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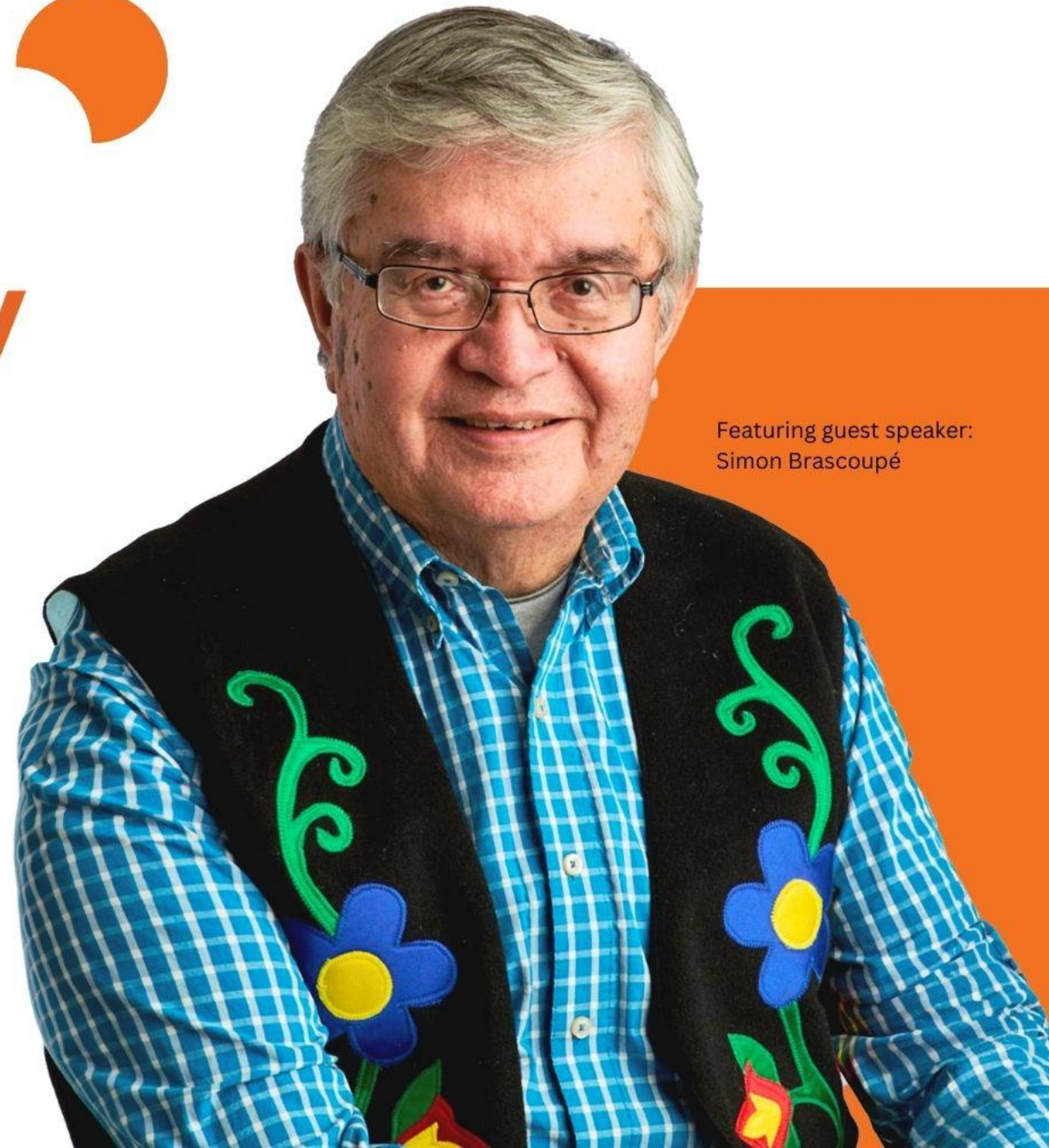
# Cultural Safety in Healthcare:

## Past, Present, and Future Perspectives

**May 16th, 2024 | 10am - 11:30 am PST**

Free online webinar via Zoom

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Featuring guest speaker:  
Simon Brascoupé

# Overview

This presentation delves into the historical origins, contemporary applications, and future potential of cultural safety, as pioneered by Māori nurse Irihapeti Ramsden.

It examines its impact on healthcare systems worldwide and its alignment with Indigenous knowledge systems, emphasizing humility, two-eyed seeing, the Seven Sacred Teachings, and ethical spaces to envision inclusive and collaborative healthcare environments.



# Dr. Irihapeti Ramsden

Dr . Irihapeti Ramsden, Ngāi Tahu/Rangitane (1946-2003) Māori nurse, philosopher, writer, and educationalist.

Irihapeti strived to help people understand how their own culture impacted on others. Best known for developing Cultural Safety – an educational framework for analyzing power relationships between health professionals and those they serve.

<https://www.ngamanukura.nz/dr-irihapeti-ramsden>

# History of cultural safety

**1980s-1990s: Emergence of Cultural Safety:** Dr. Irihapeti Ramsden introduces cultural safety, focusing on nursing in New Zealand and addressing cultural insensitivity and power imbalances, particularly with indigenous populations like the Maori.

**1990s-2000s: Expansion and Application:** Cultural safety expands beyond nursing to various healthcare disciplines and settings worldwide, becoming a framework for improving cultural competence and reducing health disparities among diverse populations. Cultural humility, emerging in the 1990s, emphasizes self-reflection and openness in healthcare interactions, offering a complementary approach to cultural safety and addressing the limitations of cultural competence models.

**2000s-2010s: Integration and Institutionalization:** Cultural safety becomes integrated into healthcare education, training, and practice, with its inclusion in curricula and accreditation requirements. Efforts are made to institutionalize cultural safety within healthcare systems through guidelines and quality improvement initiatives.

**2010s-Present: Renewed Focus on Equity and Social Determinants:** Recent years see a renewed emphasis on addressing broader social determinants of health within cultural safety frameworks. This includes recognizing and addressing the impact of colonization, racism, and socioeconomic disparities and expanding cultural safety to encompass health equity and social justice advocacy.

# Dr. Irihapeti Ramsden's Key Concepts

- Dr. Irihapeti Ramsden's concept of cultural safety encompasses several key ideas for improving healthcare experiences and outcomes, particularly for indigenous populations. Some of these key concepts include:
  - Ramsden emphasizes the recognition of **power imbalances** inherent in healthcare interactions. This involves acknowledging historical and systemic inequalities that impact healthcare delivery, particularly for marginalized or minority groups.
  - Cultural safety entails showing **respect for the cultural beliefs, values, and practices** of individuals and communities. Healthcare providers must understand and acknowledge the diversity of cultural backgrounds among patients and adapt their approaches accordingly.
  - Ramsden highlights the importance of **self-reflection and humility** among healthcare providers. Practitioners should critically examine their own biases, assumptions, and prejudices to ensure they do not negatively impact patient care. This involves ongoing self-awareness and a commitment to challenging personal attitudes and behaviors.

