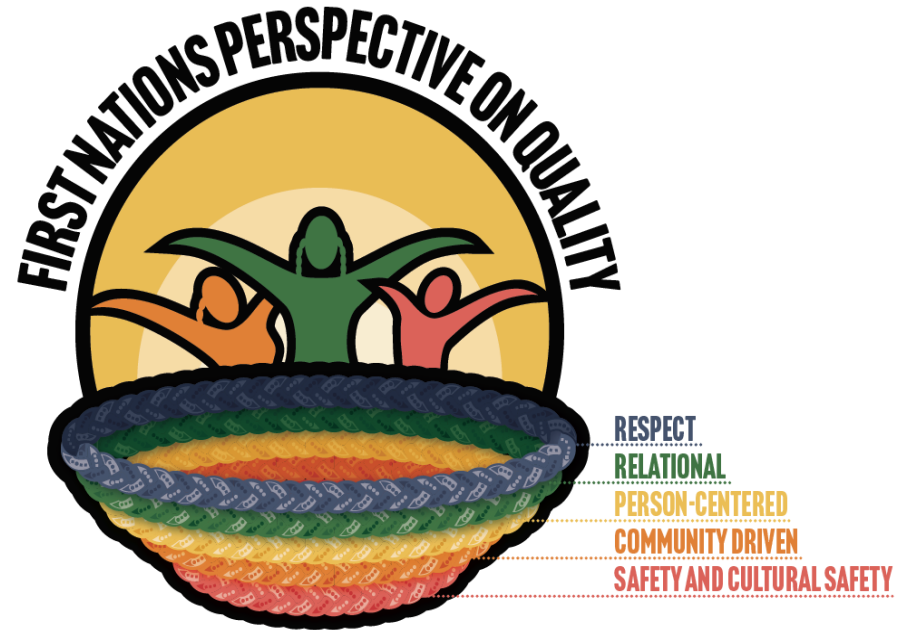


BC First Nations Perspective on Quality

The BC First Nations Perspective on Quality articulates what is important to First Nations people in BC to improve the quality and safety of health and wellness services. The Perspective on Quality offers principles and guidelines to help inform a more reflective, relevant and responsive approach to quality and quality improvement based on First Nations' values.

Hosted by the First Nations Health Authority (FNHA), the Perspective on Quality was developed by and for BC First Nations. The vision and contributions were provided by the Quality Improvement and Safety (QIS) Network and members of the First Nations Health Directors Association (FNHDA). It is grounded in community development and the BC First Nations Perspective on Health and Wellness. The image of the woven basket reflects the continual weaving of principles and practices that build stronger health and wellness services. The basket represents individual and collective efforts to provide seamless, integrated and person-centered care. The people represent the organizations, partners and clients working together to support the health and wellness of individuals, families and communities. The sun in the background represents the vibrancy of BC First Nations children, families and communities.

The inside of the basket is left intentionally empty, inviting organizations to reflect on their own community's values, priorities, cultural ways of being, doing, learning and knowing.



"The basket holds all the wellness, medicine and tools in our life to be grateful for, which brings us joy. Quality is ceremony. To do ceremony as our ancestors have taught us is about walking in their footsteps." – Elder Syexwáliya / Ann Whonnock

	RESPECT	RELATIONAL	PERSON-CENTERED	COMMUNITY DRIVEN	SAFETY AND CULTURAL SAFETY
GUIDING PRINCIPLES	Uphold dignity and create trust. This teaching is broader than some Western definitions and practices, encompassing a sense of sustainability for generations to come.	The foundation of all relationships, partnerships and collaborations at the individual, organizational and system levels; with partners in the health system, in the community and in improvement processes such as accreditation.	Provide appropriate care, facilitate choice and enable the person to self-determine their best way forward.	Reflect on and respond to community values, needs and priorities.	Promote physical, mental, emotional safety and cultural safety for the person seeking care, and for the provider.

Hosted by:



First Nations Health Authority
Health through wellness

PRINCIPLES	GUIDELINES
<p>RESPECT Uphold dignity and create trust. This teaching is broader than some Western definitions and practices, encompassing a sense of sustainability for generations to come.</p>	<ul style="list-style-type: none"> • Respect involves being mindful of how one carries oneself, not taking away others' self-respect. • It means accepting without judgment, without assuming a predetermined outcome. • This notion includes self-determination and empowerment at the individual and community levels. • Partners work with the community and the organization to meet the needs in a meaningful way that improves outcomes and impacts, respecting their choices and maintaining support. • Partners demonstrate respect by following protocol when coming to the community.
<p>RELATIONAL The foundation of all relationships, partnerships and collaborations at the individual, organizational and system levels; with partners in the health system, in the community and in improvement processes such as accreditation.</p>	<ul style="list-style-type: none"> • Making relationships a priority is beneficial for all people, at home and away from home, regardless of mandate or jurisdiction. • It means establishing agreements to further reciprocal participation and accountability, with an equal balance of power for all parties involved. • Being relational reinforces the focus on integration of care within an organization and with partners to coordinate services and support across the care spectrum.
<p>PERSON CENTERED Provide appropriate care, facilitate choice and enable the person to self-determine their best way forward.</p>	<ul style="list-style-type: none"> • Person-centred care promotes person-paced interventions and person-led choices. • Each person recognizes their own need for change and is open to opportunities for services and supports. • It includes a wholistic approach to care in all realms of wellness – physical, mental, emotional and spiritual. • There is a focus on health promotion, harm reduction and prevention, in addition to treating illness. • Partners recognize the First Nations Perspective on Health and Wellness as directed by BC First Nations.
<p>COMMUNITY DRIVEN Reflect on and respond to community values, needs and priorities.</p>	<ul style="list-style-type: none"> • Work is rooted in the community's vision, priorities and values and is guided by the collective beliefs and needs of the community. • Initiatives are designed to meet, adapt to, and further the vision and priorities of the community and the practices of the health service organizations and partners. • Partners recognize the autonomy and self-determination of the community and the organization.
<p>SAFETY AND CULTURAL SAFETY Promote physical, mental, emotional safety and cultural safety for the person seeking care and for the provider.</p>	<ul style="list-style-type: none"> • Confidentiality is respected at all times, unless mandated by duty to report. • The practice of humility is seen as the path to cultural safety. • Cultural safety is experienced when there is an environment free of racism and discrimination and people feel safe when receiving care.

<p>Additional Quality Dimensions British Columbia Health Quality Matrix</p>	<p>Individual Perspective</p> <p>System Perspective</p>	<ul style="list-style-type: none"> ➤ Accessibility: Ease with which health and wellness services are reached ➤ Effectiveness: Care that is known to achieve intended outcomes ➤ Equity: Distribution of services and benefits according to population, based on needs ➤ Efficiency: Doing our work in a good way to bring wholistic healing
--	---	---