

Interior Health Talking Circles



First Nations Health Authority
Health through wellness



2 COMMENTS



Lynn Jacobsen on December 24, 2015

Reply

As our wonderful facilitator, James Cooley, shared with us, "the Peace Circle is for all two legged animals". It can be a powerful method to support healing for anyone who has experienced unintentional harm while in our care. It was a privilege to be part of the training.



Chris Mazurkewich on December 24, 2015

Reply

Look forward to being being educated on the "culturally sensitive tools for appropriate resolution process" Aboriginal Health and PCQO develop. Important step in our journey to advance Aboriginal wellbeing into our current mainstream health-care models. Clearly on Aboriginal Health IH needs to continue to improve its approach and services. We are fortunate to have excellent leadership in Aboriginal Health and this team is continuing to share its wisdom in guiding IH forward.



Peacemaking Circle Training hit with PCQO team

December 18, 2015

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With financial support from the Royal Inland Hospital Foundation, Tsilhqot'in Nation, and IH, Aboriginal Health put on a Peacemaking Circle Training session for Patient Care Quality Office (PCQO) team members.

The training offered insight into the emotions First Nations people can experience when they come into health sites that are not part of their culture, as well as examples of lived situations.

With more than 20 years' experience in leading peacemaking circles, James Cooley was the facilitator for the training. He was recommended by the Tsilhqot'in Nation to lead the session, which was organized by Aboriginal Health Practice Lead Danielle Wilson.

PCQO participants said the training gave them knowledge that will help them develop culturally sensitive tools for an appropriate resolution process when issues involve Aboriginal patients and families.

Danielle and Aboriginal Health Director Brad Anderson expressed gratitude to the RIH Foundation for its support of this training, which will help advance Aboriginal wellbeing into current mainstream health-care models.

The Aboriginal Health team also sends thanks to Ryan Sidorchuk and Patricia Garrett from the PCQO office for being strong supporters and visionaries of Peacemaking Circle.

OVERVIEW

Interior Health developed a Talking Circle process to resolve First Nations and Aboriginal client health-care complaints. Aboriginal clients are less likely to submit complaints to the Patient Care Quality Office (PCQO) than other patient groups. With this in mind, the Talking Circle process is intended to provide a supportive and culturally safe space in which Aboriginal clients feel comfortable voicing concerns about their health-care services and experiences.

HOW DID THIS INITIATIVE COME ABOUT?

Tsilhqot'in Health Directors and Interior Health staff discussed patient complaints and the patient complaint process in a Letter of Understanding meeting. This discussion explored the intimidating nature of the complaint process for members of the Tsilhqot'in Nation. They also discussed barriers to access and the lack of information about the program. A Health Director who had recently participated in peacemaking circle training (which is part of the Restorative Justice process) suggested this practice might be used and modified to support Aboriginal clients in the complaint process.

Funding from the Royal Inland Hospital Foundation supported the training of all members of the PCQO as well as the Aboriginal Cultural Safety Educator for Interior Health. The intent is that the Aboriginal Cultural Safety Educator will lead the Talking Circles, with the PCQOs supporting the process.



OUTCOMES

The Talking Circles are intended to improve health-care services for Aboriginal clients by better identifying those areas where the health-care system fails to adequately meet their needs. Through the use of the Talking Circle process, Interior Health hopes to receive more health-care complaints than it currently does. With this information, the organization will have a broader view of the opportunities for systemic change that can improve health-care services for Aboriginal clients.

Staff changeover at PCQO has led to fluctuating support for the program and delayed the implementation of the Talking Circle process. Interior Health is currently discussing piloting the Talking Circle process with one PCQO and the Aboriginal Cultural Safety Educator and to then evaluate the pilot program.

ADVICE FOR OTHERS

- Ensure Aboriginal stakeholders are engaged in and supportive of the process from the beginning.
- Once support is obtained from stakeholders and the health authority, develop a policy for using Talking Circles to minimize any delays or limitations caused by staff changeover.

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#itstartswithme

For more information on Cultural Safety and Humility in Health Services Delivery for Aboriginal Peoples in BC please visit us online: www.fnha.ca/culturalhumility