# Dr. Irihapeti Ramsden's Key Concepts

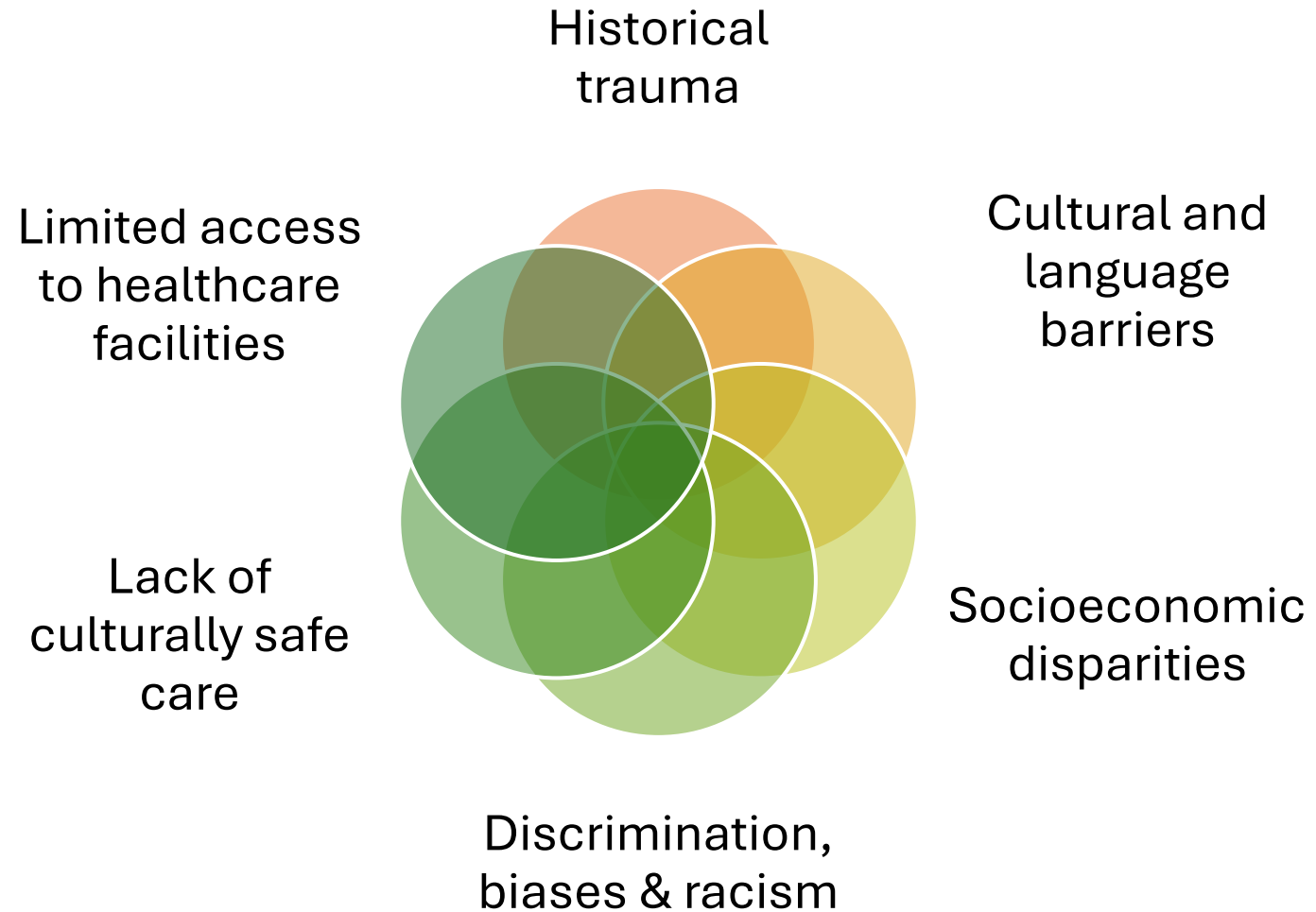
- Cultural safety emphasizes the importance of **patient-centered care**, where patients' needs, preferences, and perspectives are prioritized. Healthcare providers should engage in open and respectful communication with patients, involving them in decision-making processes and tailoring care plans to meet their individual cultural and social needs.
- Ramsden advocates for **systemic changes** within healthcare organizations to promote cultural safety. This includes policies, procedures, and practices that support diversity, equity, and inclusion. Institutions should actively work to address institutionalized racism, discrimination, and cultural insensitivity to create environments where all patients feel safe and valued.
- Cultural safety involves **advocating** for the rights and interests of marginalized or minority groups within healthcare systems. This includes raising awareness about cultural safety issues, promoting cultural competence training for healthcare professionals, and actively working to address health disparities and inequities.
- Dr. Irihapeti Ramsden's concept of cultural safety encompasses a holistic approach to healthcare that prioritizes respect, inclusivity, and equity. By addressing power imbalances, promoting cultural respect, fostering self-reflection, and advocating for systemic change, cultural safety aims to create healthcare environments that are safe, welcoming, and accessible for all individuals, regardless of their cultural background.

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# Indigenous Experience

- Indigenous medicine was initially embraced by Europeans.
- Colonial powers disregarded or actively suppressed these traditional healing practices.
- Western medical systems enforced and marginalized Indigenous medicine and healing methods.
- Colonial legislation and policies restricted Indigenous access to healthcare, intensifying health disparities and trauma, prompting Indigenous advocacy for culturally appropriate and holistic healthcare systems.

# Indigenous Barriers to Healthcare





# Cultural Competency Continuum

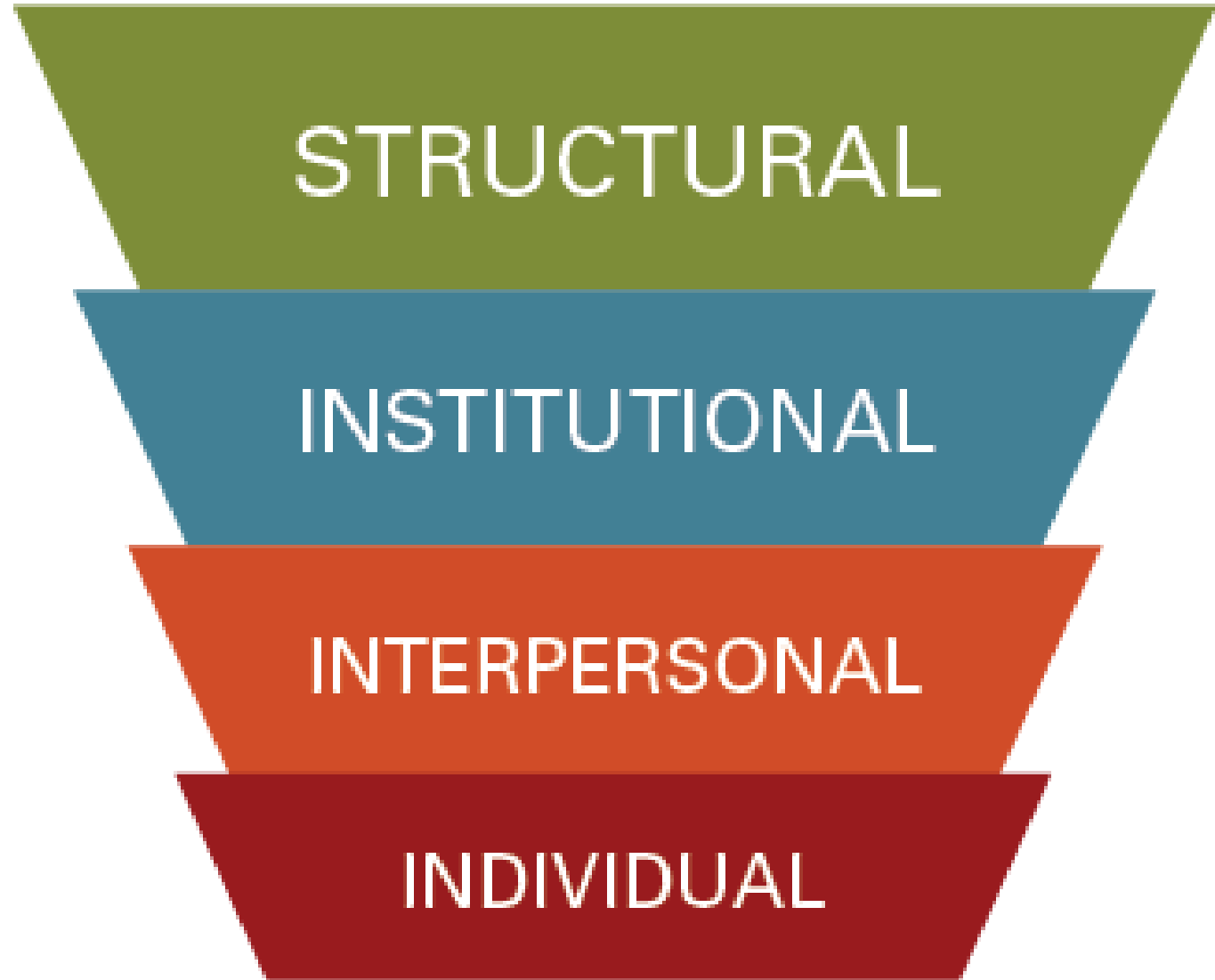


# Culturally Competent Care Benefits

- Improve Quality of Services and outcomes
- Increased client compliance
- Increase satisfaction with service
- Support workforce diversity initiatives
- Improve retention of health human resources
- Meet accreditation requirements
- Achieve social justice

