



First Nations Health Authority
Health through wellness



Strengthening Primary Health Care through
Relationships and Culture:

An Introduction to the *Indigenous Engagement and
Cultural Safety Guidebook: A Resource for Primary
Care Networks*

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Expectations for Primary Care Networks

Ensuring care is culturally safe and appropriate is a PCN core attribute.

PCNs are expected to:

- Provide quality services to their local community, including its Indigenous members.
- Support the development and implementation of mechanisms that promote culturally safe care.
- Respect, acknowledge and support First Nations' right to self-determination and their right to participate in decision-making.
- Ensure Indigenous partners have the opportunity to collaborate with and contribute information, advice and guidance to the PCN.
- Build meaningful relationships with Indigenous community members founded in the practice of cultural humility.



Charting a Path Forward

In order to address the systems of colonialism and to positively impact the health and wellness of Indigenous peoples in BC, primary care needs to be culturally safe, through the practice of cultural humility.

- Truth and Reconciliation Calls to Action (TRC)
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)
- Collaboration with health system partners
 - Mutual commitment to advance cultural safety and humility
 - Indigenous involvement in the shared design and delivery of health services



It Starts
With Me

Humility

Quality Forum
Your Host:
BC PATIENT SAFETY & QUALITY COUNCIL





Why Focus on Cultural Safety?

- Indigenous peoples in BC continue to deal with the ongoing impacts of colonialism, racism and intergenerational trauma.
- This has resulted in significant disruptions to health and wellness journeys and large health inequities between Indigenous and non-Indigenous peoples.
- Compared to other residents, BC Status First Nations are:
 - less likely to be attached to a primary care provider
 - less likely to access primary care services
 - more likely to use emergency departments for primary care services
 - more likely to be living with chronic diseases
 - more likely to experience higher rates of hospitalizations for ambulatory care sensitive conditions



Cultural Safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the healthcare system. It results in an environment free of racism and discrimination, where people feel safe when receiving health care. Cultural safety can only be achieved when the people receiving services say it has been achieved.

Cultural Humility is a process of self-reflection to understand personal and systemic conditioned biases, and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a life-long learner when it comes to understanding another's experience.



Guiding Our Work

- Shared journey of health transformation founded on the recognition of First Nations self-determination
- Commitment to an integrated health system

Emphasis on Cultural Safety and Cultural Humility

- Recognizing and striving to address power imbalances inherent in the healthcare system
- Creating an environment free of racism and discrimination
- Developing and maintaining respectful processes and relationships based on mutual trust
- Acknowledging oneself as a *life-long* learner when it comes to understanding another's experience





Cultural Safety Guidebook – An Introduction

This guidebook is designed for those who are planning and implementing Primary Care Networks (PCNs)

- Supporting Indigenous partnerships and engagement
- Upholding cultural safety as a core attribute of PCNs
- Build meaningful relationships and trust with Indigenous peoples

Guidebook Structure:

- Introduction
- Background
- Key Considerations
- Recommendations
- Recommended Resources
- Key Contacts and Additional Resources



Guidebook – Areas of Focus

The guidebook focuses around four critical components:

1. Engagement and Partnership with Indigenous Communities and Health Service Organizations
2. Policies and Mechanisms to Influence Culturally Safe Care
3. Education, Training and Performance Review
4. Obtaining Feedback on Individual Experiences of Receiving Care

Each component describes key considerations and recommendations for those involved with PCN planning



Engagement and Partnership with Indigenous Communities and Health Service Organizations

The intention of engaging Indigenous partners in the development of PCNs is to ensure:

- First Nations' rights to self-determination
- The opportunity to collaborate with and contribute information, advice, and guidance
- PCN services are designed to be culturally safe and meet the needs of the Indigenous community population
- Indigenous organizations have the opportunity to participate in developing their PCN service plan, and identify their contribution to the PCN and any resource needs



Considerations and Recommendations

Considerations

- Cultural humility is key to building and maintaining relationships, and involves understanding that individuals and communities are experts in their own health

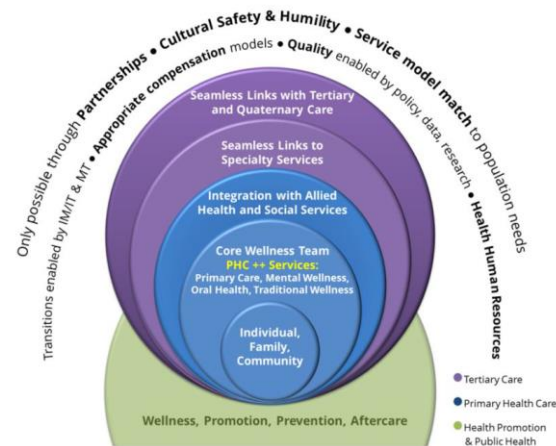
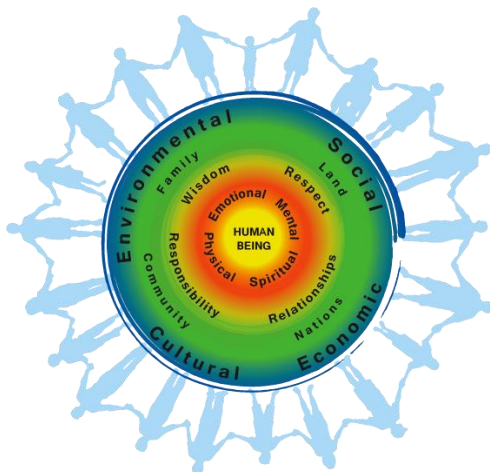
Recommendations

