

Appendix 2, as submitted by the authors. Appendix to: McLane P, Bill L, Healy B, et al. Leaving emergency departments without completing treatment among First Nations and non-First Nations patients in Alberta: a mixed-methods study. *CMAJ* 2024. doi: 10.1503/cmaj.231019. Copyright © 2024 The Author(s) or their employer(s). To receive this resource in an accessible format, please contact us at [cmajgroup@cmaj.ca](mailto:cmajgroup@cmaj.ca).

# Quality of Care in the Emergency Department for First Nations Members in Alberta



The Alberta First Nations  
Information Governance Centre



Emergency Strategic  
Clinical Network™

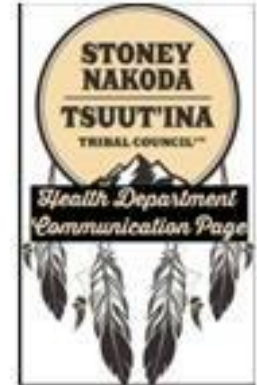


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# Partners



The Alberta First Nations  
Information Governance Centre



UNIVERSITY OF  
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# Team



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# Three Year Project



## Exploring

- Health Services Data for First Nations and Non-First Nations Emergency Department Visits
- Experiences of seeking and receiving care, racism and reconciliation, and healing, from First Nation patient and clinician perspectives.
- First Nations definitions of quality of care in the Emergency Department.