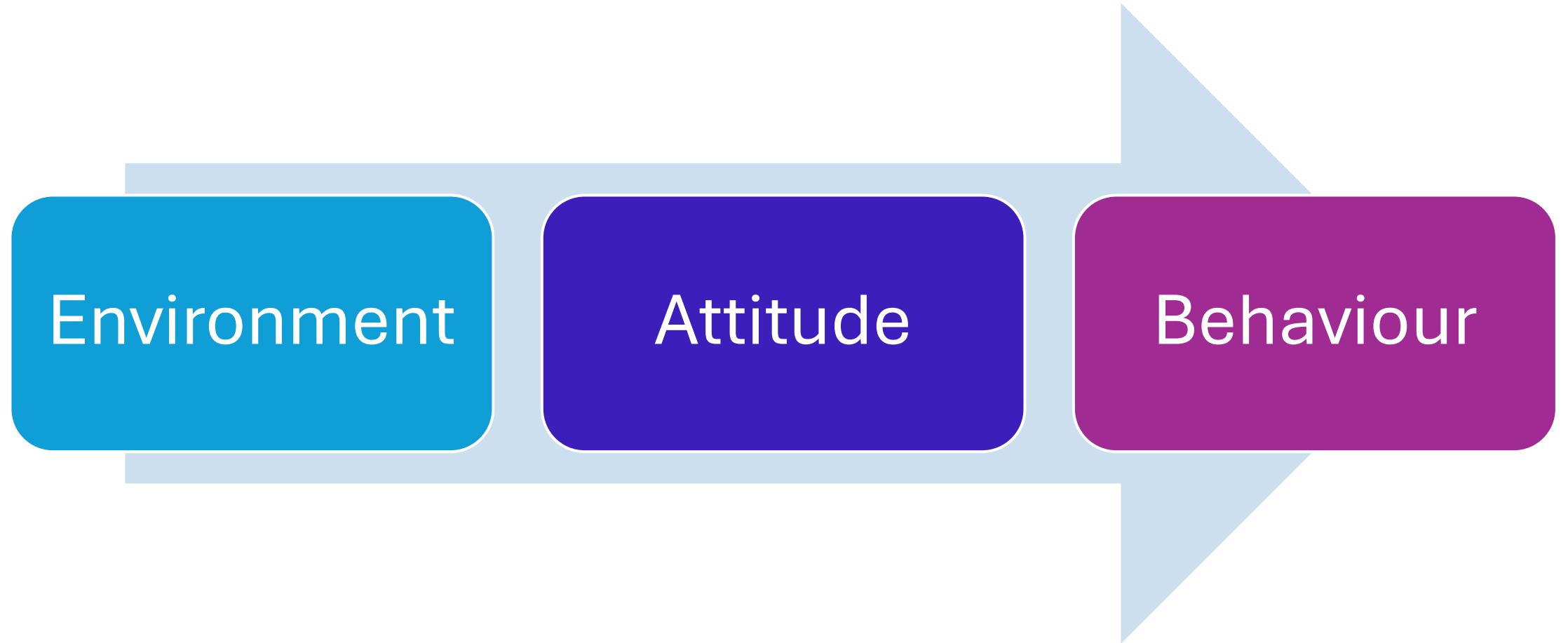
The National Center for Cultural Competence

# Cultural Competence



<https://diversity.ncsu.edu/cultural-competence-toolkit/>

# Learning Theory



# Perspectives on Humility

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“In my kinder moments I try to think about it empathetically and say people with that perspective were not raised with the word “humility” in their vocabulary as a good thing. “Humility” in Western culture is to be meek and mild and dispossessed.”

Robin Wall Kimmerer

David Marchese 2023 You Don't Have to Be Complicit in Our Culture of Destruction. New York Times. <https://www.nytimes.com/interactive/2023/01/30/magazine/robin-wall-kimmerer-interview.html>



# Perspectives on Humility

In Indigenous cultures, humility is often deeply intertwined with interconnectedness, reciprocity, and respect for the natural world. It involves recognizing one's place within the broader web of existence, honoring ancestors' wisdom, and acknowledging all beings' contributions. Humility in Indigenous contexts often emphasizes living in harmony with nature, fostering community well-being, and **practicing humility through service to others and the land.**

In contrast, Western perspectives on humility is seen as a sign of weakness and is more **individualistic and focused on personal modesty or self-effacement.**

**Humility is not a sign of weakness but a catalyst for change.** It fosters a culture of respect and partnership, empowering clients to advocate for their health needs and co-create culturally safe care plans. This ultimately promotes trust, dignity, and equity in healthcare delivery.

# Humility Practices

Humility fosters reflective and lifelong learning in several ways. Overall, humility promotes a mindset of continuous learning, self-reflection, and personal development, enabling individuals to adapt to new challenges, embrace diversity, and cultivate meaningful relationships throughout their lives.

1. **Openness to Feedback:** Humility enables individuals to accept constructive criticism and feedback without feeling defensive, fostering a continuous process of self-improvement and growth.
2. **Embracing Diversity:** Humble individuals value diverse perspectives and experiences, recognizing that they have much to learn from others with different backgrounds and viewpoints. This openness enriches their learning journey.
3. **Cultivating Curiosity:** Humility encourages a curious mindset, prompting individuals to ask questions, explore new ideas, and seek out knowledge beyond their comfort zones.
4. **Resilience in Adversity:** Humble individuals are more resilient in the face of challenges and setbacks because they acknowledge their limitations and embrace failure as an opportunity for learning and growth.
5. **Building Meaningful Relationships:** Humility fosters genuine connections with others by creating an environment of mutual respect, trust, and empathy. These relationships provide valuable opportunities for learning through shared experiences and perspectives.
6. **Developing Self-Awareness:** Humility involves a deep understanding of one's strengths and weaknesses, leading to greater self-awareness. This self-awareness allows individuals to identify areas for improvement and take proactive steps to enhance their skills and knowledge.

# Perspectives on Humility

“Don't assume anything. Don't assume anything and work with what you've got. And sometimes that does mean humbling yourself, it does. It's a funny word, humble, but it's so true, you know, because you do have to when you see a set of rules that just aren't yours. And then it'll work, knowledge is nothing without humility. It doesn't matter how much you've learnt, how much you know in terms of education or if there are ideas which you think would be worthwhile for this person to know or whatever, it's nothing if they're not listening to you, if you're not treating them like a decent human being and so it's got to start with that or nothing else matters. And there are rights and responsibilities and all those things that you still carry on board with your nurse-client relationship.” (Kere Pomare, interviewee)

(Ramsden, 2002, p. 160).



# Present and Future Context

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# Cultural Safety Practices

Indigenous approaches to health often emphasize a holistic view of well-being that encompasses physical, mental, emotional, and spiritual aspects. By integrating Indigenous perspectives into cultural safety practices, healthcare workers can adopt a more comprehensive approach to care that addresses the interconnected nature of health and wellness.

Indigenous cultures often prioritize community well-being and collective health over individual outcomes. By embracing Indigenous approaches to cultural safety, healthcare workers can shift their focus from individual-centered care to community-centered care, fostering stronger connections and partnerships with Indigenous communities and organizations.

