Embedding cultural safety and humility within First Nations and Aboriginal Health Services

Presenters:
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Presentation Objectives

• Overview of CFHI
• Why cultural competence matters
• The BC Experience:
  ➢ Process to develop the Declaration of Commitment and the core components of that document;
  ➢ Ongoing development of a Guiding Framework for Action and the next steps for spreading this work within and beyond BC;
  ➢ Considerations for how cultural competency, safety and humility can be embedded or hardwired into how we deliver care for all Canada;
• Overview of CFHI’s reconciliation journey
Canadian Foundation for Healthcare Improvement - CFHI

Accelerates the spread of proven innovations by supporting healthcare organizations to adapt, implement and measure improvements in patient care, population health and value for money.
CFHI – WHAT WE DO

CFHI

Build leadership and skill capacity

Enable patient, family and community engagement

Apply improvement methods

Create collaboratives to spread evidence-informed improvement
Our Focus on Indigenous Wellbeing

• First Nations, Inuit and Métis in Canada endure more health challenges than other Canadians, including higher rates of chronic diseases, infectious diseases, suicide and a gap in life expectancy.

• Indigenous Canadians access health and mental health services from multiple jurisdictions, and partnership between providers and leaders is essential for effective services.

• CFHI is committed to supporting partners to contribute to closing the gap in Indigenous health, through spreading knowledge, facilitating partnerships, and encouraging a vision of reconciliation.
Cultural Competence Matters

• Research has proven that Indigenous clients in health systems face higher risks of racism.

• According to a 2005 report of the First Nations Regional Longitudinal Health Survey (RHS)
  ➢ 38% of participating First Nations adults experienced at least one instance of racism in the last 12 months. 63% of them felt that it had at least some effect on their self-esteem.

• According to the 2015 First Peoples, Second Class Treatment report:
  ➢ The majority of Indigenous people actively strategized around how to manage negative responses from health care providers in advance of accessing care.
Leading a Framework for Cultural Safety and Humility for First Nations in British Columbia
Presentation Overview

- Leading change through a clear commitment of leadership
  - Declaration of Commitment

- Cultural Safety and Humility – Context

- Vision Statement for Cultural Safety and Humility

- Systemic barriers to achieving the Vision
Goal

“Hardwire” cultural safety and cultural humility into health services in BC as part of the Provincial Quality and Safety Agenda

- 5 Regional Health Authorities
- 1 Provincial Health Authority
- Ministry of Health
- FNHA
Transforming the System

**Declaration of Commitment on Cultural Safety and Humility in Health Services for First Nations and Aboriginal people in British Columbia**

- Endorsed and signed in July 2015 by British Columbia Deputy Minister of Health and CEO’s of 7 BC Health Authorities
Declaration of Commitment on Cultural Safety and Humility in Health Services for First Nations and Aboriginal people in British Columbia

Overarching Goal

- Cultural Safety and Humility in Health Services for First Nations and Aboriginal people in British Columbia.

Represents a common message to BC First Nations and Aboriginal people and all health agencies and partners.

Provincial Leadership will focus on concrete action to achieve the vision of a culturally safe health system for First Nations and Aboriginal people in BC by:

- Creating a climate for change.
- Engaging and enabling stakeholders.
- Implementing and sustaining change.
Transforming the System

- The declaration provides a Framework for Action at the system, organization and individual level – target launch June 21, 2016.
- We now look to operationalize this commitment at all levels.
- Guided by stories and best practice.
- Building on existing relationships, structures and successes inside/outside the health system.
- Need to Measure Success.
Statement on the importance of the Declaration on Cultural Safety and Humility

• “The Declaration is important because it gives us all permission to do what we need to do to achieve cultural safety with the services we provide through the incorporation of cultural humility.”

From an FNHA partner shared at a session to discuss the declaration and subsequent framework (Victoria, Nov. 2015)

“It Starts With Me”
we can each make a difference
What is Cultural Humility?

"I believe you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant."

- Unknown, written on a blackboard in the band hall of the Weagamow Lake Reserve, 380 air miles north of Thunder Bay Ontario.
Cultural Humility

A life-long process of self-reflection and self-critique to understand personal biases and to develop and maintain mutually respectful partnerships based on mutual trust.
Cultural humility enables cultural safety.
Cultural Safety

The aim of cultural safety is to create an environment free of racism and discrimination where people feel safe receiving care.

Cultural safety goes beyond:

- Cultural awareness, which refers to awareness of differences between cultures.
- Cultural sensitivity, which is about realizing the legitimacy of difference and the power of one’s own life experience can have on others.

Cultural Safety:

- power imbalances inherent in the health care system.
- self-reflection on culture and power.
- Improve client experiences and lead to better care.

