

HISTORY OF NATIVE PATIENT SERVICES AND GEAGANANO RESIDENCE

The relationship between the Southeastern Ontario Health Sciences Centre and the Mushkegowuk Cree evolved because of the Queen's University - Faculty of Medicine's 30 year history of medical service to the James Bay area. The Weeneebayko - Queen's Program provides visiting consultants to the hospital at Moose Factory. It expands the catchment area of the SOHSC to include the communities of the west coast of James Bay. Providing health services to the James Bay communities in Kingston requires an awareness of the Cree language, culture, community resources and expertise in admission and discharge planning. Native Patient Services facilitates ethnoculturally sensitive medical treatment of Mushkegowuk Cree patients and their caregivers referred to the SOHSC from Weeneebayko General Hospital in Moose Factory, the James Bay General Hospital branches at Moosonee, Attawapiskat and Fort Albany, the Kashechewan Nursing Office and the Peawanuck Clinic. Native Patient Services is integral to the success of the Weeneebayko - Queen's Program. The RHSJ and Hotel Dieu Hospital are integral to the success of Native Patient Services.

Joint discussions with KGH, in 1983, determined that special services were needed to facilitate the treatment of Cree patients. Although only 1/3 of Cree patients were treated at Hotel Dieu Hospital at the time the RHSJ designated 176 Johnson Street as a hostel for Cree patients and caregivers. Typical of Hotel Dieu Hospital's creative approach to funding new programs when there is "no provincial funds available" - they found another way. Hotel Dieu Hospital contracted with the Medical Services Branch of Health and Welfare Canada to fund the hostel and the Department of Employment and Immigration to fund the administrative aspects of the program for one year. The RHSJ provided the building and office space close by in the main hospital.

The expertise and support of Hotel Dieu Hospital staff and the physical resources provided enabled the development of the Native Patient Services and Geaganano Residence program. The one year funding was an opportunity to prove the worth of the program. It was overwhelmingly successful. Mushkegowuk Cree Chiefs declared that they would no longer allow their people to be sent to a place where no one spoke their language. Geaganano "Our Home" Residence was a place for Cree outpatients and caregivers run by Cree staff. Health care became accessible. In 1986, the Medical Services Branch of Health and Welfare Canada funded both the administrative and hostel aspects of the program. In 1994, the newly formed, Weeneebayko Health Ahtuskaywin (Council) signed a 5 year contract with the RHSJ to continue Native Patient Services and Geaganano Residence.

PROGRAM FUNCTIONS

Native Patient Services provides case management for all inpatients and outpatients referred from James Bay. Case management involves basic counseling, medical and cultural interpretation, patient advocacy and education, admission and discharge planning

and liaison and referral services. Accommodation for outpatients, caregivers and inpatients discharged prior to transportation is provided at Geaganano Residence.

The closure of the HDH cafeteria necessitated the reliance on local restaurants, the HDH coffee shop and the cafeterias of KGH and SML for meals. This proved to be unsatisfactory to outpatients who stated that they didn't know how to eat a well balanced diabetic diet in a restaurant. Diabetes is epidemic among First Nations people. Native Patient Services opened its own dining room on Johnson 0 in May 1999 with an agreement with HDH Volunteer Services to provide nutrition services Monday - Friday. Local restaurants are still used on the weekends.

Native Patient Services operates its own transportation services for Mushkegowuk Cree outpatients, caregivers and staff. A local company is contracted to provide a ten seat van (and a six seat van) to transport patients, escorts and staff to and from the airport and within the city of Kingston.

The Kingston - Moose Factory Charter (funded by the Weeneebayko Health Ahtuskaywin) is a 16 seat aircraft which makes flights from Kingston and James Bay on Mondays, Wednesdays and Fridays. Native Patient Services coordinates the transportation of patients and caregivers on the Kingston - Moose Factory Charter.

Geaganano Residence is located at 176 Johnson Street directly across from Hotel Dieu Hospital. The 4,036 sq. ft. building contains eight bedrooms, and fourteen beds. On the third floor is a one bedroom apartment for the Houseparent. A \$178,295 retrofit upgrade was completed in 1994/95 to meet the current fire code. Geaganano Residence is two blocks from downtown Kingston. Guests can easily walk to the pharmacy, restaurants and shops - and find their way home.

Native Patient Services uses downtown hotels to accommodate the overflow of patients and caregivers. The hotels are a few minutes walk from Geaganano Residence and the Native Patient Services office at Hotel Dieu Hospital. Geaganano Residence is used as a drop-in centre for these guests.

Native Patient Services offices are located on Johnson 0, Hotel Dieu Hospital. The 930 sq. ft. area contains office space for 5 staff, a reception area and a washroom. Renovations have just been completed to accommodate the needs of the department. This location is easily accessible to Cree patients and escorts. Approximately 25% of our guests speak limited or no english and have a very difficult time asking and following instructions given in english. Administrative offices are as close as possible to the residence to facilitate outpatient care, communication and transportation.

STAFF

Native Patient Services staff include: the Director, Coordinator, two Inpatient Caseworkers, one Outpatient Caseworker, two Houseparents and one Housekeeper. As

Hotel Dieu Hospital employees, Native Patient Services staff have credibility within the SOHSC as team members in the delivery of health services to Cree patients and caregivers.

HOTEL DIEU HOSPITAL PROGRAM SUPPORT

Native Patient Services uses the following services at Hotel Dieu Hospital:

- Financial Services - monthly and annual statements to Weeneebayko General Hospital and the processing of invoices
- Facilities Management - maintenance and grounds care of Geaganano Residence
- Occupational Health and Safety - staff utilization of Employee Health Services, Infection Control expertise, Safety Office expertise
- Purchasing and Stores - purchase and supply of equipment, furniture, office supplies, patient care supplies
- Housekeeping - provision of casual housekeeping staff for Geaganano Residence
- Biohazardous Waste Program - disposal of biohazardous waste (insulin needles, peritoneal dialysis bags)
- Educational Services - staff education and skills development
- Human Resources - implementation of the Government of Canada's Contractors Employment Equity Program
- Payroll Services
- Printing - forms and meal tickets
- 176 Johnson Street - used as Geaganano Residence
- Office space - 4 offices and reception area directly across from 176 Johnson Street in the main hospital
- Nutrition Services - agreement with HDH Volunteer Services
- Security - patrols outside 176 Johnson Street each night, provides backup to Geaganano staff when necessary
- Detox Centre - a few minutes walk from 176 Johnson Street, is used to accommodate and supervise intoxicated guests.

The funding of Native Patient Services is a partnership between the Weeneebayko Health Ahtuskaywin and the RHSJ. The Weeneebayko Health Ahtuskaywin pays for most of the operational costs of the program. The RHSJ and Hotel Dieu Hospital have committed the above listed human and physical resources to operate Native Patient Services and Geaganano Residence since 1985. The program is fiscally viable because of the cost effectiveness of the partnership. If operated on a per diem basis Geaganano Residence would cost \$37.00 a day per guest. The RHSJ are committed to the survival of the program. They kept program costs down by not charging rent on 176 Johnson Street for the first five years of the program. They keep the program costs down now by charging a minimal rental fee of \$1,000 per month.

Native Patient Services and Geaganano Residence are ideally situated at Hotel Dieu Hospital as it exists today. Native Patient Services is thankful for the leadership of the RHSJ which led to the program's development and to their resources which have sustained it.

Midge Rouse
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Hotel Dieu Hospital
May 1999