



*Come  
Together*

## Learnings in the Journey to Develop and Implement the BC Cultural Safety and Humility Standard

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# Welcome and Introductions



**Stephen Thomson**  
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Acting Manager, Standards and Accreditation  
First Nations Health Authority (FNHA)



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Director, Cultural Safety and Humility  
Health Standards Organization (HSO)

# Session Purpose



- Sharing our journey on the implementation of the BC Cultural Safety and Humility standard
- Sharing what we have learned and heard from our partners along the way
- Hearing from you!



# Connection before content



# Organizational Background



# Indigenous-led health care reform

The collage features several key reports and documents:

- Reclaiming Power and Place:** The final report of the National Inquiry into Missing and Murdered Indigenous Women and Girls, featuring a colorful geometric star design.
- Expanding Our Vision:** A report on Cultural Equality & Indigenous Peoples' Human Rights, with a background of green trees.
- Taking Action Against Systemic Racism and Religious Discrimination Including Islamophobia:** Report of the Standing Committee on Canadian Heritage, Hon. Mely Fry, Chair.
- Final report:** Public Inquiry Commission on relations between Indigenous Peoples and certain public services in Québec, featuring a colorful abstract pattern.
- Truth and Reconciliation Commission of Canada: Interim Report:** Document with a stylized orange and white graphic.
- Racism and Public Health:** Position statement from the Canadian Public Health Association, December 2016.
- In Plain Sight:** Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care, featuring a circular Indigenous artwork.
- Bringing Reconciliation to Healthcare in Canada:** Wise Practices for Healthcare Leaders, April 2018, featuring a ribbon tied around a tree.
- First Peoples, Second Class Treatment:** The role of racism in the health and well-being of Indigenous peoples in Canada, featuring a floral pattern.
- Health and Health Care Implications of Systemic Racism on Indigenous Peoples in Canada:** Fact sheet from the Indigenous Health Working Group, featuring photos of people.
- Building a Foundation for Change: Canada's Anti-Racism Strategy 2019-2022:** Document with a colorful circular graphic.
- Social Determinants of Health: Indigenous Experiences with Racism and its Impacts:** Report by Sarah G. Sawchuk-Lynn, featuring photos of children.

# Indigenous Health Across Canada in 2023

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- In B.C., Canada announced a \$8.2 billion funding agreement with the FNHA.
- In Nova Scotia, Canada signed a new agreement with First Nations Chiefs on health services.
- In Quebec, a new emergency care clinic for Indigenous peoples opened.
- In Manitoba, Wab Kinew became premier. The province also announced they will be the first province in Canada to systematically collect self-declared race-based patient data
- In Saskatchewan, a new health ombudsperson office opened to investigate maltreatment towards Indigenous people.
- In Alberta, a new Indigenous patients' complaint investigator was created.
- The Standing Senate Committee on Indigenous Peoples started an investigation into the implementation of UNDRIP in Canada.
- The Federal Government announced \$2 billion over 10 years for a new Indigenous Health Equity Fund.





# Principles for Indigenous Health Work | Distinctions Based



- The pan-Indigenous approach of considering all Indigenous people the same **erases the unique history and voices of First Nations, Métis, and Inuit people**
- Usually, one or very few Indigenous representatives are allowed to participate in political committees or governance councils
- Because of little diverse representation, those Indigenous-specific positions are responsible for decision-making that impacts diverse Indigenous communities
- **Métis must be present** in the committees addressing policy and services impacting their community
- The continuous lack of acknowledgment and recognition of Métis as a distinct Indigenous group in Canada has resulted in continued systemic racism and harm
- Recognizing the distinct identities of First Nations, Inuit, and Métis Peoples aligns with the principles of **reconciliation** and acknowledges the importance of **nation-to-nation relationships**



## STRENGTHS-BASED HEALTH AND WELLNESS



# Principles for Indigenous Health Work | Truth, Rights, Reconciliation





## ***Health Standards Organization's Commitment to Change***

*We agree that every person, organization, and health and social care system has a role to play in addressing the racism and discrimination faced by First Nations, Inuit, and Métis Peoples in Canada. We accept responsibility for doing our part in this important journey, and we commit to working toward quality health and social services for all.*