Indigenous Physicians Association of Canada and Association of Faculties of Medicine of Canada. 2009; National Aboriginal Health Organization, 2009
FNHA’s vision for Cultural Safety & Humility

The FNHA envisions a future where First Nations people have a new relationship with their care providers.

- One which is based on mutual respect, understanding and reciprocal accountability.
- One that provides an understanding of what Health & Wellness means to the First Nations people that are seeking care that we are responsible to provide.
- One that resets the balance of power between a care provider and the client we are here to serve, clients who deserve respect and have a right to access the best service we are able to deliver.
- One that provides for a health system that has mechanisms that proactively and effectively addresses appropriate actions and behaviours within the operations of the various health institutions.

And we will know that we’ve achieved cultural safety when the voice of the people receiving our services tells us we have.
Systemic barriers to achieve the vision

“I’m sorry, I’m embarrassed to say that when I faced someone who was being culturally unsafe to patients, instead of confronting the person, I left. I didn’t’ feel like I could do anything. There’s such a hierarchy.” - shared by a healthcare worker in BC.
Questions for Discussion

It starts with me

- What is your vision for Cultural Safety & Humility?

Systemic Barriers to achieving the vision

- What do you need to feel safe and effective in implementing cultural safety & humility?

Personal commitment to bring awareness and change in your own work environment

- Thoughts, ideas, vision to support others
CFHI’s Northern and Indigenous Health Portfolio

- Indigenous mental health
- Partnerships with Indigenous expert organizations
- Indigenous Cultural Competence education
- Northern and Remote Collaboration
- Innovations in Indigenous health systems
- Indigenous health system leadership development
- Support to Indigenous and non-Indigenous partnerships
Key partners

Northern and Remote Collaboration

• Opportunity for decision makers, leaders, policy makers and practitioners to build leadership and improvement capacity by networking, comparing innovative solutions and sharing success stories.

• Senior executives of regional health authorities and territorial health ministries located in remote and northern areas of Canada.

Partnerships with Indigenous expert organizations

• Protocol agreements and collaborative work with Indigenous health and mental health organizations

• Thunderbird Partnership Foundation

• First Nations Health Managers Association

• National Collaborating Centre on Aboriginal Health
Indigenous Mental Health & Suicide Prevention

Indigenous Suicide Prevention
• New web subsite on stories from Indigenous survivors of suicidality, with Thunderbird Partnership Foundation
• Scan of national and international best/wise practices in Indigenous suicide prevention/resilience

Indigenous Mental Health
• One of two priorities of the Northern and Remote Collaborative
• Supports and activities to increase coordinated action across jurisdictions on Indigenous mental health
CFHI believes that all health and mental health leaders and organizations have a responsibility to support Indigenous mental health, based in Indigenous culture and community.
Indigenous Cultural Competence

In-person Adult Education Experience
• Unique 1-day or 2-day course to build knowledge of Canada’s Indigenous peoples, impact of colonization and Indian Residential Schools on health and wellbeing, anti-racism, and individual and collective opportunities to contribute to Canada’s reconciliation
• On demand on a cost-recovery basis to organizations
• Supports the TRC’s Call to Action on cultural competence education

Online Resources
• New *Recommended Learning Journey* with readings and resources, with the National Collaborating Centre for Aboriginal Health and the Circle of Philanthropy with Aboriginal Peoples
• New resource implementing cultural competence in organizations
Indigenous Cultural Competence

*CFHI believes cultural competence of health systems is a necessary step towards reconciliation, to close the gap in Indigenous health outcomes.*

http://www.nunatsiaqonline.ca/stories/article/65674photo_ottawa_inuit_health_clinic_finally_gets_its_wings/
Supporting Innovation and Leadership

Innovations in Indigenous Health Systems
• Support to the First Nations Health Authority in BC to document the story of the region-wide health authority

Indigenous Health System Leadership Development
• Support to the First Nations Health Managers Association to recognize health leaders on systems innovation

Support to Indigenous and non-Indigenous partnerships
• New video on how First Nations health systems work as orientation for mainstream health providers
CFHI believes that a strong Indigenous health system will require support for capacity of Indigenous health leaders, as well as the capacity for partnership across jurisdictions.
“Together, Canadians must do more than just talk about reconciliation; we must learn how to practice reconciliation in our everyday lives—within ourselves and our families, and in our communities, governments, places of worship, schools, and workplaces. To do so constructively, Canadians must remain committed to the ongoing work of establishing and maintaining respectful relationships.”

Honouring the Truth, Reconciling for the Future: Summary of the Final Report of the Truth and Reconciliation Commission of Canada
Thank you

For More Information

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Indigenous health section on CFHI’s website: updates, resources, blog:
http://www.cfhi-fcass.ca/WhatWeDo/indigenous-health

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http://www.fnha.ca/about