

# Leading a Framework For Cultural Safety and Humility

Joe Gallagher, CEO, First Nations Health Authority



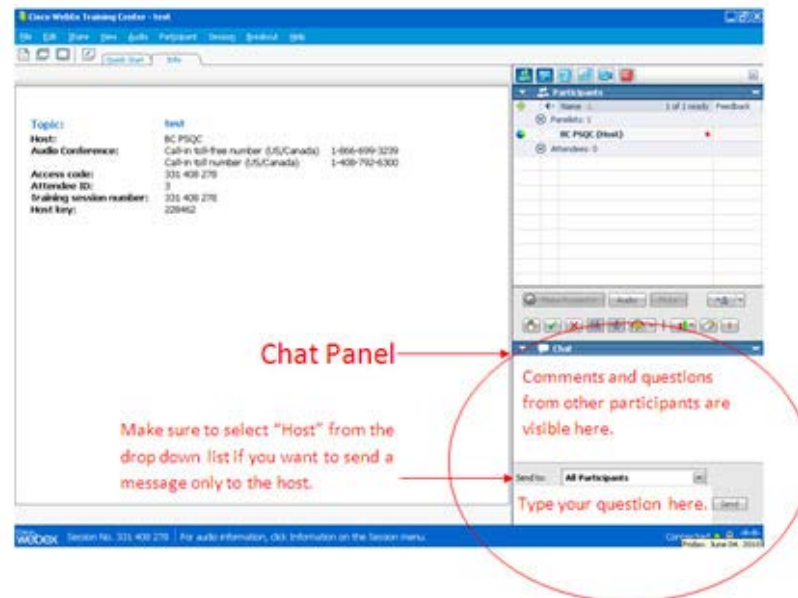
First Nations Health Authority  
Health through wellness



BC PATIENT SAFETY  
& QUALITY COUNCIL  
Working Together. Accelerating Improvement.

# Webex: Chat Overview

- We invite you to introduce yourself in the chat panel.
- Let us know your name and where you are from!



The screenshot shows a Webex chat window titled "Cisco WebEx Training Center - Host". The main chat area on the left displays meeting details:

Topic:	Test
Host:	BC PSQC
Audio Conference:	Call-in toll-free number (US/Canada) 1-866-699-3239 Call-in toll number (US/Canada) 1-800-792-6300
Access code:	331 408 278
Attendee ID:	3
Training session number:	331 408 278
Host key:	228462

On the right, a "Chat" panel is visible, showing a list of participants and a message input field. A red circle highlights the chat panel area. Red annotations include:

- A red arrow pointing to the "Chat" panel with the text "Chat Panel".
- A red arrow pointing to the "Send to:" dropdown menu with the text "Make sure to select 'Host' from the drop down list if you want to send a message only to the host."
- A red circle around the chat panel with the text "Comments and questions from other participants are visible here."

The bottom of the window shows the Webex logo, session number (331 408 278), and a "Type your question here." input field.



# Sensitive Subject Matter

- Due to the sensitive subject matter and stories shared during the webinar sessions participants may become triggered. Please ensure you have prepared a support system for yourself in advance in which you may have easy access to. This could mean an Elder, trusted mentor/family/friend, Counsellor and/or crisis contact number.
- If you need support please do not hesitate to call the toll free crisis line here in the province of BC (1-800-588-8717). Or if you prefer, have a number prepared in advance locally.