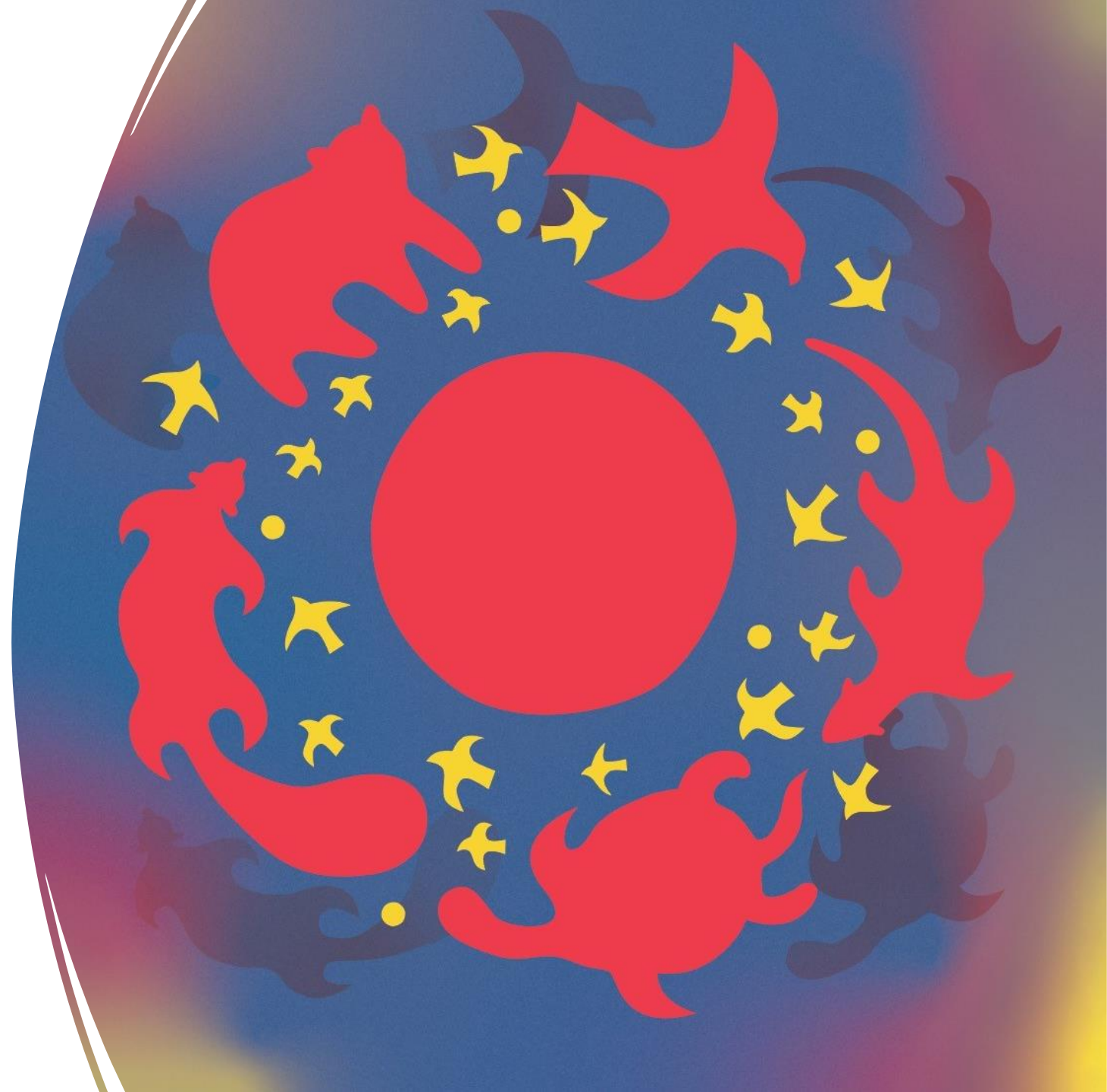
# Cultural Safety Practices

Many Indigenous communities have experienced historical trauma and systemic injustices that continue to impact their health and well-being. By embracing Indigenous approaches to cultural safety, healthcare workers can contribute to healing and reconciliation efforts by fostering trust, understanding, and mutual respect between Indigenous peoples and healthcare institutions.

Integrating Indigenous perspectives into cultural safety training and education can enhance the cultural competence of healthcare workers, enabling them to understand better and navigate the complexities of providing care to Indigenous clients. This, in turn, can lead to more effective and respectful interactions, improved health outcomes, and reduced healthcare disparities.

# Changing World

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# Truth and Reconciliation Commission

Call to Action #18: Acknowledge Indigenous health disparities and implement culturally appropriate healthcare services to address them, recognizing Indigenous healing practices and healthcare rights.

Call to Action #19: Provide culturally appropriate child welfare services, prioritizing family preservation and reunification, and respecting Indigenous cultures and values to support cultural safety.

Call to Action #22: Develop culturally appropriate curricula in education that include Indigenous history, culture, and perspectives, ensuring educators are trained in Indigenous cultural competency to promote cultural safety.

Call to Action #24: Recognize and implement Indigenous healthcare rights, including access to culturally appropriate services, in alignment with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), supporting cultural safety and self-determination.

Call to Action #27: Eliminate racism and discrimination in healthcare by providing cultural competency training for healthcare professionals and implementing anti-racism policies and protocols in healthcare institutions, ensuring culturally safe care for Indigenous patients.

# United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

- It supports cultural safety by affirming Indigenous peoples' rights to self-determination, including the right to control their own healthcare systems and practices.
- It provides a framework for recognizing and respecting Indigenous cultures, traditions, and knowledge systems within healthcare delivery.
- By upholding Indigenous rights to access culturally appropriate healthcare services, UNDRIP helps ensure that healthcare practices respect Indigenous worldviews, values, and healing practices, thereby promoting cultural safety and equity in healthcare provision.

# Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls

- Aligns with cultural safety by acknowledging the systemic barriers and injustices faced by Indigenous women and girls in Canada.
- The report highlights the need for culturally appropriate support and services to address the root causes of violence and discrimination against Indigenous women and girls.
- The report emphasizes the importance of empowering Indigenous communities to reclaim their power and agency in addressing these issues by centering Indigenous voices and perspectives.
- Implementing the report's recommendations supports cultural safety by promoting greater respect, understanding, and recognition of Indigenous rights, cultures, and experiences within Canadian society and institutions.

# Future of Cultural Safety

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*B. ...*  
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# Future of Cultural Safety

- The responsibility of healthcare professionals is to acquire insight and analysis into themselves within human groups, ensuring the safety of vulnerable members of society.
- Cultural safety is defined as maintaining one's cultural identity within a health service designed by another culture, highlighting the importance of recognizing and preserving individual identities.
- It is important to recognize and celebrate diversity in healthcare, understanding that each person's needs and preferences may differ based on their cultural background.
- The evolution of cultural safety education and practice requires a commitment to self-reflection, attitudinal change, and addressing power dynamics within healthcare settings.

# Future of Cultural Safety

- Increased integration of Indigenous knowledge systems, practices, and perspectives into healthcare delivery.
- Greater representation of Indigenous healthcare providers in leadership roles and decision-making processes.
- Implementation of culturally tailored healthcare services that respect and honor Indigenous cultural beliefs, values, and traditions.

# Future of Cultural Safety

- Collaborative partnerships between Indigenous communities and healthcare institutions to address systemic barriers and disparities in healthcare access and outcomes.
- Enhanced cultural competency training for healthcare professionals, focusing on understanding historical trauma, colonization, and their impact on Indigenous health.
- Empowerment of Indigenous individuals and communities in their healthcare decision-making processes, ensuring their voices are heard and respected.

