UBC Learning Circle

First Nations Health Authority
Health through wellness

THE UNIVERSITY OF BRITISH COLUMBIA
Centre for Excellence in Indigenous Health

# Planting the Seeds for BC Cultural Safety and Humility Standard Evaluation

Featuring: Elder Wendy Ritchie, Laurie Edmundson & Alex Fraess-Phillips

**FEBRUARY 1ST, 2024 | FREE ONLINE | 10:00-11:30AM**

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# Planting the Seeds for BC Cultural Safety and Humility Standard Evaluation

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# Who we are



**Elder Wendy Ritchie**
Sq'ewqeyl First Nation
Project Elder
Member of Sisemó:ya Change Champions

**Laurie Edmundson**
Settler residing on unceded traditional
Stó:lo territory
Project Lead

**Alex Fraess-Phillips**
Settler residing on unceded traditional
Lheidli T'enneh territory
Senior Data Analyst
Member of Project team

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# BC Cultural Safety & Humility Standard

- The BC Cultural Safety & Humility Standard specifies **requirements** for governing bodies, organizational leaders, teams, and the workforce in health authorities and health and social services organizations to **provide culturally safe services to First Nations, Métis, and Inuit Peoples and communities and address Indigenous-specific racism in service delivery in BC**.

- The standard applies across **First Nations, Métis, and Inuit Peoples' health and wellness journeys across the health system**, including health promotion and disease prevention, access to health and social services, admission, assessment, treatment, discharge, and end-of-life care.

# In Plain Sight Report



## Recommendation 8

That all health policy-makers, health authorities, health regulatory bodies, health organizations, health facilities, patient care quality review boards and health education programs in **B.C. adopt an accreditation standard** for achieving Indigenous cultural safety through cultural humility and eliminating Indigenous-specific racism that has been developed in collaboration and cooperation with Indigenous peoples.

# Cultural Safety & Humility

**Cultural Safety** is an **outcome** based on respectful engagement that recognizes and strives to address power imbalances inherent in the health system.

**Cultural Safety**

**Cultural Humility**

**Cultural Humility** is a **lifelong process of self-reflection** and self-critique to understand biases and to develop and maintain respectful processes and relationships based on mutual trust.

An environment grounded in cultural safety and humility is:

- **Free of racism** and discrimination
- Based on an understanding of colonialism and **determinants of health**
- **Trauma** and **violence-informed**
- **Accessible**

- Built on **collaboration, co-development**, and **reciprocal accountability**
- **Distinctions-based**
- **Strengths-based**
- **Accountable** for anti-racism

CULTURAL SAFETY AND HUMILITY STANDARD

# Standard Structure

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**Standard subsection**

## 6   Build a Culture of Quality and Safety

**Clause**: Introductory statement for the following criteria. It is not a goal statement.

6.1   The organizational leaders and teams build a culture of anti-racism, quality, safety, and cultural safety and humility by establishing culturally safe processes to manage feedback and address safety incidents.

**Criterion**: Specific requirement

6.1.1   The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities and the workforce to design culturally safe processes to report on the quality and safety of the organization's services.

**Guidelines**: Additional information to help understand the criterion. It does not contain new information or required technical content.

Guidelines:

The organizational leaders recognize that Indigenous-specific racism and discrimination may be embedded in the organization's feedback and safety incident reporting processes. They also recognize there may be risks for First Nations, Métis, and Inuit peoples and communities who provide feedback and/or report safety incidents due to negative experiences or lack of trust in the health care system.