# Session Recorded

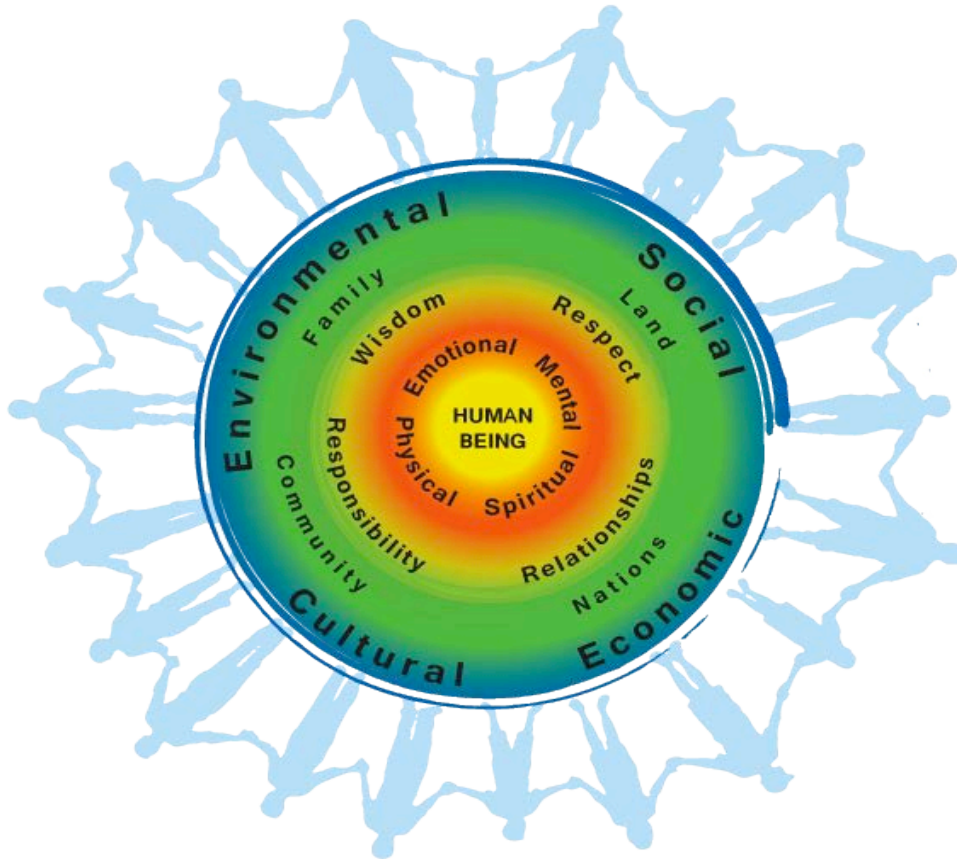
- This session is being recorded.
- If you choose to remain anonymous, please type ANON before your question and it will be read out as such.



# Opening Prayer



# First Nations Perspective of Health and Wellness



- The Lens the FNHA works through for everything it does
- Developed from the teachings and culture of BC First Nations
- FNHA - Health and Wellness Champion, Partner & Living it
- Commitment to supporting the health and wellness from the youngest to the oldest
- Commitment to the generations to come
- Our Health and Wellness Journey belongs to each of us and is as unique as we are
- Leading edge of systemic change to move from Health to Wellness



# Makara's Story



# Impact

- 54/58 infant autopsy completed with no retention
- Two First Nation coroners
- Regional relationships





# Impact

“the legacy of Makara's story is that it makes me pause and think about the decisions we're making for all families regardless of their background or culture and asking myself, whose need is being met by doing something or ordering something. ”

– Matt Brown, Regional Coroner, Vancouver Island



## 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  
& self-critique to understand  
personal biases & to develop &  
maintain mutually respectful  
partnerships based on mutual trust.*





# Cultural Safety and Humility in Health Services for First Nations and Aboriginal People in British Columbia

- Cultural Competency is something that we strive for.
- Cultural Humility is the only way we get there.
- With an open heart and open mind, we can increase the space for Cultural Safety.

**DECLARATION OF COMMITMENT - JULY 16 2015**  
CULTURAL SAFETY AND HUMILITY IN HEALTH SERVICES DELIVERY FOR FIRST NATIONS AND ABORIGINAL PEOPLE IN BRITISH COLUMBIA

Our Declaration of Commitment is an important step toward embedding cultural safety and humility within health services for First Nations and Aboriginal people in British Columbia. This commitment reflects the high priority we, as the designated BC First Nations and Aboriginal health system leaders, place on cultural safety and humility as essential dimensions of quality and safety within the First Nations and Aboriginal health services for which we are responsible.