Canadian Institutes  
of Health Research

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# By the Numbers

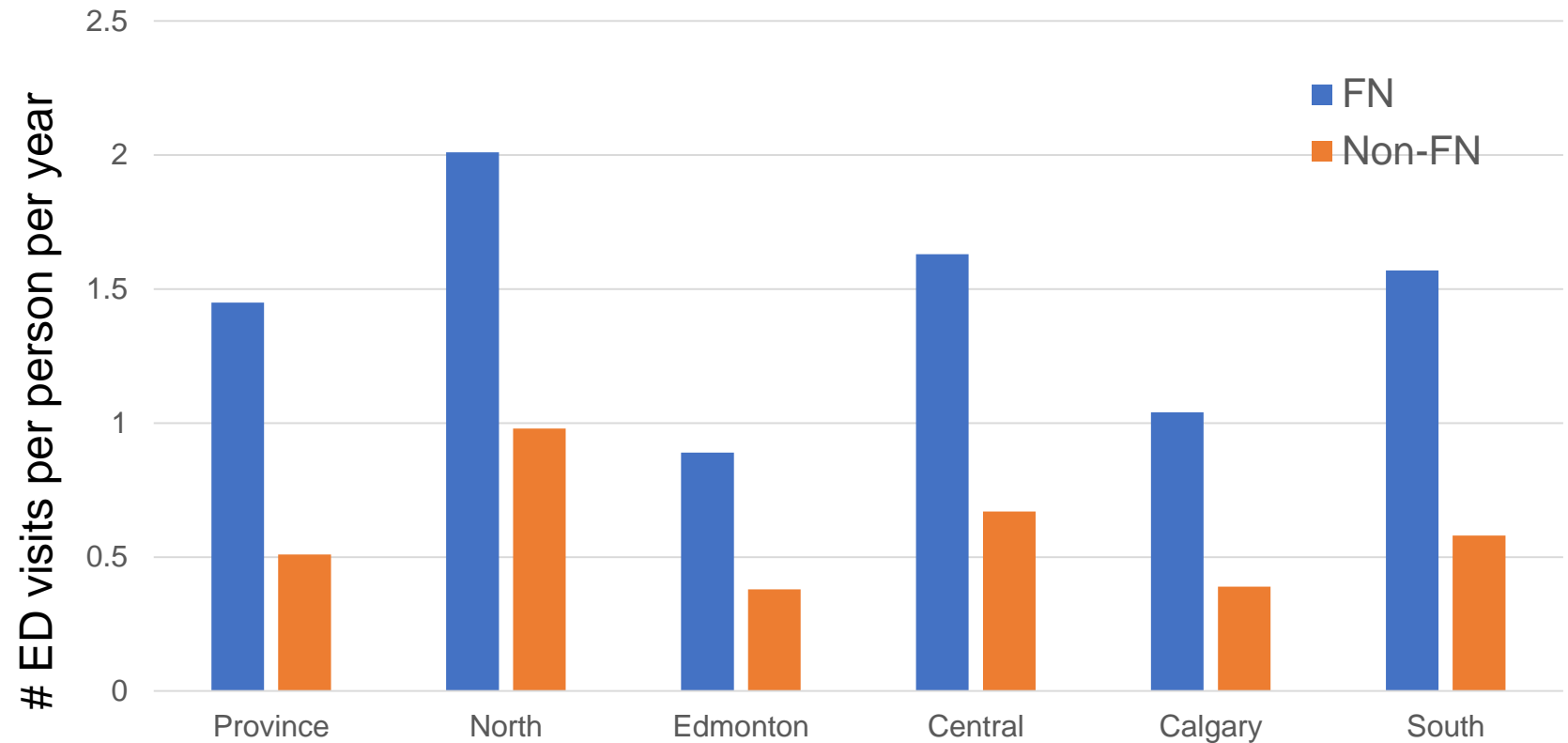


2012-2017 data for 111 facilities.

Over 11 million emergency care visits by about 3 million unique persons.

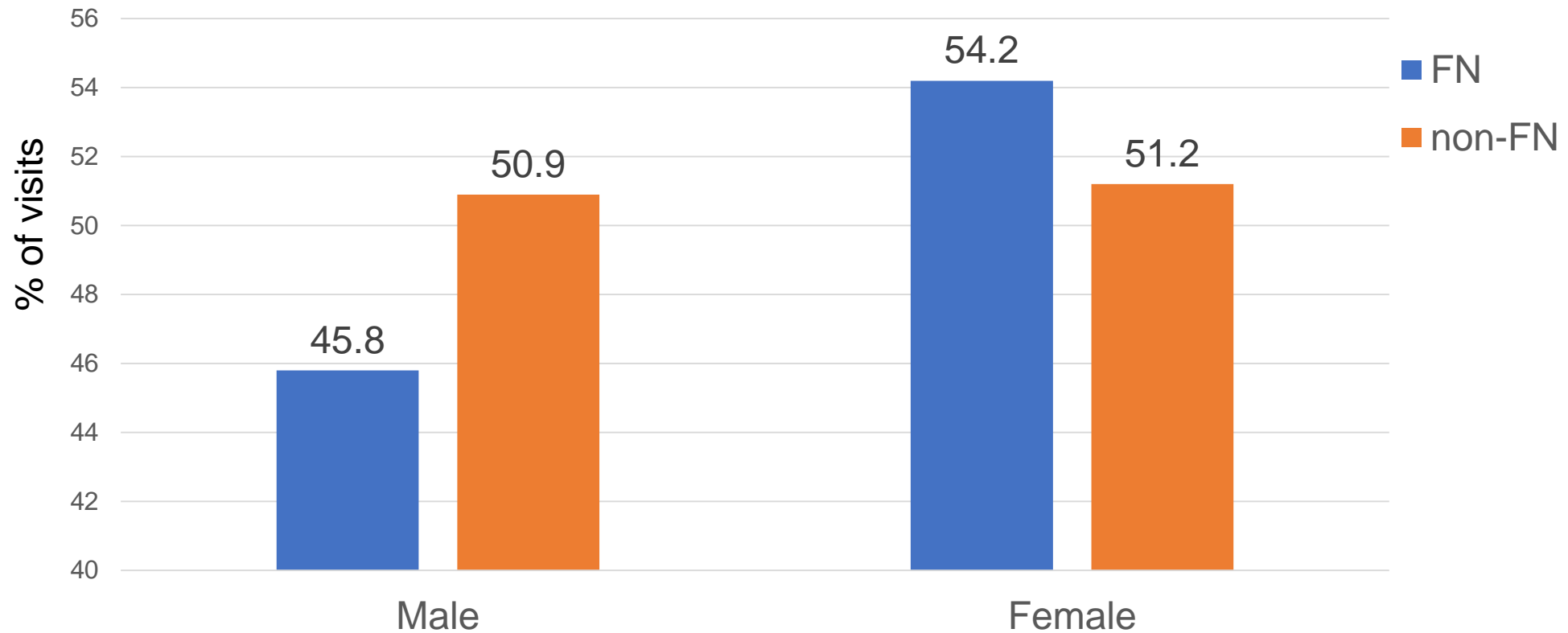
First Nations people make up **4%** of provincial population but **4.8%** of unique emergency patients and **9.4%** of emergency care visits (Ministry of Health, Alberta Data).

