CULTURAL SAFETY AND HUMILITY
Embedded in Fraser Health Authority
Fraser Health

• 26,000 staff (approx. 250-400 are self declared Aboriginal people)
• 13 hospitals
• Covers over 203 km from Boothroyd to Burnaby
• Services 1,680,000 people
• 3000 physicians
• 62,000 Indigenous people -9500 on reserve and 52,500 in urban settings.
What is Cultural Safety and Humility?

Cultural Safety
- Safe environment
- Safe program
- Safe service
- Safe experience

Humility
- A way of applying Cultural Safety
- Understanding our own values, attitudes, perceptions and beliefs that can shape a culturally safe environment
Transforming the System

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

Endorsed & signed in July 2015 by BC Deputy Minister of Health & CEO’s of 7 BC Health Authorities

In October 2015 Fraser Health Senior Executive endorsed FH Cultural Safety Framework
Cultural Safety Framework

- Governance
- Leadership
- Policy
- Partners
- Operations
- Communities and Communities of Practice
- Information Management/Data
- Patient Quality/Safety
- Physical Spaces
- Services
- Communications
- Evaluation/Research
- HR/Workforce
- Training
- Cultural Safety

Cultural Safety Framework
San’yas Indigenous Cultural Safety Training

- Between 2009 - 2019 3,701 FH staff completed ICS On-line Training
- Since November 2017 2,038 health care professionals have enrolled in FH’s introduction to Indigenous health
- In 2018 The Board and senior leaders had all completed ICS Training.
Accountability & Transparency

- Fraser Health Staff Survey
- Aboriginal Staff Survey
- Aboriginal Health Cultural Safety and Humility Review
- Provincial 2018 ER Department Survey Results
DETERMINING INDIGENOUS CULTURAL SAFETY & CULTURAL HUMILITY PRIORITIES

Community Engagement

Access to Services

More Networking Relationship Building Between Health Authorities & Communities

Transportation Challenges

Care for all Generations!

BOSTON BAR
SEABIRD ISLAND
STO:LO

Provider Approach

Listen
Ask questions
Be respectful
Build trust early

Physical Space

Less physical

Respect for taking space

Traditional Cultural Teachings

Evaluation & Feedback

Evaluate elder in residence program

Must be ongoing feedback from the community

Health Care Systems & Specific Services

Quality services "ALL"

Integrating Cultural Practices in Care

Share between healers & traditional practices

Risking Birth & Death Protocol

Respect

Training & Education

Community focused

Cultural Safety Training

Partner with communities

Multi-disciplinary holistic teams should be accessible!

Onsite Aboriginal Health Liaison!

Local ICBC needs to connect with staff, OCP & strategize together!

Patient & Provider travel long distances to access services

Trust between patients & providers communities

Communicate care exists

Mutually orientating new providers

Liaison advocates

Health authority needs to connect with other staff & strategize together!

Multi-disciplinary Holistic Teams Should Be Accessible!

Link Moreaboriginal Health Liaison!

Facet of Community

Meeting patients where they are!

Providers more than ever!

Cultural Safety & Humility Community Priorities
Next Steps

Cultural Safety

Share Learning

Reflection
- Attitudes
- Behaviour

Measure

Open to Learning

Measure

Experience
- Culture
- Event
- People/group
- Discussion

Share Learning