

# Indigenous Patient Experience Measuring Cultural Safety in Health Care

This work was done on unceded and ancestral Indigenous territories across Turtle Island.

We acknowledge with humility and respect the rights, interests, priorities, and concerns of First Nations, Métis, and Inuit Peoples throughout British Columbia and beyond.

University of British Columbia Learning Circle  
April 17, 2025



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Alison Hill  
BC Office of Patient-Centred Measurement

# Session Objectives

1. Understand the role of the Patient-Centred Measurement Indigenous Advisory Committee in addressing inequities and anti-Indigenous racism.
2. Explore the five domains of measurement of culturally safe care.
3. Apply insights from the Indigenous Cultural Safety Module and potential for measurement application throughout the system.

*Please note that this session will not be discussing data analysis as this is a continued work in progress.*

# BC Office of Patient Centred Measurement

Since 2003 the BC Office of Patient-Centred Measurement has collected patient perspectives about experiences and outcomes of care via surveys across health care sectors on behalf of the seven health authorities and the Ministry of Health.

Our direction and workplan are guided by the BC Patient-Centred Measurement Steering Committee.



# BC Patient Centred Measurement

Our surveys give British Columbians a voice in assessing the quality and safety of their health care.

Cancer Care

Long Term Care

Surgical Services

Emergency Department Care

Acute In-Patient Care

Mental Health and Substance Use



# Indigenous Patient-Centred Measurement

Up until 2020 the OPCM operated without Indigenous representation and leadership to inform meaningful change in Indigenous-specific racism or cultural safety.

In March 2020 we engaged with Indigenous experts and leaders who agreed to form an Indigenous Advisory Committee to guide us in addressing this gap and integrate Indigenous ways of knowing into healthcare measurement.





**Mark Matthew**  
Simpco First Nation, IAC Co-Chair, Director of Indigenous Health, Health Quality BC



**Stephen Thomson**  
Métis Citizen, Director, Health Governance, Métis Nation British Columbia



**Jenny Morgan**  
Gitksan First Nation, Lax Gibuu (Wolfclan) from the House of WiiMuk'willixw, Assistant Teaching Professor, School of Social Work, University of Victoria



**Namaste Marsden**  
Wilp Gamlaxyeltxw, Lax Ganeda (Frog Clan), from Gitanyow



**Nancy Laliberté**  
Nehiyaw iskwew/Métis, Senior Director, Systems Transformation, Indigenous Health, Provincial Health Services Authority



**Tabatha Berggren**  
Métis Citizen, Manager of Health Research and Evaluation, Métis Nation British Columbia



**Payal Batra**  
Immigrant and honorary member of the Wolf Clan, Director, Research and Knowledge Exchange First Nations Health Authority



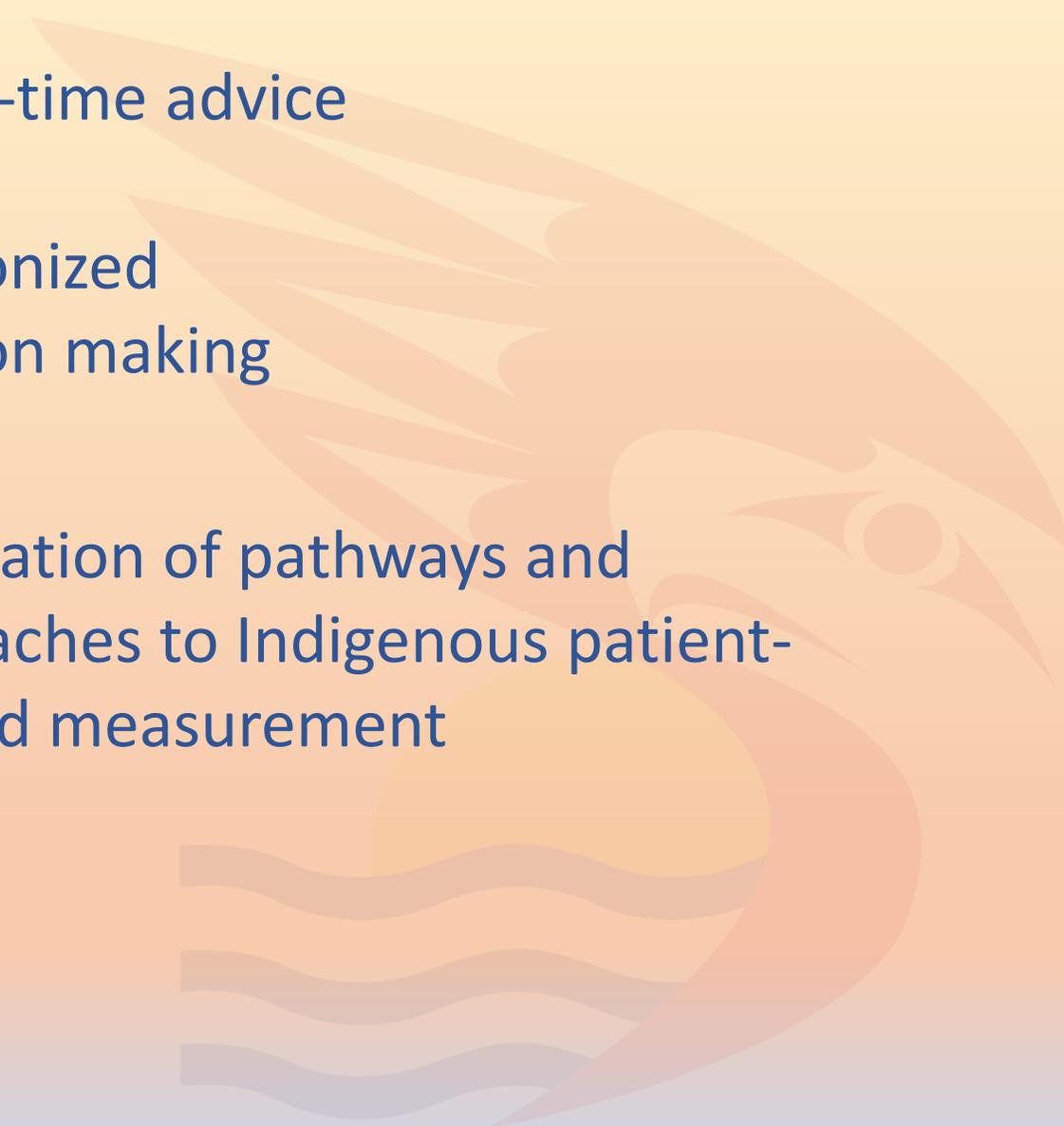
**Brittany Bingham**  
shísháhl Nation, Assistant Professor, Division of Social Medicine, Faculty of Medicine, University of British Columbia