- Prior to connecting with community leaders, seek to understand the local First Nation's governance, partnerships and perspectives on health, healing and wellness
- Focus on relationship-building as a starting point and engage in-person
- Consider cultural safety and protocol - meet with First Nations representatives on their territory, co-develop documentation, and respecting protocol for community members to attend meetings
- Seek information from relevant Indigenous partners on positive or existing engagement processes
- Respect the Nation/community's right to self-determination, as reflected in their right to determine the degree to which they wish to be involved



Policies and Mechanisms to Influence Culturally Safe Care

- Integrating Indigenous approaches and healing practices into PCNs
- Implementing mechanisms, operational strategies and policies at the PCN level to foster cultural humility and culturally safe care





Considerations and Recommendations

Considerations

- Integration of Elders and/or Traditional Healers onto interdisciplinary health care teams can improve health outcomes
- Trauma-informed policies and practices are key to addressing health equity within PCNs

Recommendations

- Cultural safety and humility policies, protocols and resources should be developed in collaboration with local Indigenous partners
- Designate a cultural safety and humility lead from within the PCN planning team
- Implement health human resources policies at the PCN level that promote recruitment and retention of Indigenous practitioners and staff
- Incorporate Indigenous perspectives on health and wellness into PCN service plans
- Incorporate local Indigenous cultural elements in PCN design and operations



Education, Training and Performance Review

- All PCN practitioners and staff play a key role in ensuring a culturally safe experience for Indigenous people
- Cultural safety and humility training and ongoing performance review are important elements that enable the delivery of culturally safe care
 - Promoting training opportunities that seek to enhance the learner's knowledge of the historic and contemporary impacts of colonialism and racism
 - Pairing education and training with ongoing performance assessment and review
 - Providing trauma-informed care through linking to successful cultural safety practices



Considerations and Recommendations

Considerations

- Consider the development of a continuous education and training framework that identifies foundational training recommendations for all PCN practitioners and staff
- Training should not be a 'one and done,' but rather focus on continuous learning principles and practices

Recommendations

- Strongly encourage/require practitioners and staff to take formal foundational Indigenous cultural safety and humility training
- Develop cultural safety and humility training protocols in partnership with local Indigenous partners
- Incorporate measures to ensure performance review and enhancement of cultural safety and humility over time



Obtaining Feedback on Individual Experiences of Receiving Care

- Cultural safety, informed by cultural humility, can only be achieved when the people receiving services say it has been achieved
- Implementing measures to obtain individual, family and caregiver feedback on the provision of culturally safe care, on an ongoing basis
- Focusing on individual voices as a mechanism for evaluation will ensure safer care and empower those receiving care
- Using “Two-Eyed Seeing” as a guiding framework when obtaining feedback from Indigenous individuals and communities
 - Learning to see the strengths of Indigenous worldviews with one eye and the strengths of Western ways of knowing with the other



Considerations and Recommendations

Considerations

- Obtaining feedback must itself be a culturally safe process, and not place undue burden on the individual receiving care, their family or the PCN
- Ensure confidential and/or anonymous methods of obtaining feedback that will not have an impact on future services

Recommendations

- PCNs should discuss the collection of feedback with Indigenous partners and utilize community-driven approaches where possible
- Consider community-based participatory approaches, such as community planning or advisory committees and Elder Advisory roles
- Utilize semi-structured interviews, talking circles or focus groups





Resources and Contacts

- The Guidebook contains links and contacts for additional resources, including:
 - FNHA Regional Directors
 - FNHA Regional Teams
 - RHA Aboriginal Health Leads
 - Métis Nation British Columbia
 - BC Association of Aboriginal Friendship Centres

- SharePoint link for toolkit.
<https://www.pcnbc.ca/en/pcn>



Thank You



Rural Coordination
Centre of BC



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October 11, 2019



HEALTH ADMINISTRATORS

First Nations Health Authority
Provincial Health Services Authorities
Island Health
Vancouver Coastal Health
Fraser Health
Northern Health
Interior Health
Society of General Practice

HealthMatch BC
Worksafe BC
Insurance Corporation of BC
Unions
Veteran Affairs

COMMUNITIES

Patients
BC Municipalities
First Nations Communities
Community Organizations
and Foundations
BC Rural Health Network

Society of Rural Physicians
of Canada (SRPC)
Rural Coordination
Centre of BC (RCCbc)
Rural Education
Action Plan (REAP)

LINKED CONTRIBUTORS

Non-profits (e.g., hospital auxiliaries)
BC Rural Center
Institute of Health System Transformation and Sustainability

**Joint Collaborative Committees
(General Practice Services Committee (GPSC), Shared Care,
Specialist Services Committee (SSC), Joint Standing Committee on Rural issues (JSC)*



POLICY MAKERS

Health Employers Association of BC
BC College of Nursing Professionals
College of Physicians and Surgeons
BC Midwifery Association
BC Nursing Union
BC Emergency Health Services
Physicians Services Committee

Doctors of BC
Divisions of Family Practice
**Joint Collaborative Committees
(GPSC, JSC, SSC, Shared Care)*

HEALTH PROFESSIONALS

Allied Health Care Professionals
Physicians
BC Ambulance
Shared Care

EMR Vendors
Rural Coordination
Centre of BC (RCCbc)
Rural Education
Action Plan (REAP)

ACADEMIA

UBC Faculty of Medicine
Selkirk College Rural Pre-Med Program
Learners, teachers and researchers
University of Northern BC Health Research Institute
Rural Scholars
UBC Midwifery Program
Centre for Rural Health Research
BC Academic Health Sciences Network





Questions?