



***LEADERSHIP  
THROUGH  
INNOVATION***

***CREATIVE SOLUTIONS SUPPORTING NURSES  
IN RURAL AND REMOTE  
FIRST NATIONS COMMUNITIES***



# The Challenge

Accessing professional development and educational opportunities is challenging for nurses working in rural and remote communities.

## Barriers to professional development:

- Geography
- Isolation
- High costs
- Time
- Staff shortages



# A Real-World Solution: @YourSide Colleague

- Evidence-based
- Culturally appropriate
- Contextually relevant
- Affordable
- Accessible – anytime, anywhere



## Courses include:

1. Cardiac Care
2. Cancer Care
3. COPD
4. Diabetes
5. Human Resources Management
6. Nursing Certifications
7. Nursing Orientation
8. Palliative Care
9. Personal Support Worker (PSW) Program
10. Program Planning & Evaluation
11. Quality and Risk Management
12. Senior Care
13. Wound Management



# Partners for Aboriginal Health:

- 1999** – SEHC tests and refines @YourSide concept in living labs
- 2000** – SEHC leads the development of national standards and policies for FNIHB Home and Community Care Program
- 2002** – SEHC is approached by a FNs health authority in MB to share aYSC
- 2004** – Successful demonstration project
- 2005** – SEHC invests \$2 million of its own funds over 3 years; expansion to BC
- 2007** – Expansion to Saskatchewan with support from Health Canada
- 2008** – Joint Initiatives with The Canadian Partnership Against Cancer, Assembly of Manitoba Chiefs and First Nations and Inuit Health/Health Canada
- 2009** – SEHC named finalist in Public Leadership Awards
- 2010-** Continued creative partnerships



# Today: A Phenomenal Network of Knowledge and Care

- over 630 providers in more than 210 FN communities/organizations
- Average of 200 learning sessions per month
- Significant utilization- April 2007-December 2009
  - 5,500 learning sessions
  - 14,500 visits to knowledge sharing platforms
  - 2,500 completed learner assessments (knowledge tests and quizzes)
  - 3,500 hours of total learning time
- Delivery of e-learning events (webinars/study groups) to more than 600 health care providers



# @YourSide Colleague

## Key Features :

- Secure web based e-learning and professional development tool
- Available anytime and anywhere
- Up-to-date information and best practices in health care
- Builds skills and confidence
- Addresses major diseases and health issues
- Self-guided/self-directed learning
- E- learning events
- Knowledge Sharing Platform
- Learning Recognition Program
- Evaluated







# Case study: Cancer Care course

- 85% of learners had no prior education or training, yet 77% provided *weekly care* to community members with cancer
- @YourSide Colleague Cancer Care launched January 2009 – *a joint initiative with the Canadian Partnership Against Cancer*
- One year later :
  - **Course content:** >700 learning sessions
  - **Knowledge sharing:** >2200 visits to communities of learning and discussion forums
  - **Assessment:** >280 quizzes and knowledge tests
  - **Total learning time:** >380 hours




# Making a Difference

***“I was a participant in the first aYSC Cancer Care Course Study Group. Through participating in this study group I learned a lot about the importance of screening and early detection. I was able to share this information with my community and as a result several people were tested and had their cancer detected early and are going through treatments and doing well. Cancer is a brutal vicious disease. Your course material and the importance of screening may well have saved many lives. Thank you”.***

***Patty Wilson, CHR-Cape Mudge, British Columbia***





# Case Study: Wound Management

- Home care is a recent phenomenon in FN communities
- Community wound management is complex
- Nurses often the only professional resource
- Limited access to routine tests and dressing supplies
- Recent survey of nurses in FNs shows that 76% experience barriers to best practice wound care
- Top barriers are:
  - lack of supplies (65.5%)
  - lack of access to wound care specialist (55.2%)