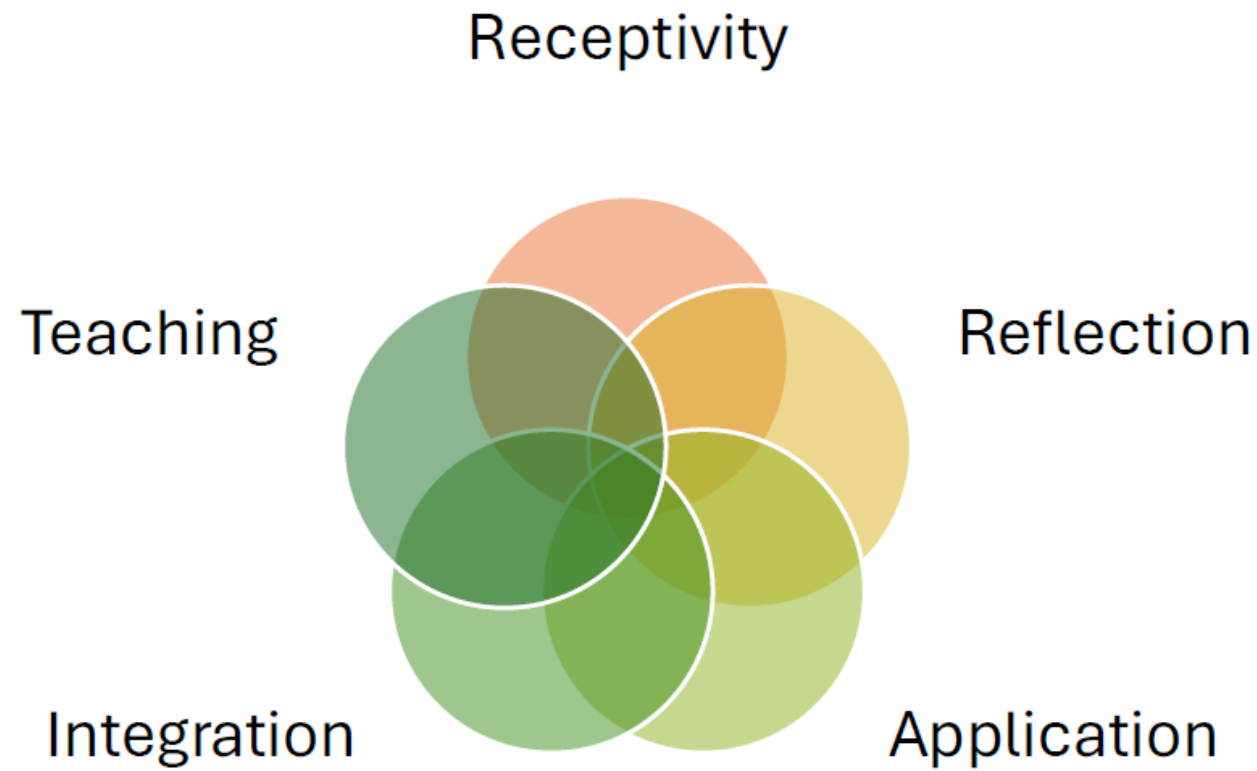
# Future of Cultural Safety

- Implement policies and practices prioritizing Indigenous health equity and social justice within healthcare systems.
- Increased funding and resources allocated to Indigenous-led healthcare initiatives and programs.
- Emphasis on holistic approaches to health that encompass physical, mental, emotional, and spiritual well-being, aligning with Indigenous perspectives on health and healing.
- Recognition and validation of Indigenous healing practices and traditional medicines within mainstream healthcare systems, promoting cultural continuity and resilience.

# Implicit bias

- Biases in healthcare have led to systemic discrimination and unequal treatment of Indigenous peoples.
- Stereotypes and misconceptions have undermined Indigenous patients' trust in healthcare providers.
- Implicit biases among healthcare professionals can result in delayed or inadequate care for Indigenous patients.
- Cultural misunderstandings and language barriers further exacerbate biases and hinder effective communication.
- Historical trauma and mistrust stemming from past injustices continue to shape Indigenous peoples' experiences in healthcare settings.

# The Learning Spirit



# Healing Journey



Mapping The Healing Journey:  
<https://www.publicsafety.gc.ca/cnt/rsrcs/pblctns/mppng-hlng/index-en.aspx>

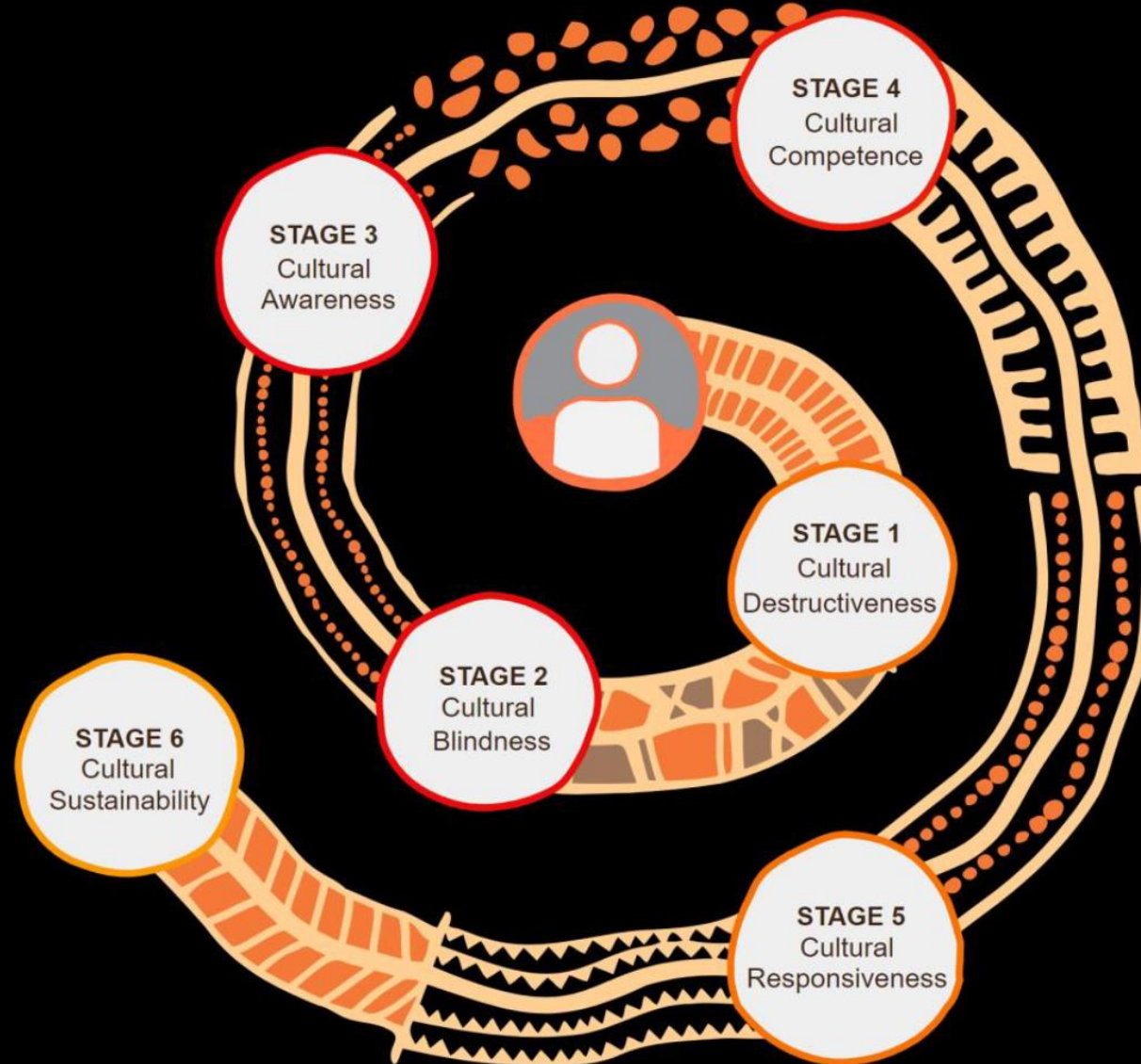
# Aboriginal Healing Foundation

- Build a trusting foundation with clients
- Clients' rights clearly stated; code of ethics, etc
- Safe therapeutic process: plan for healing journey
- Create comfortable place and safe atmosphere
- Reinforce safety: assistance throughout healing journey