This Declaration of Commitment is based on the following guiding principles of cultural safety and humility:

- Cultural humility builds mutual trust and respect and enables cultural safety.
- Cultural safety is defined by each individual client's health service experience. As such, approaches to cultural safety must be client-centered.
- Cultural safety must be understood, embraced and practiced at all levels of the health system including governance, health organizations and within individual professional practice.
- All stakeholders, including First Nations and Aboriginal individuals, elders, families, communities, and nations must be involved in co-development of action strategies and in the decision making process with a commitment to regional accountability.

Strong leadership on concrete actions is essential to achieving our vision of a culturally safe health system for First Nations and Aboriginal people in our province. We, the members of the Leadership Council, will:

**CREATE A CLIMATE FOR CHANGE BY:**

- Articulating the pressing need to ensure cultural safety within First Nations and Aboriginal health services in BC.
- Opening an honest and convincing dialogue with all stakeholders to show that change is necessary.
- Forming a coalition of influential leaders and role models who are committed to the priority of embedding cultural humility and safety in BC health services.
- Leading the creation of the vision for a culturally safe health system and developing a strategy to achieve the vision.
- Supporting the development of workplans and implement through available resources.

**ENGAGE AND ENABLE STAKEHOLDERS BY:**

- Communicating the vision of culturally safe health system for First Nations and Aboriginal people in BC and the absolute need for commitment and understanding on behalf of all stakeholders, partners and clients.
- Openly and honestly addressing concerns and leading by example.
- Identifying and removing barriers to progress.
- Tracking, evaluating and visibly celebrating accomplishments.

**IMPLEMENT AND SUSTAIN CHANGE BY:**

- Empowering health organizations and individuals to innovate, develop cultural humility and foster a culture of cultural safety.
- Allowing organizations and individuals to raise and address problems without fear of reprisal.
- Leading and enabling successive waves of actions until cultural humility and safety are embedded within all levels of the health system.

Our signatures demonstrate our long term commitment to providing culturally safe health services for First Nations and Aboriginal people in British Columbia and to championing the process required to achieve this vision.

This Declaration of Commitment is endorsed by the BC Tripartite Committee on First Nations Health and signed by the members of the Leadership Council.

