

Indigenous Patient Experience in Healthcare

We were honoured to have Elder Xwechtaal Dennis Joseph and Lori Quinn join us in circle for this webinar to share their knowledge on Indigenous patient experience in healthcare. In this session, Elder Dennis and Lori led the discussion of humanizing care as a step toward reconciliation, introduced the meaningful work of Indigenous Health at VCH, and shared their knowledge on the seven (7) Indigenous domains of culturally safe experiences.

The full recording is available at https://youtu.be/baV_77pJeLE.
Below are key messages from the talk.



What is Indigenous Patient Experience?

EXPERIENCE IS NOT A PROJECT NOR IS IT A SINGLE INITIATIVE. It is the outcome of organizational alignment of people, processes and place towards a common goal of providing exceptional care experiences for all patients, families and caregivers from the first touchpoint to the last.

We can not humanize care for Indigenous people without acknowledging and committing to restoring what once was—this is an act of reconciliation.

Cultural Safety is an outcome that is defined not by the provider, but by the patient experiencing care. We know that experience accounts for more impact on patients and families than simply providing excellent competent care.

Healing and Guidance

Teachers, healers, advisors, counselors, talking circles, 1:1 support with families

INCLUSION OF INDIGENOUS KNOWLEDGE AND EXPERTISE IN HEALTH CARE

Knowledge Keepers
Culturally specific storytelling

Ceremony
Medicines, prayer, song, smudging, brushing

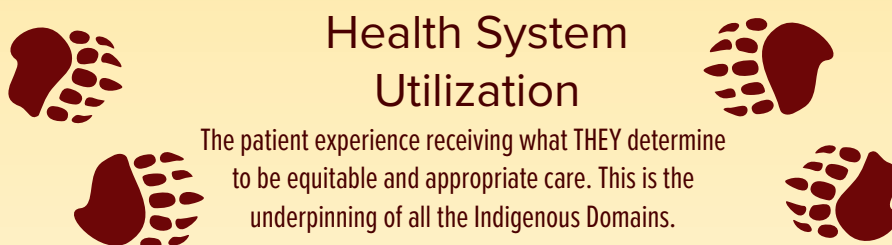
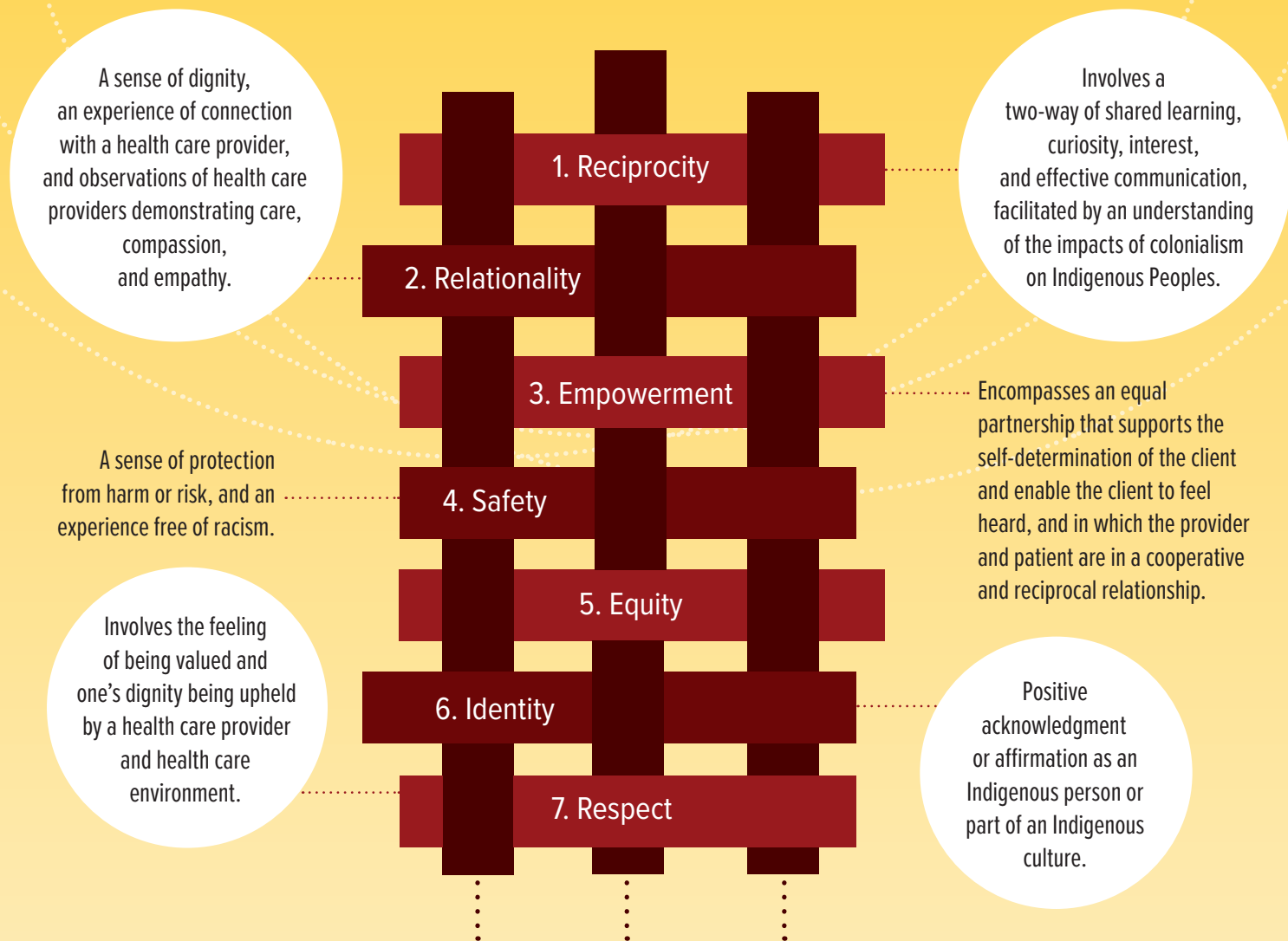
Patient Experience is the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.¹