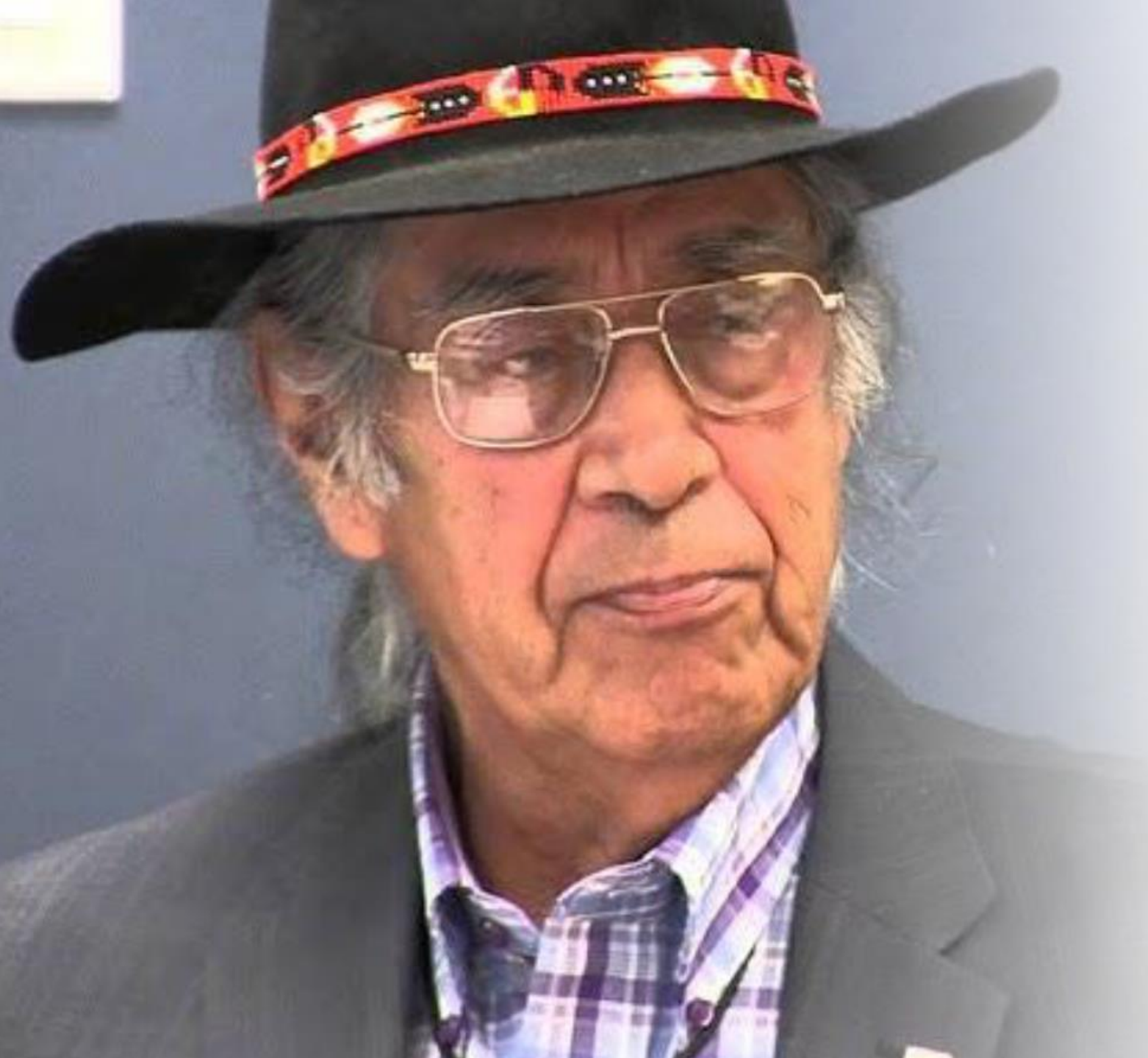
Aboriginal Healing Foundation



# Indigenous cultural responsiveness continuum







# Albert Marshall

He is the creator of the “Two Eyed Seeing” concept—Balancing Traditional Aboriginal Knowledge and Contemporary Science.

Albert works to further positive work within Mi’kmaw communities, to seek preservation and understanding of cultural beliefs and practices among all communities and to effect a strong vision for his people and the future.

<https://www.uinr.ca/Peoples/albert-marshall/>

# Two-Eyed Seeing

We often explain Etuaptmumk—Two-Eyed Seeing—by saying it refers to learning to see from one eye with the strengths of Indigenous knowledge and ways of knowing and from the other eye with the strengths of Western knowledge and ways of knowing and learning to use both these eyes together for the benefit of all.

Elder Albert indicates that Etuaptmumk—Two-Eyed Seeing—is the gift of multiple perspectives treasured by many Aboriginal peoples. We believe it is the requisite Guiding Principle for the new consciousness needed to enable Integrative Science work, as well as other integrative, transcultural, transdisciplinary, or collaborative work.

Two-Eyed Seeing, also known as Etuaptmumk, **is a guiding principle in Indigenous health research that emphasizes co-learning and the integration of Indigenous and Western knowledge systems** to achieve a richer understanding of health and well-being. It involves recognizing the distinct yet complementary perspectives of Indigenous and Western worldviews, with the aim of promoting holistic and culturally appropriate approaches to research and practice.

# Two-Eyed Seeing

- 1. Guide for life:** Two-Eyed Seeing encompasses a holistic way of living that transcends disciplinary boundaries, guiding all aspects of life based on Indigenous and Western knowledges.
- 2. Responsibility for the greater good and future generations:** It emphasizes a sense of responsibility for the well-being of all, motivating action to benefit future generations.
- 3. Co-learning process:** Two-Eyed Seeing involves ongoing co-learning, relationship-building, and adaptation, encouraging dialogue and reflection among diverse perspectives.
- 4. Multiple or diverse perspectives:** It advocates for recognizing, accepting, and respecting diverse perspectives, viewing differences as valuable contributions to understanding.
- 5. Spirit:** Two-Eyed Seeing acknowledges the universality of spirit and the importance of including spiritual knowledge in understanding the world.
- 6. Decolonization and self-determination:** It contributes to decolonizing efforts by honoring Indigenous perspectives and advancing Indigenous self-determination in research.
- 7. Humans being part of ecosystems:** Two-Eyed Seeing emphasizes relationality and interconnectedness, both among diverse groups of people and between humans and nature, recognizing the balance and integrity of ecosystems as essential for human well-being.

Roher, S. I., Yu, Z., Martin, D. H., & Benoit, A. C. (2021). How is Etuaptmumk/Two-Eyed Seeing characterized in Indigenous health research? A scoping review. *PloS one*, 16(7), e0254612.

# Two-Eyed Seeing

- New authors who describe Two-Eyed Seeing also try to distinguish between the wholeness vs. partiality of knowledge. Latimer et al. write that Two-Eyed Seeing "recognizes the overlap between two distinct yet evolving knowledge systems" [68] and, when brought together, these distinct knowledge systems provide a richer understanding of the world.
- Similarly, Martin asserts that Two-Eyed Seeing understands the Indigenous 'eye' and Western 'eye' as representing partial ways of seeing the world. She writes: "When both eyes are used together, this does not mean that our view is now "complete and whole," but a new way of seeing the world has been created—one that respects the differences that each can offer" [76].

# Two-Eyed Seeing and Cultural Safety

By combining two-eyed seeing with cultural safety principles, healthcare practitioners can develop more inclusive and effective healthcare practices that acknowledge the importance of cultural humility, respect, and collaboration in providing care to Indigenous communities (Bartlett et al., 2012; Smye & Browne, 2002).

This integration fosters a deeper understanding of Indigenous worldviews and values while promoting culturally safe care environments that address the needs of diverse populations (Mussell, 2016; Smye & Browne, 2002).



# Seven Grandfathers

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1. **Respect:** Honoring individuals' unique identities, beliefs, and cultural practices fosters trust and collaboration.
2. **Wisdom:** Incorporating diverse knowledge systems promotes wise and holistic healthcare approaches.
3. **Love:** Acknowledging historical injustices and advocating for equitable access to care demonstrates compassion.
4. **Honesty:** Addressing power imbalances and systemic barriers ensures equitable and respectful care.
5. **Courage:** Confronting discrimination and advocating for policy changes amplifies Indigenous voices.
6. **Humility:** Recognizing Indigenous expertise and approaching healthcare with openness fosters learning.
7. **Truth:** Acknowledging historical traumas and ongoing disparities leads to meaningful reconciliation and healing.



