Embedding cultural safety and humility into the health system: Walking the Talk

Christina Krause, CEO
First Nations Primary Care + Mental Health & Wellness Summit
May 22, 2019
About Us

We are a driving force for quality health care in British Columbia.

We bring expert, evidence-informed strategies that improve clinical practice and workplace culture.

And we spark conversations, build networks and strengthen connections that advance person- and family-centred care.
CULTURAL HUMILITY

/ ˈkælʃ(ə)rəl /  / (h)yoʊˈmilədə /

Cultural humility is a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.
New Zealand river granted same legal rights as human being

After 140 years of negotiation, Māori tribe wins recognition for Whanganui river, meaning it must be treated as a living entity

In a world-first a New Zealand river has been granted the same legal rights as a human being.

The local Māori tribe of Whanganui in the North Island has fought for the
BEST OF BOTH WORLDS: DIMENSIONS OF QUALITY, INDIGENOUS PERSPECTIVES

QUALITY FORUM 2017
VANCOUVER, BC
MARCH 1 – 3

MARCH 1 | 0830 – 1700

First Nations Health Authority
Health through wellness

BC PATIENT SAFETY & QUALITY COUNCIL
Serving British Columbia and improving.

bcpsqc.ca
Patient Voices Network
Cumulative New Indigenous and Non-Indigenous Patient Partners

- 2016/2017: Indigenous (48), Non-Indigenous (208)
- 2017/2018: Indigenous (70), Non-Indigenous (466)
- 2018/2019: Indigenous (100), Non-Indigenous (753)

Legend: Indigenous, Non-Indigenous
# BC Health Quality Matrix

## Dimensions of Quality

<table>
<thead>
<tr>
<th>Acceptability</th>
<th>Appropriateness</th>
<th>Accessibility</th>
<th>Safety</th>
<th>Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care that is respectful to patient and family needs, preferences, and values</td>
<td>Care provided is evidence based and specific to individual clinical needs</td>
<td>Ease with which health services are reached</td>
<td>Avoiding harm resulting from care</td>
<td>Care that is known to achieve intended outcomes</td>
</tr>
</tbody>
</table>

## Areas of Care

<table>
<thead>
<tr>
<th>Staying Healthy</th>
<th>Getting Better</th>
<th>Living with Illness or Disability</th>
<th>Coping with End of Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventing injuries, illness, and disabilities</td>
<td>Care for acute illness or injury</td>
<td>Care and support for chronic illness and/or disability</td>
<td>Planning, care and support for life-limiting illness and bereavement</td>
</tr>
</tbody>
</table>

## Equitable Distribution

- **Equity**: Distribution of health care and its benefits fairly according to population need.
- **Efficiency**: Optimal use of resources to yield maximum benefits and results.

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In 2008, the BC Health Quality Matrix was developed in collaboration with the members of the Health Quality Network which included BC’s Health Authorities, Ministry of Health Services, academic institutions and provincial quality improvement groups and organizations.
Today is a Good Day to Heal

Values
- Choice
- Wisdom
- Respect
- Relationships
- Responsibility

Physical
- Safety
- Opportunity
- Choice
- Access

Mental
- Intention
- Mindset
- Memory
- Perception
- Values

Social Determinants
- Health Wellbeing
- Life is Messy
- Choice

LIFE IS MESSY
SUPPORT

Life is Messy
Support
Thank you!