



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Cross-Cultural Client Safety

*Achieving Cultural Safety in Health Services:
Moving Beyond Cultural Competency*

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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's (SLMHC) model of care and cross-cultural patient safety framework may assist patients/clients, providers, administrators, and policy-makers with an enhanced ability to make appropriate choices, and to find pathways to true healing while ensuring that the required care is competently, safely and successfully provided.

Meno Ya Win

"*Menoyawin*" is an Anishnabe term that connotes health, wellness, well-being – a state of wholeness in the spiritual, mental, emotional and physical makeup of the person.

SLMCH has a specific mandate among Ontario hospitals, to provide a broad set of services that address the health and cultural needs of a largely Aboriginal population. Our comprehensive *menoyawin* model of care focuses on cross-cultural integration in five key aspects of all of our services:

Odabiidamageg (*governance and leadership*)

Wiichi'iwewin (*patient and client supports*)

Andaaw'iwewin (*traditional healing practices*)

Mashkiki (*traditional medicines*)

Miichim (*traditional foods*)

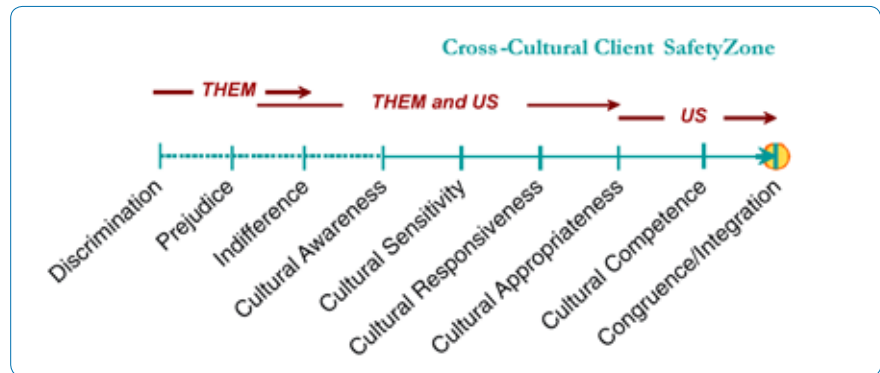
We believe that our organization-wide approach will result in a culture of safety and fully complement our strategic purposes.

Cultural Safety Continuum

Cultural safety is at the desirable point on a continuum that moves from cultural awareness at one end to congruence and integration on the other.

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

In its essence it is rooted in difference and diversity, and hence based on awareness, understanding, acceptance, respect and empowerment of individuals within their personal, family or community cultural context.



Sioux Lookout Meno Ya Win Health Centre has developed a multi-step model based on the solid foundation of the Nursing Council of New Zealand 3-step “cultural safety” model¹. This model is used to support cultural competency training and organizational development. It is broadly transferable to other multi-cultural, multi-ethnic or change settings.

Specific quantitative planning, monitoring and evaluation indicators are being developed to assist with cross-cultural patient safety, organizational cultural competency and individual cultural competency assessments.

¹ Guidelines for Cultural Safety, the Treaty of Waitangi, and Maori Health, Nursing Council of New Zealand, Wellington: 2005



This model is already proving helpful in establishing an SLMHC organizational culture of safety.

Cross-Cultural Client Safety

Cultural safety is defined as the safe practice and successful delivery of health care services across the barriers to understanding and identifying client needs. It includes overcoming the obstacles to implementing prescribed remedial or supportive actions.

Sioux Lookout Meno Ya Win Health Centre *menoyawin* model of care builds on ensuring not only cultural competency, but also cultural congruency and integration.

Evaluation & Results

- Specific cross cultural patient safety indicators are under development
- Access and satisfaction indicators generally show improvement
- Early identification and remedy of process breakdown
- Early adoption of potential promising practices of interest to many others
- Emerging baseline comparative data

Conclusion

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.