



RESEARCH RUNDOWN

Acceptability of Clinical Services Provided to First Nations Families

The Jordan's Principle–Child First Initiative is meant to ensure that all First Nations Children can access services when they need them and without having to travel outside their home communities. We looked at the acceptability of Jordan's Principle-funded services provided by St.Amant to families living in First Nations communities.

What is the research about?

Health and social services on-reserve are the financial responsibility of the federal government and those services have historically been far more limited than those available off reserve. Families often have no choice but to leave their home communities in order to access necessary services for their children. First Nations people have often experienced delays and denials of services due to funding disputes between the federal and provincial governments. First Nations Peoples also frequently experience racism in health and social service settings.

Jordan's Principle was named for Jordan River Anderson, a First Nations boy born with complex medical needs. The Governments of Manitoba and Canada disputed financial responsibility for Jordan's care, and he passed away in a hospital at the age of five having never lived in his community. The House of Commons passed Jordan's Principle in 2007.

St.Amant is a not-for-profit community-based agency serving Manitobans with developmental disabilities and Autism. Since 2017 St.Amant has provided clinical services to First Nations children and their families in their home communities through Jordan's Principle. The purpose of this project was to learn how acceptable the services have been to consumers.

What you need to know:

We analyzed the results of a stakeholder satisfaction survey conducted by a community based clinical service provider to First Nations communities. Respondents were highly satisfied with the service, and expressed a desire for increased service delivery, which is useful information for service providers as well as service funders.

What did the researchers do?

In the context of program evaluation, St.Amant surveyed Jordan's Principle stakeholders in late 2018. Anonymous questionnaires were given to direct consumers (i.e. parent, family member, or other caregiver), indirect consumers (case manager, Child Development Worker, or other community staff member), and extended community members (First Nations political organization, service coordinator, funder, specialized service provider, or other professional). Most questions were Yes/No (e.g.



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“Are St.Amant staff respectful to members of the community?”), with options for “Don’t know” and “Not sure.” Comments were invited on every item.

The researchers requested and analyzed the survey data. Forty-four responses were received: 17 from direct consumers, 22 from indirect consumers, and 5 from extended community members.

What did the researchers find?

We calculated each respondent’s satisfaction as the percentage of Yes responses among items with either a Yes or No response. Average satisfaction was 94%. All groups were comparably satisfied (direct consumers: 92%, indirect consumers: 94%, extended community: 96%).

Eight aspects of service were identified and are listed by the highest-to-lowest mean level of satisfaction across all groups. Ease of Understanding (100%), Relevance/Meaning of Services (100%), Feelings of Respect (100%), Degree of Helpfulness (97%), Comfortableness of Services (91%), Alignment with Beliefs (91%), Importance of Goals (89%), and Time Effectiveness (89%).

Qualitative analysis of open-ended responses indicated high levels of satisfaction across all respondent groups, indicating that a majority of service recipients found current St.Amant services to satisfactory and acceptable. A common theme was the desire for increased funding and service delivery.

Why is it important?

Research on satisfaction with on-reserve health services has been limited to date. This study initiated the investigation of the overall acceptability of St.Amant’s efforts in Jordan’s

Principle. Understanding the acceptability of services is especially important in light of the duty to deliver services that are experienced as respectful and culturally appropriate. The results of this study also provided insight regarding the aspects or features of service that are important for stakeholder satisfaction.

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