# BC Cultural Safety and Humility Standard



BRITISH COLUMBIA CULTURAL SAFETY AND HUMILITY STANDARD

**HSO**  
British Columbia  
Cultural Safety  
and Humility  
Standard

People  
powered  
health™

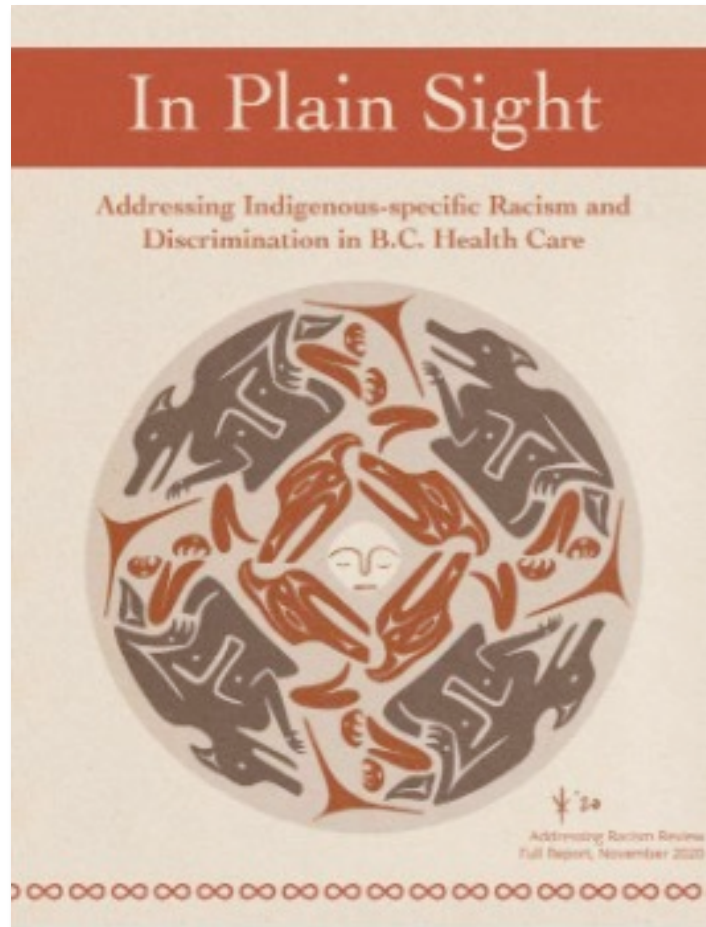




# **The British Columbia Cultural Safety and Humility Standard: A First for Canada**

Practicing cultural safety requires having knowledge of the colonial, sociopolitical and historical events that contribute to the health disparities Indigenous peoples have experienced and continue to experience to this day.





## 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.



# BC Cultural Safety and Humility Standard | Development



HSO partnered with the First Nations Health Authority (FNHA), the first province-wide health authority of its kind in Canada, to develop the British Columbia Cultural Safety and Humility standard (HSO 75000:2022).



# BC Cultural Safety and Humility Standard | Content



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**

# BC Cultural Safety and Humility Standard | User Testing



In 2023, Accreditation Canada, FNHA, and HSO conducted a self-assessment user testing evaluation of the BC Cultural Safety and Humility standard.



Cultural Safety and Humility Standards Health System Gathering  
February 15, 2024

LIVE GRAPHIC RECORDING | Drawing Change  
Kristen Elkow





## Key Lessons

- **Centering Lived Experience:** Cultural Safety is defined by the person receiving care
- **Supporting First Nations, Métis, and Inuit staff**
- **Working Towards ‘Getting it Right’:** Cultural Safety is a Process not a Product
- **Unique Evaluation Process**
  - Each organization is operating in a different context
  - Unlike other standards, this standard requires broad engagement across organizations and with First Nations, Métis, and Inuit partners
- **Co-Design and Partnership**
  - Avoiding engagement fatigue: understand pathways and do your homework

# FNHA Self-Assessment



## Taking a wholistic approach to self-assessment:

### Thank you for Elder Th'et-simiya(Wendy Ritchie) for her guidance

- Importance of Elders and Knowledge Keepers from the very beginning

### Sisemó:ya Change Champions provided perspective and insights across FNHA

- Cultural Safety and Humility is foundational across entire organization

Self-assessment requires dedicated time and human resources

### Our mixed methods approach:

- Policy Reviews
- Interviews with staff at all levels
- All staff survey
- Analysis of existing data



# FNHA Self-Assessment



Taking a wholistic approach to self-assessment:

Moving away from a dichotomous approach, developing the 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.*

# Spotlight: Governance

## Expanding accountabilities for governance of health care organizations

HSO's updated National Standard of Canada sets the bar for establishing effective governance practices and includes specific language to stimulate action on addressing Indigenous-specific racism, environmental stewardship and accountability for quality.

- 87 governing body members from 12 organizations revised and tested the **HSO Governance Functioning Tool (GFT)** in 2022.
- Boards will be required to use the GFT as part of Accreditation and to help identify areas for improvement.
- A new ROP "Accountability for Quality" puts spotlight on Boards role ensuring quality & safety.
- Resources will be available to support Boards moving toward new criteria ie) cultural safety.



# Ask Me Anything - Snowball Exercise



We acknowledge that conversation about cultural safety and anti-racism can be difficult.

We support opportunities for open and vulnerable dialogue to discuss socio-political and emotionally charged topics.

We are concluding today's session with an Ask Us Anything Exercise





# Thank YOU!



**Gayaxsixa** (Hailhzaqvla)

**Huy tseep q'u** (Stz'uminus)

**Haaw'a** (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)

**K<sup>w</sup>uk<sup>w</sup>stéyp** (Nlaka'pamux)

**HÍSWKE** (Sen'cōten)

**Maarsii** (Métis)

**Mussi Cho** (Kaska Dena)

**Tooyksim niin** (Nisga'a)

**Kukwstsétsemc** (Secwepemc)

**Čεčhaθεč** (Ayajuthem)

**Sechanalyagh** (Tsilhqot'in)

**T'oyaxsim nisim** (Gitxsan)