iCON-VCH INDIGENOUS HEALTH ROUNDS

On November 4 2022, iCON and Vancouver Coastal Health (VCH) Indigenous Health hosted a virtual Indigenous Health Round, titled

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

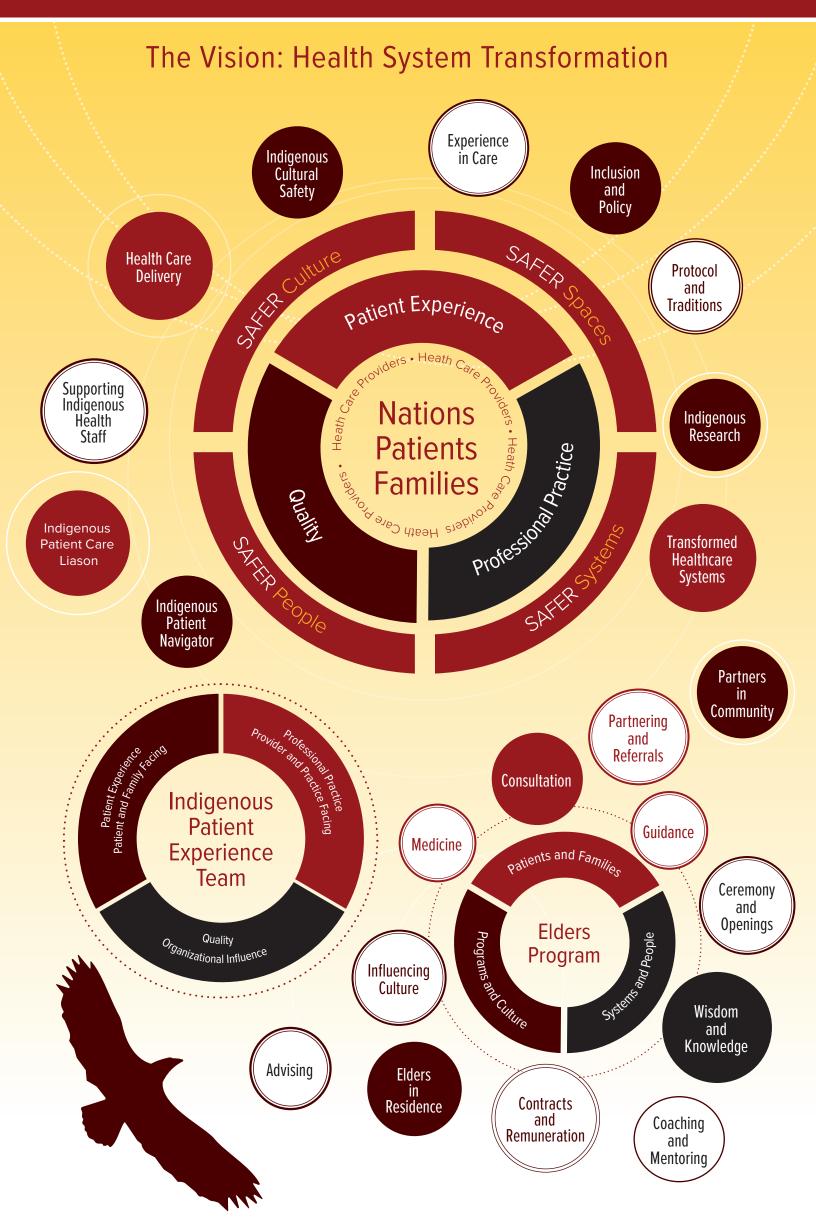
INCLUSION OF
INDIGENOUS KNOWLEDGE
AND EXPERTISE IN HEALTH CARE

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





Seven Indigenous Domains of Health

A sense of dignity,
an experience of connection
with a health care provider,
and observations of health care
providers demonstrating care,
compassion,
and empathy.

Involves a two-way of shared learning, curiosity, interest, and effective communication, facilitated by an understanding of the impacts of colonialism on Indigenous Peoples.

A sense of protection from harm or risk, and an experience free of racism.

Involves the feeling
of being valued and
one's dignity being upheld
by a health care provider
and health care
environment.

4. Safety

5. Equity

3. Empowerment

6. Identity

7. Respect

Encompasses an equal partnership that supports the self-determination of the client and enable the client to feel heard, and in which the provider and patient are in a cooperative

and reciprocal relationship.

Positive acknowledgment or affirmation as an Indigenous person or part of an Indigenous culture.



Health System Utilization



The patient experience receiving what THEY determine to be equitable and appropriate care. This is the underpinning of all the Indigenous Domains.



Next Steps

CONTINUE
THE CONVERSATION
AND LEARNING

- Make time
- Make space

EDUCATION

- Provide Indigenous Cultural Safety education
- Provide education of experience lenses and approach to care

UPSCALE AND SPREAD

- How, who, what, where, when
- Provide opportunity to staff

RESOURCES

- Share and provide Indigenous experience resources
- Share and provide experience in care resources

DEVELOP PATIENT EXPERIENCE METRICS

- Indigenous domains of cultural safe experience
- Experience lenses framework
- Dedicated teams working collaboratively

References:

References:

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

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