# BC CSH Standard Key Sections

**British Columbia Cultural Safety and Humility**

HSO AA75000:2022

ACCREDITATION CANADA

QMENTUM PROGRAM STANDARDS

POWERED BY HSO

Supporting Social, Public, and **Reciprocal Accountability**

Establishing Inclusive and **Meaningful Partnerships**

**Sharing Governance** and Implementing **Responsible Leadership**

**Investing in Financial and Physical Infrastructure**

**Developing Human Capacity**

Building a **Culture of Quality and Safety**

Designing and Delivering **Culturally Safe Services**

Collecting **Evidence** and Conducting **Research and Evaluation**

# Why is reflection important?

- Recognize the **need to grow**

- Identify areas we can **improve**

- We **cannot assume** that we are culturally safe

- Cultural humility is an **ongoing process of self-reflection**

- As our clients, providers, communities, systems, and society change there will always be **new challenges to overcome**

- To **lead by example**

- **Continuously improve** ourselves and our services

- To **build trust** within our organizations

- To **grow as individuals** who work and live within systems that perpetuate racism

*the BC CSH Standard will soon be part of Accreditation Canada's assessment process

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# FNHA's Self-Assessment

# FNHA's Self-Assessment



**Taking a wholistic approach**

- OCNO Project Team worked closely with Sisemó:ya Change Champions

- Supported by Elder Th'et-simiya (Wendy Ritchie)

- Multi-method approach:
  - Policy reviews
  - Interviews with staff at all levels
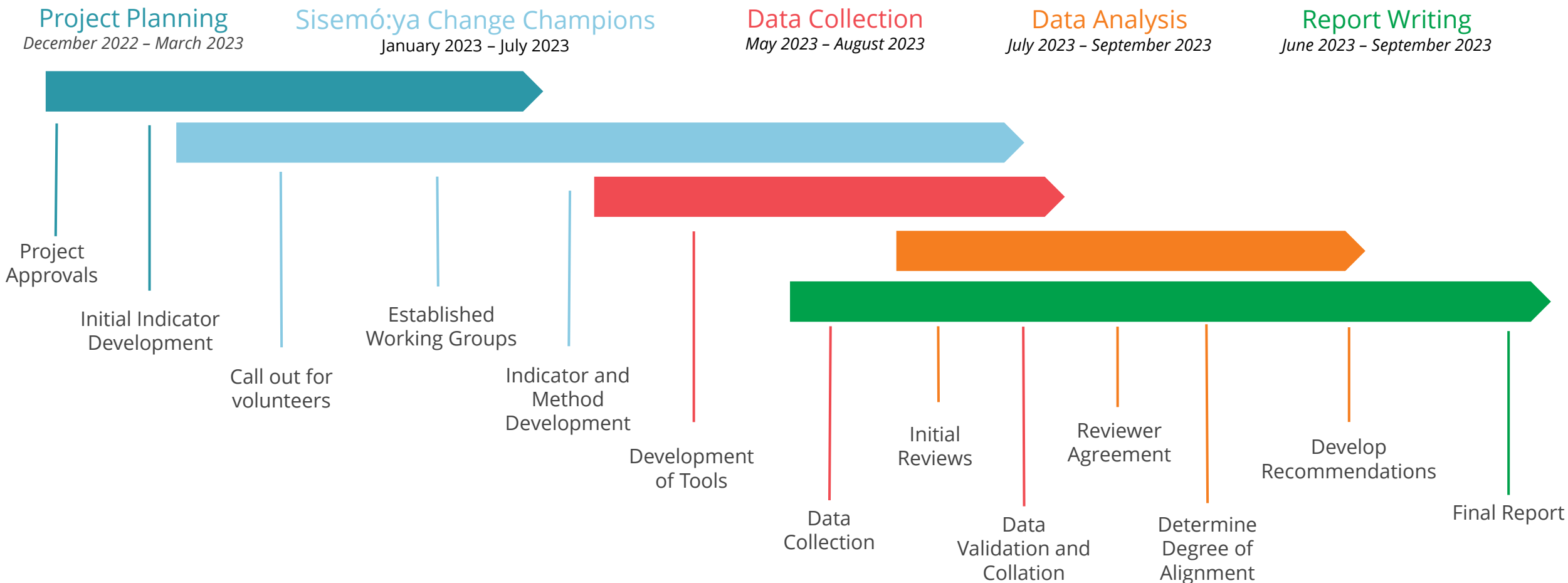  - All-staff survey
  - Use of existing data