SIGNED ON THIS DATE: July 16, 2015

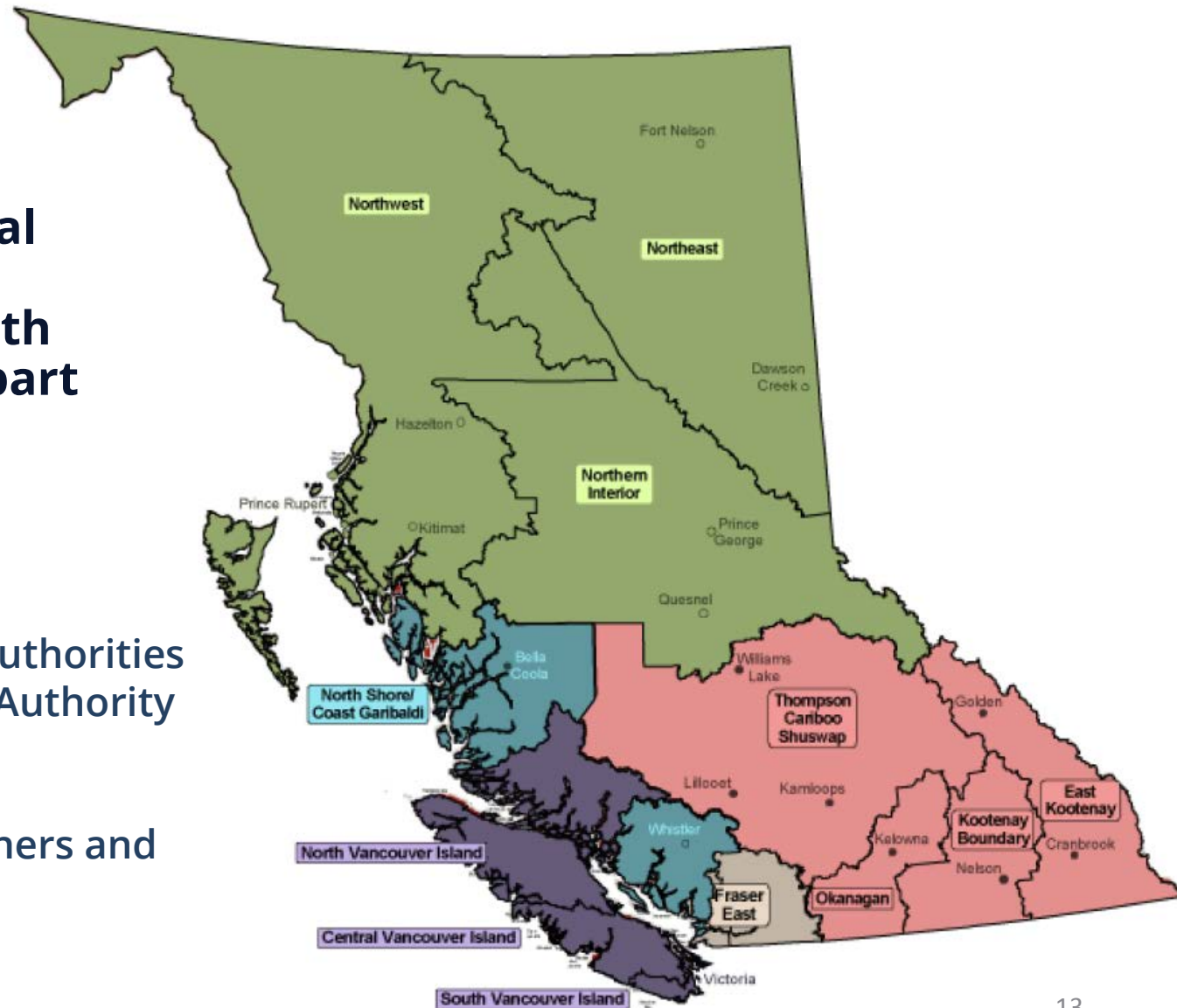
<p>MR. STEPHEN BROWN, HEALTH MINISTER, MINISTRY OF HEALTH</p> <p>MR. JOE GALLAGHER, CHIEF EXECUTIVE OFFICER, FIRST NATIONS HEALTH AUTHORITY</p> <p>MR. CARL ROY, PRESIDENT AND CHIEF EXECUTIVE OFFICER, PROVINCIAL HEALTH SERVICES AUTHORITY</p> <p>MR. MICHAEL MARCOSIN, DEPUTY AND CHIEF EXECUTIVE OFFICER, INWEST HEALTH</p> <p>DR. ROBERT HALL, PRESIDENT AND CHIEF EXECUTIVE OFFICER, INTERIOR HEALTH</p> <p>MR. BRYAN CHAN, PRESIDENT AND CHIEF EXECUTIVE OFFICER, ISLAND HEALTH</p> <p>MR. MICHAEL MCKENNA, PRESIDENT AND CHIEF EXECUTIVE OFFICER, NORTHERN HEALTH</p> <p>MR. MARY ACKENKASIE, PRESIDENT AND CHIEF EXECUTIVE OFFICER, VANCOUVER COASTAL HEALTH</p>	<p>MR. STEPHEN BROWN, HEALTH