

To: TBRHSC Directors, Managers and Coordinators

From: Paula Vangel, Manager, Indigenous Collaboration, Equity & Inclusion

Date: June 9, 2023

RE: **Indigenous Care Coordinators, Indigenous Patient Navigators & Dilico Discharge Planners**

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Indigenous Peoples, particularly those from remote Northern communities, face unique challenges in accessing health care. We aim to improve experiences and outcomes for Indigenous patients and families by providing care that is culturally relevant and sensitive, in a welcoming environment. With an increase in services available to support Indigenous patients and families within the Thunder Bay Regional Health Sciences Centre (TBRHSC), clarification between the three roles is required to assist in connecting Indigenous patients and families to the appropriate support.

Attached is a contact sheet that has been developed to be utilized by all TBRHSC staff, professional staff, learners and volunteers on which support to contact. Additional information on supports and resources can be found on the iNtranet under *Indigenous Health Information*.

### **Indigenous Care Coordinator (ICC)**

There are currently four ICCs within the Hospital that are available to provide supports to Indigenous patients and families receiving care as an inpatient. Please see the *attached document* outlining the role of the ICC.

The ICCs fall under the supervision of Paula Vangel, Manager, Indigenous Collaboration, Equity & Inclusion.

### **Indigenous Patient Navigator (IPN)**

There are currently five IPNs within the Hospital, one in the Cancer Centre, one in the Centre for Complex Diabetes Care, one in the Emergency Department and two in Renal.

The IPN provides a number of services for Indigenous patients within their respective departments, including:

- Interpretive services in Ojibwe and Oji-Cree
- Support before, during, and after clinical appointments
- Linking patients and families to community resources
- Tele-visitation services with remote family members
- Information and education in a culturally-sensitive manner
- Liaison and advocate between the care team, patients, and families

- Assistance with discharge planning

Each IPN falls under the supervision of the Manager in their respective department:

- Debra Prete, Manager, Emergency Care Services
- Allyson Hoard-Mann, Manager, Northwest Regional Renal Program
- Karen Roberts, Manager, Clinic Operations, Nursing, Systemic Therapy, Palliative and Supportive Care
- Jacqueline Veneruz, Manager, Diabetes Care and Bariatric Medicine Programs

### **Dilico Discharge Planner**

There are currently two Dilico Discharge Planners within the Hospital that are available to provide supports to Indigenous patients from one of the nine First Nation Communities serviced by Dilico.

The Dilico Discharge Planners fall under the supervision of Michelle Elliott, Manager of Home & Community Care at Dilico Anishinabek Family Care.

Please share this memo, contact sheet, and role of the ICC document with your staff and department.