# Seven Grandfathers

The Seven Grandfather Teachings: love, respect, courage, honesty, wisdom, humility, and truth—align closely with the principles of cultural safety, fostering mutual respect, understanding, and inclusivity within healthcare and broader societal contexts.

By integrating the principles of the Seven Grandfather Teachings into cultural safety practices, healthcare providers can create environments that prioritize mutual respect, understanding, and inclusivity. This will ultimately lead to improved health outcomes, strengthened relationships, and fostering trust between Indigenous communities and healthcare institutions.

# Wolf humility teachings

**Community Focus:** Wolves live in packs, emphasizing the importance of the group over the individual, teaching us to value collective well-being.

**Balanced Strength:** Wolves use their strength modestly and take only what they need, illustrating the importance of modesty and mindful environmental impact.

**Service Leadership:** Wolf leaders prioritize the welfare of the pack, demonstrating that true leadership involves responsibility and care for others.

**Respect for Nature:** Wolves maintain ecological balance, teaching us to live harmoniously and respectfully within the natural world.

**Interdependence:** Wolves rely on cooperation and support within the pack, highlighting the importance of recognizing and valuing our interdependence with others.



# Humility Teachings

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In various Indigenous cultures in Canada, several animals are known to symbolize humility. Here are some examples:

In Haudenosaunee culture, the **turtle** symbolizes creation and the Earth itself. The turtle's slow and steady nature teaches humility and patience, reminding people to move through life with a sense of groundedness and respect for the natural world.

In Mi'kmaq and Cree culture, the **mouse** is seen as a symbol of humility due to its small size and unobtrusive nature. The mouse teaches that even the smallest creatures have important roles and should be respected, highlighting the value of all beings regardless of their stature.

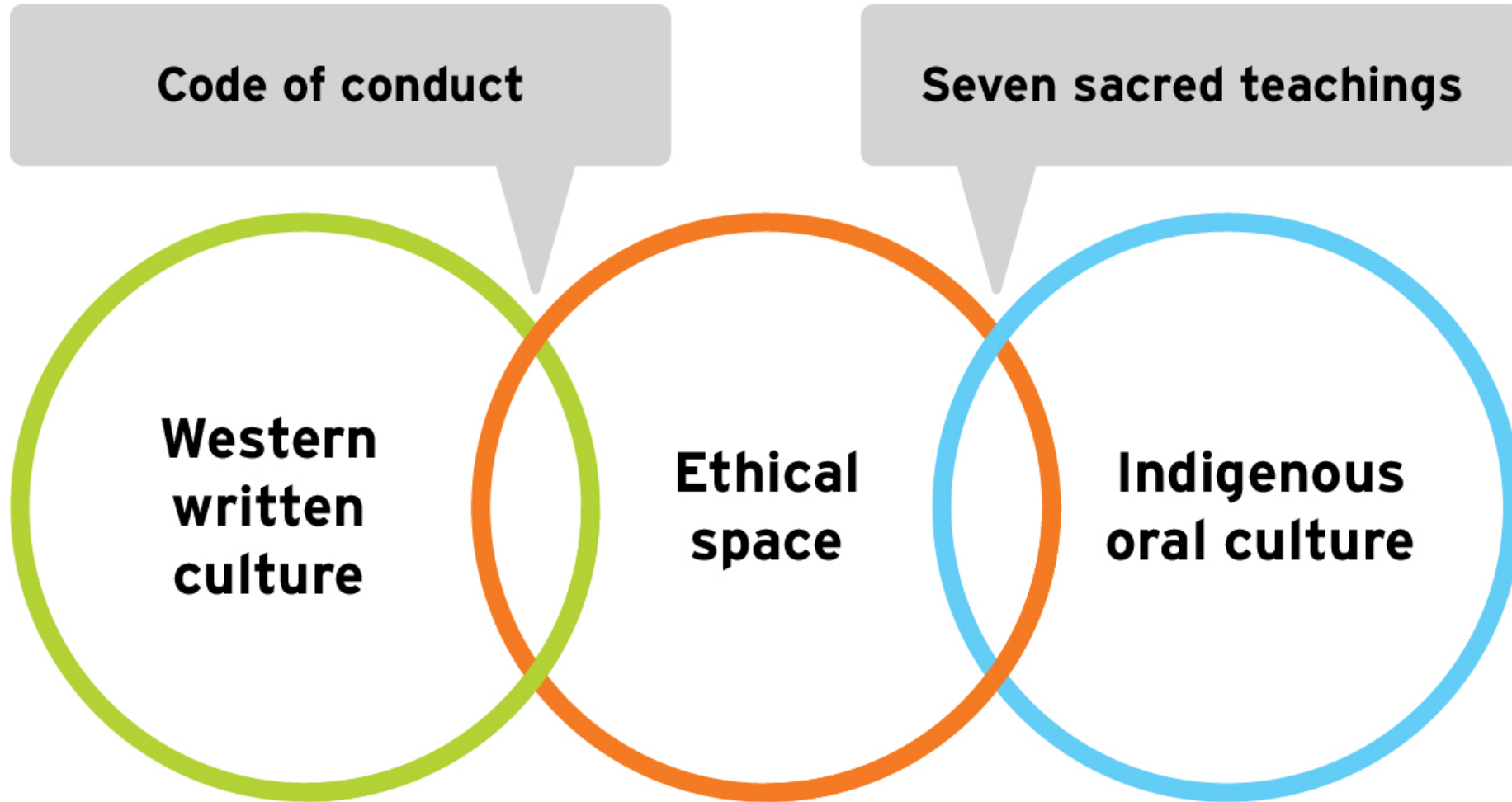
The **beaver** is revered in many Indigenous cultures, including those of the Algonquin and other First Nations. Beavers are known for their industrious nature and their role in creating and maintaining ecosystems. Their humble work ethic and cooperative behavior symbolize humility and the importance of community contribution.

For Plains Indigenous cultures such as the Blackfoot and Lakota, the **buffalo** is a sacred animal that symbolizes abundance and humility. The buffalo provided for many needs, and its giving nature is honored with respect and humility, teaching people to give back and to live with gratitude.