MINISTER, MINISTRY OF HEALTH</p> <p>MR. JOE GALLAGHER, CHIEF EXECUTIVE OFFICER, FIRST NATIONS HEALTH AUTHORITY</p> <p>MR. CARL ROY, PRESIDENT AND CHIEF EXECUTIVE OFFICER, PROVINCIAL HEALTH SERVICES AUTHORITY</p> <p>MR. MICHAEL MARCOSIN, DEPUTY AND CHIEF EXECUTIVE OFFICER, INWEST HEALTH</p> <p>DR. ROBERT HALL, PRESIDENT AND CHIEF EXECUTIVE OFFICER, INTERIOR HEALTH</p> <p>MR. BRYAN CHAN, PRESIDENT AND CHIEF EXECUTIVE OFFICER, ISLAND HEALTH</p> <p>MR. MICHAEL MCKENNA, PRESIDENT AND CHIEF EXECUTIVE OFFICER, NORTHERN HEALTH</p> <p>MR. MARY ACKENKASIE, PRESIDENT AND CHIEF EXECUTIVE OFFICER, VANCOUVER COASTAL HEALTH</p>
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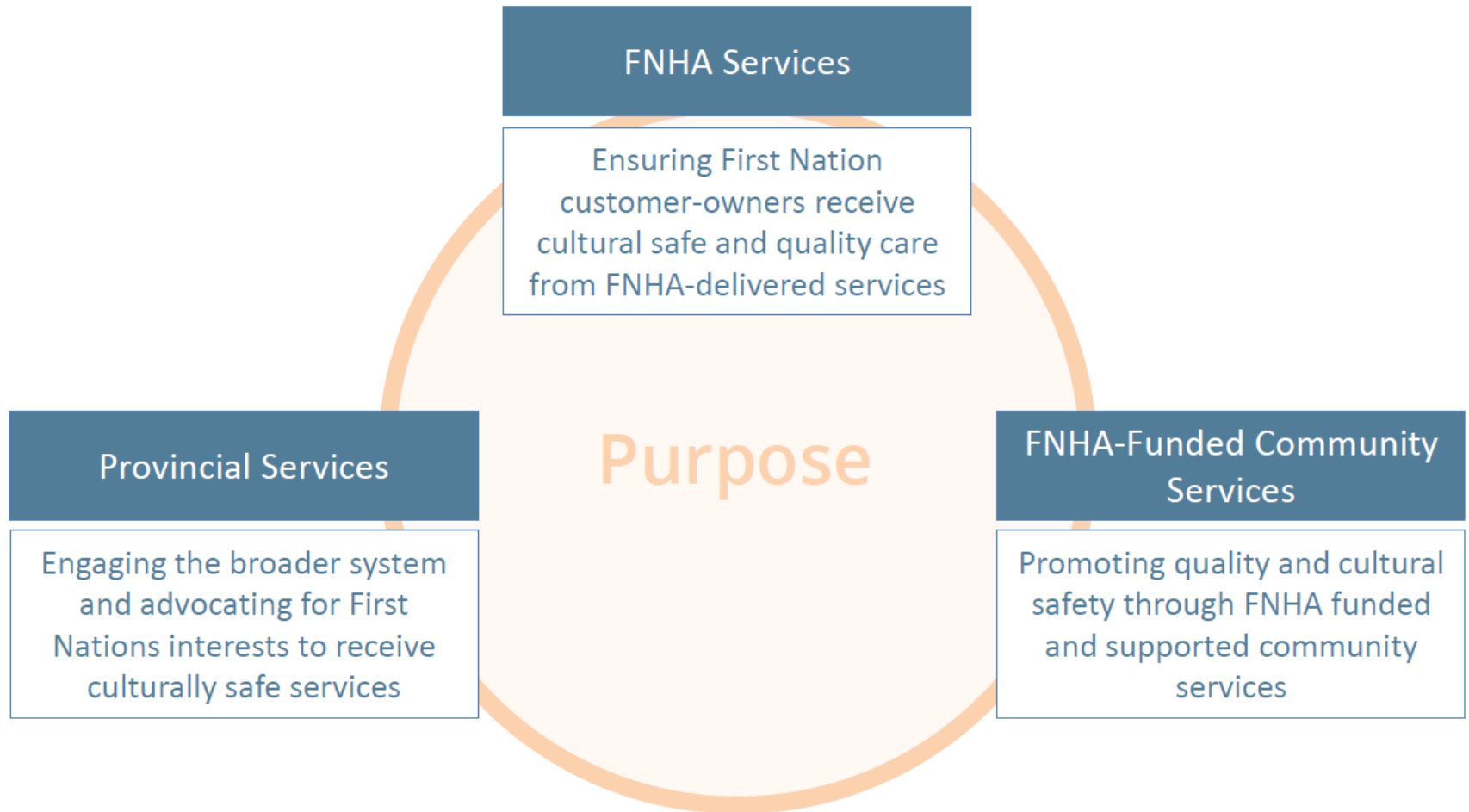
# Hardwiring the Health System

