



TSAG PRESENTS

First Nations Telehealth Network



September 2016

Volume 2, Issue 1

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Welcome back!














Now that summer is over and fall is now officially upon us, First Nations Telehealth Network is back and busy as ever. You can find more information about new changes, completed projects and other information later on in this newsletter.

As always, First Nation community and Telehealth user feedback is important to the work the First Nations Telehealth Network does. In the last edition of the newsletter, a short survey was sent out. We asked users to let us know if they prefer the newsletter to be sent out Monthly, Bi-Monthly or Quarterly. Although our team did not receive a lot of responses there were overwhelming responses to have the newsletter monthly. If you have any questions about any of the content you read, request for certain content or want to share a Telehealth story, please contact the First Nations Telehealth Support Team at 1-888-999-3356.

Thank you for all your support.

First Nations Telehealth Network

Upcoming Sessions

October 2016				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4  Homelessness Awareness	5	6  FNIHB CDC Presents: Best Practices- Vaccine Management	7
10	11	12	13  Social Media for Advocacy, Income and Career	14
17	18  Public Health WORKS Monthly Speaker Series  RSV Prevention for Health Canada Clinics	19  Patient & Family Centered Care Week Speaker Series	20  Celiac Disease, Gluten Sensitivity and the Gluten Free diet	21  Ethics Lunch N Learn- Ethics in Emergency Care
24	25	26	27	28
31 	 - This means the session is going to be Bridged  - This means the session is being presented by FNIHB  - This means the session is being recorded and will be available to view later  - This means the session is being offered by the First Nations Telehealth Network.			

Visit our webpage to register for any of these sessions!

www.firstnationsth.ca

FNIHB CDC Presents

September 2016

UPCOMING SESSIONS

Date: October 6, 2016

Time: 9:00—10:30

Presenter: Ruth Richardson

Session Description: Overview of the components relating to maintaining vaccine integrity; targeting all staff involved in vaccine management. Includes Health Directors, RNs (CHNs, HCNs, NPs, LPNs), office staff

Learning Outcomes:

- Understand the components of vaccine management and related roles and responsibilities
 - Be knowledgeable about best practices relating to vaccine fridges
 - Be knowledgeable about best practices relating to use of vaccine bags
- Be able to operationalize all components



On September 28, FNIHB CDC presented their annual videoconference session. The session was titled "Annual Influenza Program In-service". Over 38 First Nations communities registered to attend this videoconference session. This session was recorded and will be available to view on the First Nations Telehealth Portal. All handouts are available to access on the First Nations Telehealth Portal as well. See below for learning outcomes of the session.

Learning Outcomes:

- Understand what Influenza is and its potential impact
 - Be knowledgeable about Influenza and Pneumo-P vaccines and related programming
 - Be able to implement TB Screening for High Risk individuals
- Be able to implement the Influenza Surveillance activities



Siksika Health Services

The following story is a part of our community highlight series! Read more to find out how Siksika Health Services has become a Telehealth champion!

“Siksika Health Services has always been a leader in adopting technology and was the first First Nation community to implement Telehealth with the assistance of what was formerly the Calgary Health Region of Alberta Health Services. Siksika Health Services was the first community to install the Alberta Supernet in the community, without funding from the government and the first to be nationally accredited Telehealth services. This partnership, which started in 2007, allowed Siksika Health Services to implement Telehealth programs for dermatology, mental health, education, meeting access and discharge planning with the local hospital. It also enabled digital diagnostic imaging.

Since 2007, Siksika has maintained the services and added new partners to provide services to their community members. In 2013, Alberta Health Services and Siksika Health Services increased Telehealth by adding nutrition referrals and chronic disease management nursing services.

Telehealth was embraced by the community and surveys from both providers and community members who have utilized the equipment are positive. Community members have stated that it was much easier to see specialists via Telehealth and save time and money on transportation. This specialists have expressed satisfaction that they are able to provide services faster to the community than they would if patients were to just visit the offices. “

Garret Alexander, Siksika Health Services

Telehealth has been a positive addition to the services that Siksika Health can provide for the community.

Do you want to be featured in our Telehealth Newsletter? First Nations Telehealth Network is looking to highlight a community and the successes Telehealth has brought. We invite Telehealth users to send us their positive stories and opinions on Telehealth. If you are interested in being a part of the newsletter contact us at 1-888-999-3356 or by email at vchelp@firstnationsth.ca



First Nations Telehealth Network

Reporting

The First Nations Telehealth Network has gone through many changes in the last year. These changes include: network improvements, equipment upgrades, staffing changes and so much more. With all of the changes to the First Nations Telehealth Network procedures and processes have changed. With these changes, it was important for the First Nations Telehealth Network to remain accountable to its partners, funders and users. Over the summer, several reports were created that will be distributed to partners and funders. These reports will be available for Telehealth Users to view upon completion and will be posted on the First Nations Telehealth Portal. These reports include:

- First Nations Telehealth Network Newsletter Report (2015-2016)
- First Nations Telehealth Network Year End Report (2015– 2016)
- First Nations Telehealth Network Speaker Series Report (2015)



Have you followed us on Facebook yet?
Follow us for up to date information on
TSAG and the First Nations Telehealth Net-
work as well as receive advertisements on
upcoming sessions.

