



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Bimaadiziwin:

A Menoyawin Program for Building Cross-Cultural Competency & Client Safety

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Background

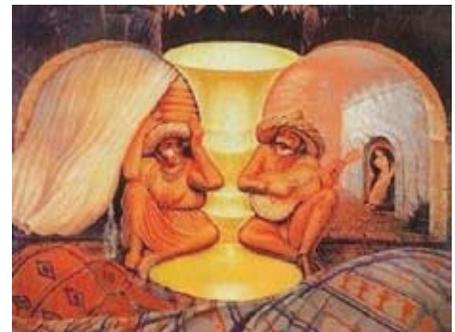
Cultural safety is an emerging area of focal interest in patient safety programming and policy.

Genuine cross-cultural competency in health requires the effective integration of traditional and contemporary knowledge and practices on both an individual and an organization-wide basis. In a multi-cultural setting, both quality of care and patient safety are optimized by moving beyond cultural competence.



The Sioux Lookout Meno Ya Win Health Centre (SLMHC) model of care and cross-cultural patient safety framework includes a special Bimaadiziwin training program designed to ensure that the required care is competently, safely and successfully provided.

“Bimaadiziwin” is an Anishnabe term which means “living in a good way”. Bimaadiziwin is about ‘life’ teachings, how one can achieve peace and harmony with one’s self, and with the world around them. The teachings are about how to live a life that is in balance, and in doing so helps a person reach a state of menoyawin (health & wellness).



Building Cross-Cultural Competency for Client Safety

Our Bimaadiziwin program is rooted in difference and diversity, and hence based on awareness, understanding, acceptance, respect and empowerment of individuals within their personal cultural context.

It is built on moving people along the cultural safety continuum from cultural awareness and understanding to changed behavior and congruence consistent with our *menoyawin* values.

Bimaadiziwin is a program that supports the progressive development of cultural competency, and a strong skill set for dealing in a cross-cultural setting. The program in its final form will be spread over 4 years with participants being recognized as they move to sequentially higher levels of training.



The Bimaadiziwin program includes:

1. Sacred learnings/traditional practices and beliefs/Aboriginal world views/residential school experience
2. Communication and Conflict resolution
3. Intercultural Care Processes - working across cultural barriers
4. Understanding the acculturation experience/culture shock/isolated northern community life
5. Community and political organization and structure/facilitating access processes (NIHB+)
6. Optional training opportunities: language training/northern community experience/history and politics
7. A correlated curriculum with our certified cross-cultural healthcare worker training and other SLMHC cross-cultural workshops and training programs
8. The training is based on understanding and reducing the barriers identified in the cross-cultural patient safety analytical framework analytical framework
9. Participants are expected to move progressively higher on the cross-cultural safety continuum





Adopting Best Practices

Bimaadiziwin builds on identified best practices:

- Principles and practices of adult education and organizational development
- Canadian Institute of Conflict Resolution teachings related to identity needs, perception and communications, interpersonal skills, conflict identification and resolution, and risk mitigation
- Changing the language and practice of care from staff - to patient-centered
- The 7 sacred grandfather teachings

Cultural Safety Continuum

Cultural safety occurs when an organization and individuals move to a high level of cultural competence, congruence, and integration.

Cultural safety encompasses a broader set of constructs than conventional contemporary patient safety theory and practice.

The SLMHC Bimaadiziwin program has been designed to support this progressive development and application of skills and change of behavior.



Evaluation and Results

- Specific cross cultural competency indicators are under development
- Staff evaluations
- A slight increase in discrimination scores on staff satisfaction surveys is under review
- CCHSA recognition
- Peer recognition

SLMHC is moving rapidly toward becoming an organization where mainstream Euro-Canadian and Aboriginal stakeholders are equally comfortable and fluent in any SLMHC context. There is a growing sense of identity and ownership. The net result will be safer, more accessible, more effective quality care.