Sisemó:ya Change Champions

# The Process

**Project Planning**
*December 2022 – March 2023*

**Sisemó:ya Change Champions**
January 2023 – July 2023

**Data Collection**
*May 2023 – August 2023*

**Data Analysis**
*July 2023 – September 2023*

**Report Writing**
*June 2023 – September 2023*

Project Approvals

Initial Indicator Development

Call out for volunteers

Established Working Groups

Indicator and Method Development

Development of Tools

Data Collection

Initial Reviews

Data Validation and Collation

Reviewer Agreement

Determine Degree of Alignment

Develop Recommendations

Final Report

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# Methods Development

- Indicator development
- Determining Working Groups
- Call for Working Group volunteers
- Working groups develop details of methods for assessment
- Collate Working Group decisions and break into method type
- Develop all staff survey
- Create interview guides
- Collect existing data and relevant policies

# Working Groups

We convened **working groups** to bring together employees with expertise and interest in the following areas:

- FNHA Workforce and Human Resources

- Collaboration, Engagement and Process

- Policy and Governance

- Service Delivery

We also gathered **Existing FNHA Data**\*

\*Not a working group but feedback from group will be gathered for our Senior Data Analyst

# Methods Table

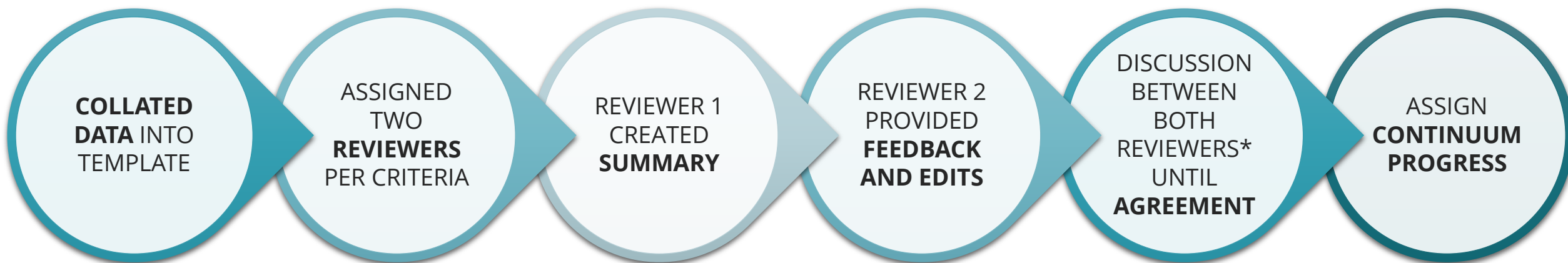| Criteria | Indicator | Method Category | Method |
|---|---|---|---|
| 5.3.3 | Collaboration with First Nations people and communities to provide mentorship opportunities for FNHA employees about engaging in respectful, reflective, and collaborative practice | Interview | Identify key informants in the organization and ask: 1) Does FNHA facilitate opportunities for FNHA staff to participate with and experience First Nations communities? 2) What are the opportunities and community experiences available for FNHA staff? 3) In what ways does FNHA collaborate with First Nations peoples and communities to create these opportunities? 4) How do these opportunities promote the recognition of, and respect for, First Nations rights, cultural values and protocols? |
| 5.3.3 | Staff opinion regarding the availability of mentorship opportunities for FNHA employees. | Survey | Survey questions to all staff: 1) I have been provided with mentorship opportunities that promote First Nations cultural values, protocols, or traditional medicines. (Strongly Agree to Strongly Disagree) 2) I have been provided the time and opportunity to attend gatherings and events in or with First Nations communities. (Strongly Agree to Strongly Disagree) |
| 5.4.1 | Proportion of the workforce self-identifying as Indigenous, and retention-related statistics | FNHA Data Review | Review existing datasets and collect information related to: 1) The proportion of the workforce self-reporting Indigenous identity. 2) The proportion of the outgoing workforce self-reporting Indigenous identity in the previous year (2022). |

