontario M5H 1Z5

#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than May 17, 2010.** A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue. If you prefer, you may request a refund of fees paid, less a 15% administration fee. Registrants who after **May 17, 2010**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee. Confirmed registrants who do not cancel **by May 17, 2010**, and fail to attend will be liable for the entire registration fee.

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