

Listuguj



Akwesasne

Health Managers Supervision & Renumeration



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Why you are here today?

- You are interested in validating your role as a Health Manager with your own supervisor.
- You want to explore the external factors and challenges you face with renumeration.
- You are interested in discussing the positive impact the FNHMA Competency Framework has on these two important issues.



INTRODUCTION

- Your Role as a First Nations Health Manager
 - Broad based knowledge;
 - Management Skills
 - Influence on community health outcomes



PREVIEW

- Today, I will explain the significance of sound Supervision and support for First Nation Health managers at the Band level;
- Second, we will openly discuss the issues surrounding remuneration and some of the key points you, as First Nation Health Managers need to make with your Supervisors;
- Third I will outline the FNHMA Competency Framework to help you use it as a tool to provide your Supervisor with a better understanding of the skills and knowledge required for the work you do.



Factors impacting YOUR Supervision and Support

- Political climate within the community;
- Vague understanding of your role within the community;
- Unclear of the magnitude of the reach your position has throughout the community;
- Lack of formal employee evaluation process in organization.



Tools to address these factors

- Work in collaboration with your Supervisor to develop a Vision & Mission for your health organization that rises above the political climate;
- Ensure effective communication with (and from) your Supervisor;
- Convey the strengths of the cultural values used in developing, planning and maintaining services to the individuals, the families and the community as a whole;
- Employ self-assessment strategies while at the same time advocating for a formal performance evaluation process for the entire health organization.



Challenges faced by First Nation Health Managers

- Health Managers are employed by Band entities with different approaches to remuneration;
- Unless your health organization is Accredited, there are few 'national' standards for Health Managers;
- An inappropriate remuneration package can lead to an in-balance between mental, physical, spiritual and emotional aspects of your work;
- Most offers for employment are based on knowledge, skills and attitudes, but are restricted by community resources and funding.



- Remuneration for certain positions within community health programs are not a problem. For example, Nurses follow federal and/or provincial pay scales, Teachers follow scales.
- For others working in community health centers there are external factors that impact remuneration:
 - Band operating under co-management arrangement;
 - Band operating under Third Party Management arrangement;
 - Lack of Director / Health Manager Salary Scale



Tools to tackle these challenges

- Job Descriptions
- Health Plan
- Work Plans
- Operational Plans
- Strategic Plans
- Health Canada Classification

Use these to prove YOUR Worth!



Traditional Job Descriptions

- General Description
- Responsibilities
- Working Relationships
- Environmental Factors
- Accountability
- Qualifications



Competency Based Job Descriptions

- Leadership & Governance
- Professionalism
- Advocacy, Partnership & Relationships
- Human Resource Management
- Financial Management & Accountability
- Health Service Delivery
- Quality Improvement
- Planning
- Communication
- Cultural Awareness



What are FNHMA Core Competencies?

- The FNHMA focuses on competencies that are essential for a professional active in First Nations health management. Competencies have been grouped into ten core domains of knowledge and skills with a listing of competency indicators.
- For the purpose of today's presentation, we will focus on their impact to support your performance management, evaluation and remuneration.



FNHMA 10 Core Competencies

Competency: Leadership & Governance

Challenge: Political climate in community

Solution: Develop a strong Mission & Vision for Health

Benefit: Gives me the capacity to build a sound organization.



FNHMA 10 Core Competencies

Competency: Professionalism

Challenge: Poor professional image

Solution: Implementation of a Code of Ethics

Benefit: Gives me the capacity to project professional confidence.



FNHMA 10 Core Competencies

Competency: Advocacy, Partnerships & Relationships

Challenge: Historical trauma, dealing with clients & community politicians.

Solution: Remove personalities & become an 'issues Advocate'

Benefit: Gives me the skills to strengthen and build positive working relationships.



FNHMA 10 Core Competencies

Competency: Human Resource Management

Challenge: No Performance Evaluations; no training opportunities;
no incentive for improvement

Solution: Self-evaluations, staff evaluations, monitor staff &
overall Health organization.

Benefit: Gives you the knowledge required to effectively manage
the staff within my organization.



FNHMA 10 Core Competencies

Competency: Financial Management & Accountability

Challenge: No control over budget, work plan or direction.

Solution: Contribution Agreements; Financial Management and organizational (program) policies.

Benefit: Gives me the know-how to maximize the financial resources available to me; ensures equity in delivery of programs and services.



FNHMA 10 Core Competencies

Competency: Health Services Delivery

Challenge: Programs not 'reflective' of current situation within the community.

Solution: Operational/Health Plans based on self-identified priorities.

Benefit: Gives me the tools to understand the current situation of the community.



FNHMA 10 Core Competencies

Competency: Quality Improvement & Assurance

Challenge: Lack of understanding of client/patient safety issues.

Solution: Implement health & safety measures for clients and staff.

Benefit: Gives me the ability to build programs and services from the perspective of client/patient safety.



FNHMA 10 Core Competencies

Competency: Planning

Challenge: No relevant data (indicators/outcomes) to use in forward planning.

Solution: Relevant data to support Health Plan delivery.

Benefit: Gives me the tools to develop a comprehensive plan to meet the health needs of the community.



FNHMA 10 Core Competencies

Competency: Communication

Challenge: Lack of clear communication channels leads to unclear messages; potential conflict and harm to the health organization.

Solution: Regular briefings to Supervisor, Staff, Chief & Council, Community Members.

Benefit: Gives me the tools to communicate effectively at all levels.



FNHMA 10 Core Competencies

Competency: Cultural Awareness

Challenge: Difficulty in modifying program parameters established through Contribution Agreements to reflect community culture.

Solution: Incorporate cultural component at the 'delivery' stage for programs and services.

Benefit: Empowers me to incorporate my culture into programs and services.



Supervision

- **Important for you** to clearly see the factors impacting your supervision and support;
- **Important for you** to plan out your best approach to overcome these factors;
- **Important for you** to include your supervisor in key areas such as development of Vision and Mission statements;
- **Important for you** to remember to maintain open lines of communication with your supervisor.



Renumeration

- **Important for you** to identify the external challenges outside the scope of your supervisor;
- **Important for you** to 'arm' your supervisor with the information they need to advocate a fair remuneration on your behalf;
- **Important for you** to use the tools you already have to validate your work;
- **Important for you** to remember to continue to prove your worth to the community.



FNHMA Competency Framework

- Important for you to see how these competencies can be used to strengthen your supervisory support and fair remuneration;
- Important for you to plan to use these competencies in your day-to-day work as a Health Manager;
- Important for you to try to build these competencies within your existing staff members;
- Important for you to remember that these competencies will serve to strengthen your ability to effectively manage the many unique challenges Health Managers face on a daily basis.



Return on Learning

Within every First Nations Health Center is a Health Manager who just keeps running! You and your team make real and tangible differences in the lives of your community members.

You help run health systems, and work towards improving their efficiency, which in turn, translates to improved patient care.

Any and all forward movement in your health center falls squarely on your shoulders. FNHMA Health Manager Certification will most certainly have a positive impact on your abilities to meet your communities health needs.



FNHMA Certification Program

The First Nations Health Managers Certification Program prepares individuals to work with new knowledge and skills.

As a Member, the Program will assist you and your organization to set strategic goals, successfully implement operational and health plans.

Most importantly, it will help you, as a Health Manager to develop and deliver quality health service programs directly to your community members.

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Questions?

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Thank You