

BC Rural Site Visits Program – Meeting Guide For All Health Partners

These questions are used as a guide to facilitate our meetings for all health partner groups (unless specified below). Meetings are semi-structured and flexible, so if there are topics that are not covered in our questions, we are still very interested in discussing them with you.

General

1. Tell us about your health care services in your community.
 - a. *What are its unique features?*
 - b. *What works well?*
2. What are your connections like with other community partners (e.g. Mayor, Chief-of-Staff Physician, BC Emergency Health Services and First Responders)?
3. How does the community collaborate with other health care providers to support improving local health care in the area?
4. How has Covid-19 impacted health and wellness in your community?
5. How does your community like to engage with other organizations (e.g. how can we better communicate, coordinate visits, etc.)?

Community Health and Wellness / Innovations

1. What does wellness mean to you? What does it look like to preserve and maintain health and wellness?
2. Tell us about community programs or services that are successful.
3. Tell us about any holistic programs that support a person's well-being spiritually, mentally, and/or physically.
 - a. *Would you like us to connect you with our Innovations team to highlight your work?*
4. How has Covid-19 affected health and wellness in your community? *(Warning this may be sensitive or triggering for some, if so, please visit: Provincial Mental Health Support Line: 310-6789. We also want to offer a pause or a chance to break/leave if you don't wish to continue. We recommend some immediate wellness supports at the end of this guide.)*

Access

1. Tell us about access to primary health care providers (e.g. family doctors, nurse practitioners).
2. Tell us about access to specialists and other health care services.
3. How do patients get to their health services and appointments? (e.g. commute process)
4. How is virtual care (i.e. Real Time Virtual Support, Telehealth) used in your community?
 - a. *Would you be open to being part of a 3-way virtual conversation between your primary care provider, specialist, and yourself (patient) if supported (e.g. through a virtual care coordinator)? Would this be seen as beneficial?*
5. Are there any services (e.g. lab work, mental health, etc.) at risk and why?
6. What health care services would you like to have/provide that would have the most impact for your community?

Cultural Awareness

(Warning this may be sensitive or triggering for some, if so, please visit: Provincial Mental Health Support Line: 310-6789. We also want to offer a pause or a chance to break/leave if you don't wish to continue. We recommend some immediate wellness supports at the end of this guide.)

1. Can you recall a time when you or others have experienced racism when accessing care? *How did it make you feel, what was your response? How do we move forward to ensure this doesn't happen again?*
2. What cultural safety supports are there for Indigenous community members in your local health care location(s)? *For example: is there a cultural space to practice ceremonies such as smudging within your hospital/clinic, is there an Indigenous liaison on staff, are there larger spaces for families to be with the patient, etc.?*
3. Is there education for the staff about cultural safety to learn about Indigenous health and wellness
 - a. *How have these cultural safety initiatives impacted care for you/your community/your patients?*

Recruitment and Retention

1. How do you address recruitment of health care providers?
2. How do you retain health care providers in the community?
3. Tell us about any supports available for the spouses/family members of those being recruited to the community?

Pick relevant partner group:

For Clinicians (physicians, NPs, midwives, etc.) and Health Admin groups only: Practice Context

1. Tell us about team-based care and/or Primary Care Networks? Describe what an ideal team-based care team would look like in your community. *Have you been able to implement team-based care, successful models, etc.*
2. How do health care providers in the community share the workload?
3. What workplace supports do you have (CPD, Divisions, Health Authority)?
4. How could CPD support you better?
5. Would you be interested in doing research and what supports would you need?
6. Tell us about any real-time support initiatives.
7. Tell us about any locum support in your community.

For First Responders, Fire Department group only

1. Tell us how you interact with the local health care providers? And other paramedics, fire department?
2. Tell us about any staffing support and training you have?
3. How are first responders structured in your community? Are most of your staff volunteers or regular positions?

Concluding Questions

1. What keeps you up at night? What is your main worry?
2. What are you proud of?
3. Have we missed anything else you would like to contribute?
4. How would you like us to communicate with you after meeting (newsletters, sharing events, etc.)?
5. Do you have any feedback on this process?

Options to support your well-being for any potentially triggering questions.

- *We can skip this question.*
- *You may wish to leave permanently or come back into the room. Someone can come get you when the discussion is completed if you want to return.*
- *We can take a break, get some air, grab some coffee/tea/food.*
- *You can share your answer in a different way, such as by email after our visit.*