# Data Collection

| Method | Collection Details |
|---|---|
| **All-Staff Survey** | • All staff had opportunity to respond<br>• 42% of all staff responded |
| **Policy Reviews** | • Identified relevant policies<br>• Reviewed based on criteria/guidelines |
| **Interviews** | • Key informants determined by Sisemó:ya Change Champions<br>• Key informants indicated who else to include<br>• Could respond via email, video call, or both<br>• Interviewed by a project team member and a Sisemó:ya Change Champion<br>• Provided notes back to validate their accuracy |
| **Existing Data** | • Used existing FNHA data where applicable<br>• Analyzed to address indicator |

# Summarizing Data by Criteria

**COLLATED DATA** INTO TEMPLATE

ASSIGNED TWO **REVIEWERS** PER CRITERIA

REVIEWER 1 CREATED **SUMMARY**

REVIEWER 2 PROVIDED **FEEDBACK AND EDITS**

DISCUSSION BETWEEN BOTH REVIEWERS* UNTIL **AGREEMENT**

ASSIGN **CONTINUUM PROGRESS**

* If there was disagreement between reviewers they were provided with the opportunity to discuss with Elder Wendy or the Project Team

# Cultural Safety and Humility Continuum



We have planted the seeds.

We are taking root.

We are starting to flower.

We are flourishing in the meadow.

# Example

## SUBSECTION 1:
## SUPPORT SOCIAL, PUBLIC, AND RECIPROCAL ACCOUNTABILITY

*1.1 The organizational leaders are accountable for the organization's commitment to anti-racism and cultural safety and humility.*

*1.1.1 The organizational leaders develop an anti-racism and cultural safety and humility position statement that acknowledges the harm done to First Nations, Métis, and Inuit peoples by racism and discrimination and outlines the organization's commitment to addressing Indigenous-specific racism and discrimination.*

*We are flourishing in the meadow*

**This section contains a summary of our alignment with the criterion. These results are not yet approved for sharing.**

# Example

*1.1.4 The organizational leaders support and encourage a speak-up culture in the workforce by developing a policy on Indigenous-specific racism and discrimination in the workplace, as outlined in the organization's policies, code of conduct, and professional standards of practice.*

*We are starting to flower*

**This section contains a summary of our alignment with the criterion. These results are not yet approved for sharing.**

*Recommendation:*

- Communicate with all staff the pathways to report incidents of Indigenous-specific racism.

# Next Steps for FNHA's Self-Assessment

- Presenting self-assessment to FNHA Executive **Leadership** Team

- **Communicate findings with FNHA staff** at the level of detail requested by leadership

- **Prioritize** recommendations

- Work with teams to improve **alignment**

- **Communicate our approach** and support other organizations

# Key Learnings

- Assessment requires **dedicated time and human resources**

- **Bring in Elder earlier** into the process

- Solidify a very clear **scope** of work

- Have **various opportunities** to gather information from all staff who wish to participate

- Have a **mechanism to gather, document and act** on innovative ideas from staff about how improvement can be made

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# Actions you can take to embark on this work

- **Share** the Standard documentary with your communities and organizations

- Use the Standard as **a tool for self-reflection** as a community or organization

- **Celebrate** the areas of the standard you where you are **flourishing**

- Identify areas where you can **grow and continue to flower**

- **Plant the seeds** by encouraging your health partners to embark on this process

- **Reach out** if we can support with tools, presentations, or to answer any questions you have along the way

# Questions?

# Thank you!

Gayaxsixa (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Haawa (Haida)

Gila'kasla (Kwakwaka'wakw)

Kleco Kleco (Nuu-Chah-Nulth)

Snachailya (Dakelh)

Kw'as ho:y (Halq'eméyem)

Huy ch q'u (Hul'qumi'num)

Kʷukʷstéyp (Nlaka'pamux)

HÍSW̱KE (Senćoten)

Maarsi (Métis)

Mussi Cho (Kaska Dena)

Tooyksim niin (Nisga'a)

Kukwstsétsemc (Secwepemc)

C̓ɛc̓ɛhaθɛc̓ (Ayajuthem)

Sechanalyagh (Tsilhqot'in)

T'oyaxsim nisim (Gitxsan)