LIKE OUR PAGE TODAY!

@FNTSAG



How do I work the equipment?

Our First Nations Telehealth Network support team offers a comprehensive 1 hour training program that will answer all the questions you may have about the video conference equipment. The team will train users on how to turn on the equipment, make a call and troubleshoot common problems. There is also support staff available Monday– Friday 8am– 5pm to walk users through any questions they may have. If you need assistance during out of office hours, there is a detailed Video Conference User Guide available 24 hours a day on the First Nations Telehealth Portal.

I want to connect with more than one person, how many people can I connect to?

First Nations Telehealth offers the capability to be connected with 1 to 35 people in one session.

Dial String Changes

Over the summer, First Nations Telehealth Network made the final changes in the dial string project. Each videoconference unit on the network is given a unique number; this number is known as an Alias or Dial String.

The new Alias' for units are all 5 digits. All Health Centres start with 10 then are followed by 2 numbers in the Health Centre IP address (these act as unique identifiers). The final digit is either 1, 2, 3 or 4. 1 and 2 indicate a Primary and Clinical Cart. 3 is reserved for Pharmacy and 4 is Emergency Cart.

For example lets break down Alexander Health Centre alias of 10011.

10011

10 is for a Health Centre

01 is a part of the IP address (10.0.01.0)

1 is for primary unit

For an up to date directory that includes all current Health Centre alias' please visit www.firstnationsth.ca .



Culture Corner

Over the summer we collected feedback from newsletter subscribers. It was important for First Nations Telehealth Network to meet the needs of its users. In volume two of the First Nations Telehealth Newsletter, you can now find a new Culture Corner.

This column will provide an assortment of stories, upcoming events and other important cultural information.

It is important to the staff at First Nations Telehealth Network to incorporate as much community stories and Telehealth user feedback as much as possible. The network and this newsletter would not be made possible without the participation of users like you. If you would like to send us information on an cultural events or share stories from your community, please contact our staff. We are open to any and all stories, comments and feedback that you may wish to share.



Upcoming Cultural Events



Bent Arrow Traditional Healing Society

Pow-wow Nights

(September to the end of May 2017)

AT

(Bent Arrow/Parkdale Gym-11648-85 St.)

Thursdays 6-8pm

Except the last Thursday of the month.

Everybody Welcome!



TELEHEALTH GAMES

Word Search and Fill in the Blank

@ _____

HINT: What is the user name you can search to find us on Facebook?

Culture	Upgrades
FAQ	Speaker
Upcoming	Feedback
Facebook	Series
Training	Alias
Directory	

V	G	C	U	L	T	U	R	E	U
I	N	D	J	X	F	D	R	T	P
D	I	R	E	C	T	O	R	Y	G
E	M	M	A	L	I	A	S	C	R
O	O	F	S	E	I	R	E	S	A
S	C	W	A	N	S	X	L	A	D
V	P	E	I	Q	G	H	E	U	E
N	U	N	R	E	K	A	E	P	S
E	G	F	E	E	D	B	A	C	K
K	O	O	B	E	C	A	F	P	K

Alberta Spay and Neuter Task Force



TSAG has recently renewed a partnership with the Alberta Spay and Neuter Task Force. Michelle Hoeber TSAG's Videoconference and Ebusiness Solution Analyst, has been working diligently with the task force to support them in many ways. Michelle has been able to attend a few of the clinics on various First Nations. These clinics provide large scale spay and neuter services to animals in First Nations communities. Along with spay and neuter services, education programs are available as well.



TSUU T'INA FIRST NATION SPAY AND NEUTER CLINIC NUMBERS



- 126 K9 Spays
- 130 K9 Neuters
- 60 Feline Spays
- 36 Feline Neuter

352 Total Animals Spayed/Neutered!

52 Stray or relinquished dogs placed with rescue groups to be rehomed.

19 Stray or relinquished cats placed with rescue groups to be rehomed.

We cared for 423 animals over the weekend!

* Numbers made available by the Alberta Spay and Neuter Task Force Facebook Page.

CRAIG'S STORY

Craig and his crew! He has gotten all of his pets done over the years, that Task Force has gotten involved in his community, Craig not only signs his animals up, he even comes to volunteer! His son CJ couldn't believe his eyes when we brought his white cat Flash home after his surgery! He was so excited – he had to give him a big cuddle! Mia the black pug couldn't contain herself when we brought her back, she ripped up the yard, and we also brought Craig's daughter CJ a bright purple leash for Miss Mia! She tested it out, right then and there!!! We also brought them all collars for identification as well as dog food!

* All pictures and stories provided by the Alberta Spay and Neuter Task Force.



We Want to Hear From You!

First Nations Telehealth Network encourages involvement from all communities and its members. If you have any questions or want to contribute material for our next newsletter, please contact us! Feedback is always welcome.

Phone: 1-888-999-3356

Email: vchelp@firstnationsth.ca

Website: www.firstnationsth.ca

Telehealth Scheduling & Admin

Monday-Friday 8:00 am-12:00 pm, 1:00 pm-4:30 pm

Telehealth Bridge & Technical Support:

Monday – Friday 8:00 am-5:00 pm