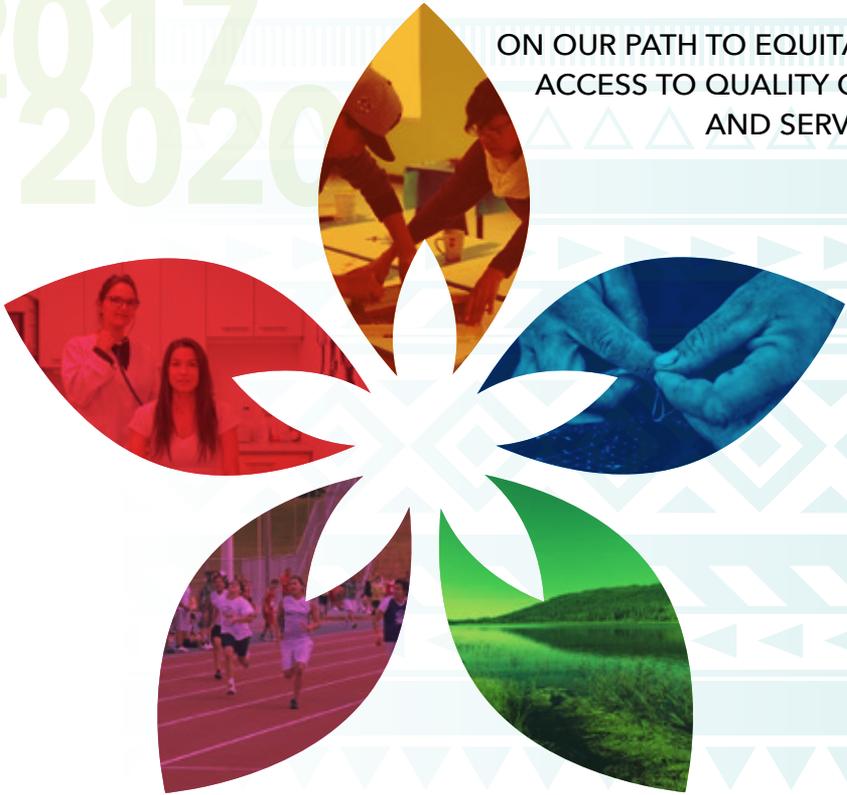


STRATEGIC

2017
2020

ON OUR PATH TO EQUITABLE
ACCESS TO QUALITY CARE
AND SERVICES



PLAN



FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION

VISION

“First Nations individuals, families and communities are healthy, have equitable access to quality care and services, and are self-determining and culturally empowered.”

FIVE PRIORITY FOCUS AREAS

-  1 Access to quality care and services
-  2 Governance in the recognition of rights and interests of First Nations
-  3 Capacity development
-  4 Healthy lifestyles
-  5 Cultural awareness

MISSION

The unique contribution of the FNQLHSSC to achieve its vision

“To accompany Quebec First Nations in achieving their health, wellness, culture and self-determination goals.”

By using a strength-based approach, the FNQLHSSC is committed to:

- Promote healthy lifestyles, consistent with the diverse cultures;
- Provide quality support and services to meet First Nations' specific needs;
- Contribute to reinforcing local capacity and mobilize collective actions;
- Support First Nations by advocating for their rights to health and access to quality health services.



1 ACCESSIBILITY

Access to quality care and services

“Ensure equitable access to quality care and services.”

PRIORITY FOCUS AREA

- To develop key partnerships to help facilitate access to quality and culturally safe services and care.
- To accompany, offer technical support and advise First Nations communities and organizations.
- To encourage and support First Nations communities and organizations in their accreditation and quality assurance processes.
- To address and help resolve jurisdictional disputes and conflicts.

EXPECTED RESULTS BY 2020

- Partnerships will be created and collaborative agreements aiming to facilitate access to quality services will be signed and renewed.
- At least 90% of the clientele will state that they are satisfied with the accompaniment, the technical support, and the advisory services received from the FNQLHSSC.
- Accompaniment initiatives, technical support and advisory services will be developed and provided to the staff of the First Nations communities and organizations.
- Communities and organizations that wish to do so will begin their accreditation processes and will be supported in their endeavours.
- Ongoing service quality improvement processes will be offered to interested communities and organizations.
- Communities and organizations that wish to do so will be supported in their planning and evaluation processes.
- Existing jurisdictional conflicts will be determined and resolved.



SELF-DETERMINATION 2

Governance in the recognition of rights and interests of First Nations

“First Nations control their health and well-being at the local and collective levels.”

- To pursue the health and social services governance process.
- To support the development of local governance in health and social services.
- To support First Nations communities and organizations in their health and social services planning.

- The health and social services governance model and its implementation plan will be ready for adoption.
- A decision-making process will be defined in collaboration with First Nations.
- Interested communities and organizations will be supported in their local health and social services governance process.
- Interested communities and organizations will be supported in their health and social services planning processes.
- The Quebec First Nations public health framework will be integrated into the local action plans.

**PRIORITY
FOCUS AREA**

**EXPECTED
RESULTS BY 2020**



3

ACCOMPANIMENT

Capacity development

“First Nations offer quality professional and community services and care in a cultural appropriate way.”

PRIORITY FOCUS AREA

- To support the development of local, political and administrative leadership in health and social services.
- To support the development and reinforce the capacities and competencies using a strength and culturally based approach.
- To promote and support access to infrastructure, equipment, and information technologies.
- To ensure continuous improvement of the FNQLHSSC's organizational performance.

EXPECTED RESULTS BY 2020

- Local health and social services processes will receive support from the FNQLHSSC.
- Capacity-building and training activities taking into account strengths and cultural diversity will be developed and offered.
- Interested First Nations communities and organizations will have access to technological infrastructure, equipment and technologies enabling them to improve their service delivery and connectivity.
- The organization of the work will be optimized in order to continuously integrate the project management philosophy within the organization.
- The Communities and Organizations Accompaniment Framework will be fully integrated within the organization.
- All organizational data management processes will be standardized.
- A comprehensive and integrated organizational risk and performance monitoring process will be consolidated.
- A health and wellness policy at work will be implemented in order to optimize organizational performance and quality of life in the workplace.



WELLNESS 4

Healthy lifestyles

“Promote healthy lifestyles through cultural based practices and activities.”

- To accompany First Nations in taking ownership of their health and wellness.
- To raise awareness and inform First Nations on their health status and living conditions.

- First Nations will have access to accurate and reliable data that will enable them to improve and better monitor their health and wellness.
- Data and reports on the health status of First Nations will be available for consultation.
- Information and awareness sessions on surveillance and control over health and wellness will be developed and offered to First Nations.

PRIORITY
FOCUS AREA

EXPECTED
RESULTS BY 2020





5

CULTURE AND IDENTITY

Cultural awareness

“To promote the diverse First Nations cultures as the foundation of health and wellness.”

PRIORITY FOCUS AREA

- To support First Nations in the affirmation and transfer of their cultural values, practices and knowledge.
- To raise awareness and inform stakeholders and partners about First Nations realities.

EXPECTED RESULTS BY 2020

- Methodologies focused on asserting and transferring cultural values, practices and knowledge will be developed and suggested to First Nations.
- Projects aiming to assert the cultural values, practices and knowledge of First Nations will be supported and valued.
- Stakeholders and partners will participate in at least one information session and have access to awareness tools on the realities of First Nations.

Read the full version of the 2017-2020 Strategic Plan at cssspnql.com.

