



IMPLEMENTATION OF INDIGENOUS PATIENT NAVIGATOR POSITION SAANICH PENINSULA HOSPITAL EMERGENCY DEPARTMENT

WHAT is this change?

- Saanich Peninsula Hospital (SPH) is pleased to be the pilot site for the new role of Indigenous Patient Navigator (IPN) - hired by local First Nations Communities in partnership with Island Health. The IPN will be housed in Tsartlip community with space and access to resources in the SPH ED.
- The role begins May 10, 2021, contact details to follow, hours of work: 12-8pm Mon to Fri.

HOW is this Different from the Aboriginal (Indigenous) Liaison Nurse role?

- This is a **non-clinical** role that will assist in navigating general processes of the ED.
- This role does NOT replace the Aboriginal Liaison Nurse but will work in close collaboration.
- A key intention is to serve as a safe companion and advocate for Indigenous patients. The IPN may also accompany patients through different service areas such as Medical Imaging.
- The role holds a large focus on education and will complement the work of the Aboriginal Liaison Nurse.

Key objectives of the role will be to provide:

- improved awareness and understanding of community-based resources to support patients and;
- evaluation of services to ensure improvements in access and sense of safety for patients and psychologically safe team-based work from the IPN and ED team perspective.

BENEFITS of this CHANGE include:

- a. Improving the comfort and safety of Indigenous patients to improve access to care in the hospital.
- b. Support to providers – the IPN will assist to identify blind spots – gaps that reside in our unconscious or implicit biases and provide knowledge on culturally appropriate care considerations.
- c. Improvements toward breaking down barriers to quality care.

WHERE can I learn more about the role?

- If you have questions, comments, or other feedback around the role, please contact indigenoushealth@viha.ca with subject line “IPN”