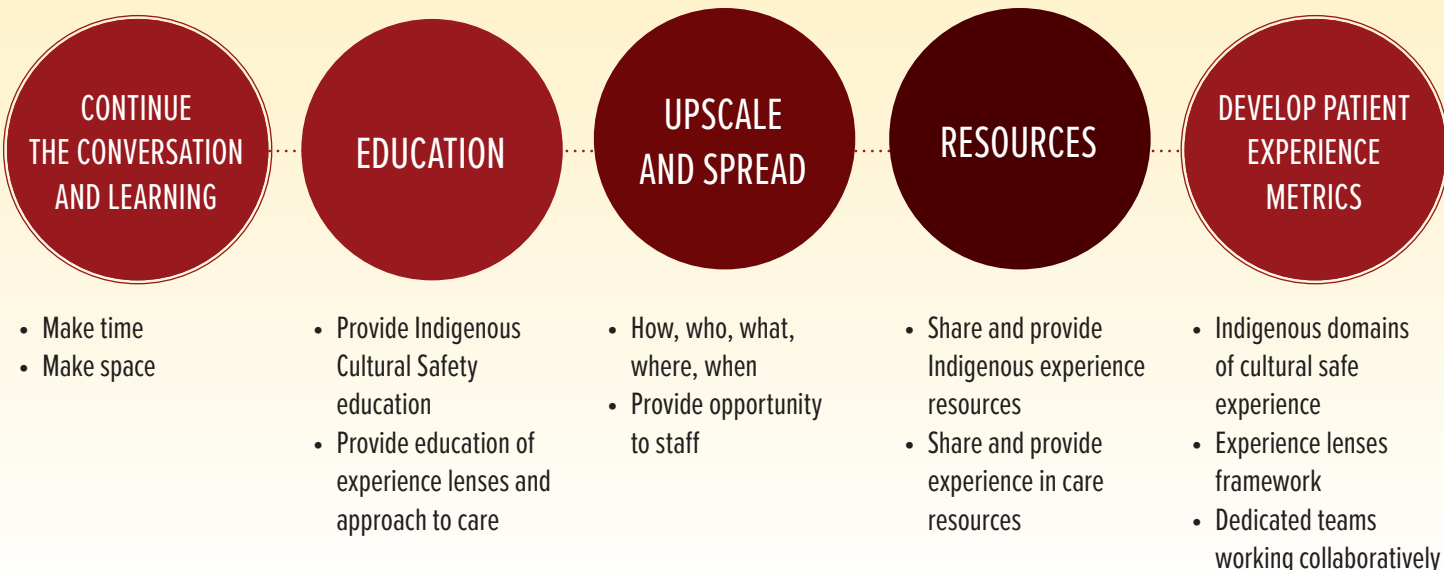
The Vision: Health System Transformation



Seven Indigenous Domains of Health



Next Steps



References:

1. The Beryl Institute. (n.d.). Defining Patient and Human Experience. Retrieved October 2022, from <https://theberylinstitute.org/defining-patient-experience/>.

This event was organized by VCH Indigenous Health and UBC iCON (Digital Emergency Medicine). Thank you to the B.C. Ministry of Health Partners as Partners Initiative and the Vancouver Physician Staff Association for their support.