# By the Numbers



**Age and sex standardized emergency care visit rates per person for 2016/2017 (by zone)**

# By the Numbers





# By the Numbers



- More First Nations visits end in leaving before completing treatment, compared to non-First Nations visits. (6.7% v. 3.6%).
- FN persons live further from emergency facilities than their non-FN counterparts.

# Focus Groups and Interviews



- We want to hear your stories of emergency department care to understand your experiences.
- We will not report your names when reporting project results.
- Please treat the stories you hear from others as confidential.

# Focus Groups and Interviews



Audio recordings will be made of interviews and focus group discussion.

All participants will fill out signed consent forms.

We are also asking you to fill out demographic questionnaires.

# OCAP® Compliance



- AFNIGC is qualitative research data custodian.
- Communities own qualitative data.
- Co-interpretation of project data, co-production of results.
- There are no plans to destroy the data, but it will be retained for at least five years.

# Indigenous Knowledge & Research



## Role of Ceremony & Cultural Practices in Research

- Ethical accountability
- Creates sense of safety
- Supports power balancing
- Promotes healing and reconciliation



# Benefits and Compensation



There may be some personal emotional benefit to you from sharing your stories of ED care.

The study may contribute to improving care for First Nations members in Alberta.

You will receive a gift to acknowledge your contribution.

# Risks



Potential harms within this study are minimal risk: Participants may speak to traumatic events, illnesses or injuries when recounting emergency department care.

You might feel psychologically or emotionally stressed.

You can stop speaking or change what you are speaking about at any time. You are free to leave the meeting and return if you choose.

# Withdrawal



If you decide you do not want to be part of the study or don't want us to include something you shared, please let us know. We can remove your data before data analysis.



## Before the ED Experience

01

Why did you need to go to the ED?

03

Describe what options do you consider when looking or seeking out care?

05

Describe/share some past experiences with the health care system

Choosing to go to the ED.

Choosing which ED to go to

Considering care options

Expectations for care

Past experiences with the health care system

02

Describe why you choose the ED you went to.

04

Describe what your expectations of care were and are.

# FN Experience while in the ED Focus Group

01

Describe what happened when you arrived at the ED

03

Describe what happened with the triage nurse/team

05

Describe what tests were done and how that was for you.

07

Describe what treatment you received and what it was like.

Arriving at the ED

Registration

Triage Nurse

Seeing Physician

Tests

Being Diagnosed

Treatment

02

Describe the registration experience/process you had.

04

Describe what it was like seeing the Physician.

06

Describe what being diagnosed was like and or if you received a diagnosis.

# Leaving ED Experience

01

If you left the ED before being seen, what made you change your mind to leave?

Deciding to leave the ED.

Discharge from the ED

Admission to hospital

03

Describe the admission to hospital experience if an admission occurred.

02

Describe the ED discharge process you had.

Did you have to return to the ED?, describe what happened.

Follow-up Care

Return to ED

Describe any follow-up care instruction you received at the ED.

thank you!