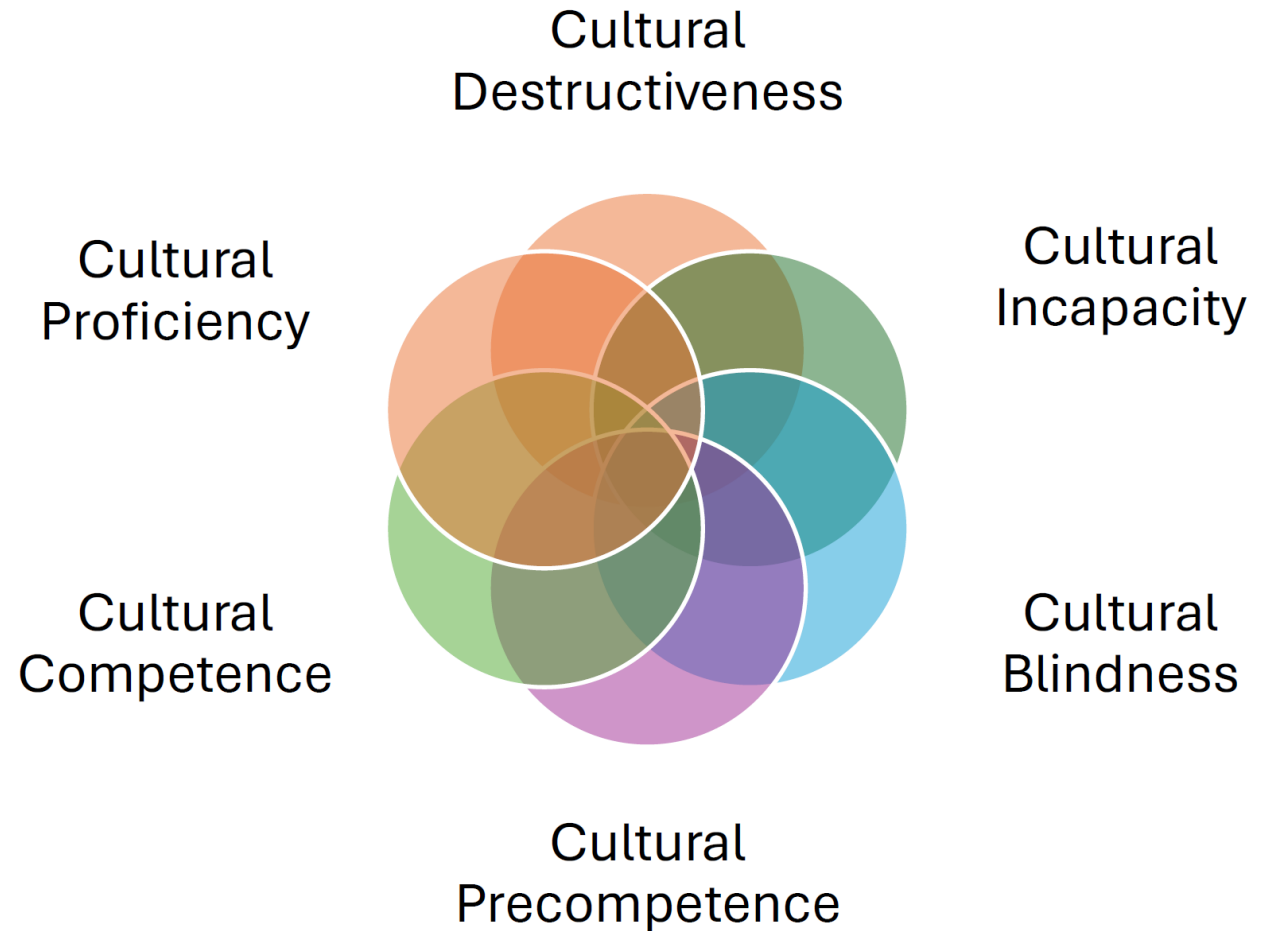


*Reverend*  
2022

# Ethical Spaces



# Cultural competency continuum





# Cultural Humility

Cultural humility is an ongoing process in healthcare that acknowledges power imbalances, promotes active self-reflection, and is committed to understanding patients' cultural contexts and beliefs. It emphasizes flexibility, openness, and continuous learning to improve patient satisfaction and health outcomes.

Cox, J. L., & Simpson, M. D. (2020). Cultural humility: A proposed model for a continuing professional development program. *Pharmacy*, 8(4), 214.

# Indigenous Cultural Humility

Principles of cultural humility include:

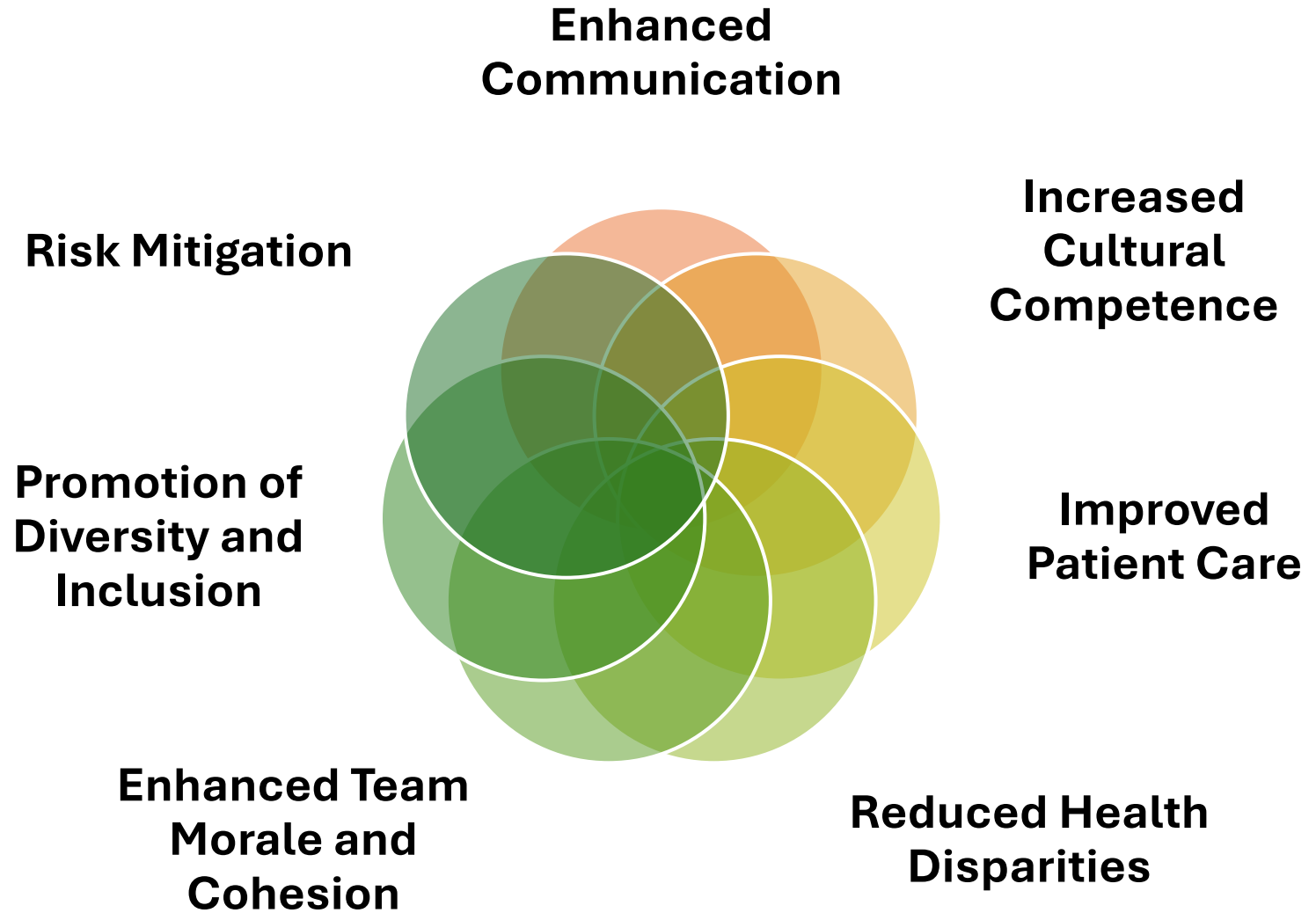
- Lifelong learning: Acknowledging that cultural understanding is an ongoing process, requiring continuous education and self-reflection.
- Self-awareness: Recognizing one's biases, assumptions, and privileges, and how they influence interactions with patients from diverse cultural backgrounds.
- Respectful partnership: Engaging in collaborative relationships with patients, valuing their expertise, and allowing them to guide their healthcare experiences.



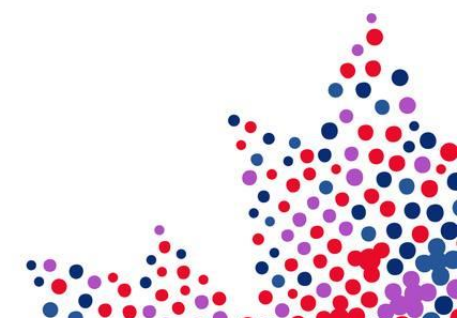
# Indigenous Cultural Humility

- Openness to cultural differences: Embracing diversity and being open to learning from patients' unique cultural perspectives, beliefs, and practices.
- Humility: Approaching interactions with humility, recognizing that no individual can be fully competent in all cultures, and being willing to learn from others, including patients.
- Reflective practice: Engaging in regular self-reflection and evaluation of one's cultural competency and responsiveness, and actively seeking feedback to improve practice.
- Advocacy: Advocating for culturally responsive policies and practices within healthcare systems, and addressing systemic barriers to equitable care for all patients.

# Benefits of Cultural Humility Team Practice



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kinanâskomitin îsnî'yes  
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Dégharé marsi nénesdhen



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<https://www.youtube.com/watch?v=rUXkJweTWpY>