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

- 5 Regional Health Authorities
- 1 Provincial Health Authority
- Ministry of Health
- FNHA
- Health system partners and colleges



# Three Perspectives of Quality



# **Our 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.



# Our vision for Cultural Safety & Humility



#Itstartswithme

#Culturalhumility

Cultural Safety and Humility Resource Booklet

[www.fnha.ca/culturalhumility](http://www.fnha.ca/culturalhumility)

## #itstartswithme

Creating a culture of change for better health services  
for First Nations and Aboriginal peoples

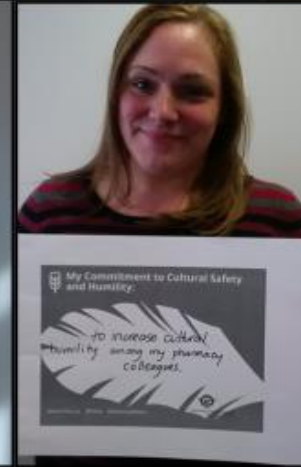




# Take Action



- 1) Print the card
- 2) Make a commitment
- 3) Snap a pic
- 4) Hashtag #itstartswithme



**PHSA: Left to Right:** Arden Crystal, Executive VP, Patient & Employee Experience, Carl Roy, PHSA CEO, and Colleen Hart, VP, Provincial Population Health, Chronic Conditions & Specialized Populations



# Our Opportunity

- All providers can improve the provision of safe services to First Nations clients by learning about the impact of colonization, residential schools, systemic racism, discrimination, stereotypes, health inequities and the social determinants of health on First Nations people.
- San'yas Indigenous Cultural Safety (ICS) training is a great place to start. This eight hour online course is provided by the Provincial Health Services Authority (PHSA). Since April 2009, approximately 22,000 health professionals in BC took ICS training.
- When healthcare professionals engage with First Nations peoples from a place of cultural humility, they are helping to create a health care environment where individuals feel safe and respected. First Nations peoples are therefore more likely to access care when they need it.



# CALL TO ACTION



# Call to Action

- The declaration gives us permission to act
- Both individual and systemic
- #Itstartswithme



## Reconciliation, Health & Wellness with Shelley Joseph



**Shelley Joseph** brings over 25 years of experience paired with education covering spiritual, physical, mental and emotional well-being for families and communities. She is passionate about supporting First Nations people to take an active role in healing and growth utilizing a holistic approach to well-being. Shelley has always followed traditional teachings through a lifetime of learning from elders and cultural leaders. Aligning with Reconciliation Canada’s idea about creating a better tomorrow for our children; Shelley lives by the Kwakwaka’wakw law “if not for our children, what would our purpose be?”, and has always believed in the Kwa’kwala phrase– “k’wala’yu – you are my reason for living.

Webinar: Noon – 1:00

# NOVEMBER 2, 2016



# Survey



Howa'a Welálin Mahsi' Cho Pinamaya Wriceweh  
"Haida Mi'kmaq Gwich'in Nakota Metis

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# Thank You