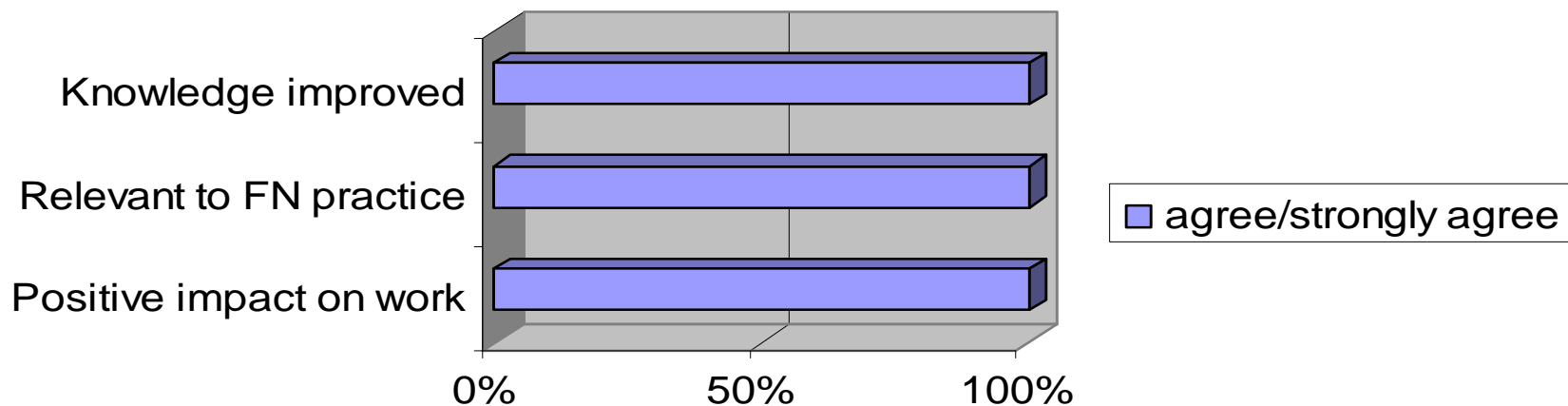
# Wound Management Study Groups

- 7 live, interactive sessions of 1 hour each
- Web-based delivery
- Wound Management Course for independent study on @YourSide Colleague®
- Community of learning for peer to peer support and access to clinical expertise
- Use of case studies to promote story-telling and sharing of wisdom
- Respect for context of practice and culturally sensitive care



# Knowledge to Practice

## @YourSideColleague Wound Course Eval 2009





# Making a Difference

***What does this mean to me as an aboriginal nurse? It means that in nursing practice, I need to become critically aware of how I think about things, how I perceive, and sometimes assume, complex matters, like culture. It has helped me understand the complex process of wound care, while paying attention to how the client views his or her health. It has taught me to think outside the box. This knowledge has given me the flexibility to view the situation from a social, environmental, psychological, spiritual, and holistic position.***

Juliet Bullock- Piascik, @YourSide Colleague® course participant



# First Nations Partnership Model

- Partnerships can achieve results that individual organizations can not
- Knowledge and skills within the communities
- Champion Network
- Community reviewers
- Peer to peer networks
- Community Information Forums
- Spotlighting community leading practices



# Creative Partnerships

- **Manitoba First Nations and Inuit Home and Community Care-** Enterostomal Therapy Project, Education Series and Learning Needs Survey
- **Canadian Partnership Against Cancer-** First Nations Cancer Course and Cancer Education Series
- **First Nations and Inuit Health, Saskatchewan and Manitoba Region-** Diabetes Education, HIV/AIDS Education
- **Health Canada-** Virtual Training on Electronic Reporting Templates





# Evaluation Methods

## Program Evaluation Strategies

- Platform metrics
- Knowledge Transfer- Knowledge Test Completion
- Knowledge Uptake
- Survey monkey
- Polling Questions
- Comments and Feedback



# Key Summary of Evaluations

**100%** of survey respondents felt that:

- the information in the courses made sense for the work they do in the community.
- the content supported decisions they make in their work.
- they were able to apply new knowledge to their work/practice immediately.
- they were able to contribute information about @YSC and topic areas to their health team at meetings or in person with team members
- they experienced quality learning through the webinars.
- they would be interested in attending another webinar like this in the future



# Lessons Learned

- Involve providers in seeking solutions
- Early and targeted technical support
- Be responsive (technical and content-related)
- Engage learners (polling questions, photo sleuth, just in time learning)
- Incorporate culturally relevant approaches (eg. Virtual talking stick, story telling)
- Foster a community of learners to decrease isolation/build supports
- Try new things
- Celebrate learning



# Conclusion

- a proven solution for providing evidence based, culturally sensitive and contextually relevant professional development.
- a continual resource, providing 24/7 access to education, support and networking.
- provides significant cost savings to traditional in person training and workshops
- has been embraced by providers working in FNs communities as a preferred learning method that provides a quality learning experience