**The Indigenous  
Advisory  
Committee**  
supports the  
OPCM through

Just-in-time advice

Decolonized  
decision making

Articulation of pathways and  
approaches to Indigenous patient-  
centred measurement



# Decolonized Decision Making

Our *Fire Agreements* guide how we work together and our broader work to support the evolution of cultural safety and humility in health care.

*Know why you are here.*

*Know your role.*

*Know what to contribute.*



Factors that drive  
the **Indigenous**  
**Advisory**  
**Committee's** work

Mistreatment of Indigenous peoples in  
the healthcare system

Racism in healthcare

The need to increase focus on cultural  
safety



**Landmark  
declarations and  
directives that  
promote  
cultural safety  
for Indigenous  
peoples**

*In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care (2020)*

*BC Declaration on the Rights of Indigenous Peoples Act (2019)*

*United Nations Declaration on the Rights of Indigenous Peoples (2007)*

*First Peoples, Second Class Treatment (2015)*

# **Cultural Safety and Anti- Indigenous Racism**

*Cultural safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances in the system. It results in an environment free of racism and discrimination.*

*British Columbia Provincial Health  
Services Authority, 2015*

## Cultural Safety in Practice

*Health care professionals and organizations must acknowledge biases, prejudices, stereotypes and structures that may affect the quality of care provided... and hold themselves accountable for providing culturally safe care, as **defined by the patient** and their communities, and as **measured** through progress towards achieving health equity.*

*Curtis et al 2019*

*What do we  
carry with us?*

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*What can you place in your basket to create and sustain culturally safe environments for Indigenous patients?*

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# Creating a measure of **cultural safety**

Identification of domains of  
measurement

Selection of survey questions for the  
Primary Care context

Question testing and related cultural  
safety training

Fielding the module

The **Five**  
**Domains**  
of the  
**Indigenous**  
**Cultural Safety**  
module

Relationship-Based Care

Identity

Respect

Self-Determination and Equity

Discrimination



**Measuring  
Indigenous  
Cultural Safety**

**Relationship-  
Based Care**



# Measuring Indigenous Cultural Safety

# Relationship- Based Care

During your most recent in-person or virtual health visit did you have trust in your care provider?

Before the end of your most recent in-person or virtual visit, did your care provider help you arrange any follow-up care or additional services you needed?

During your most recent in-person or virtual health visit did your care provider involve your family or friends in your care and treatment as much as you wanted?

# Measuring Indigenous Cultural Safety

## Identity



# Measuring Indigenous Cultural Safety

## Identity

In the past year, did you feel the care you received from your family doctor or nurse practitioner was wholistic?

In the past year, was your culture visible in the place where you received primary care? (for example, traditional art or language, Indigenous staff, or other signs of welcoming).

In the past year, did someone in your family doctor or nurse practitioner's office connect you with an Indigenous Patient Liaison?

**Measuring  
Indigenous  
Cultural Safety**

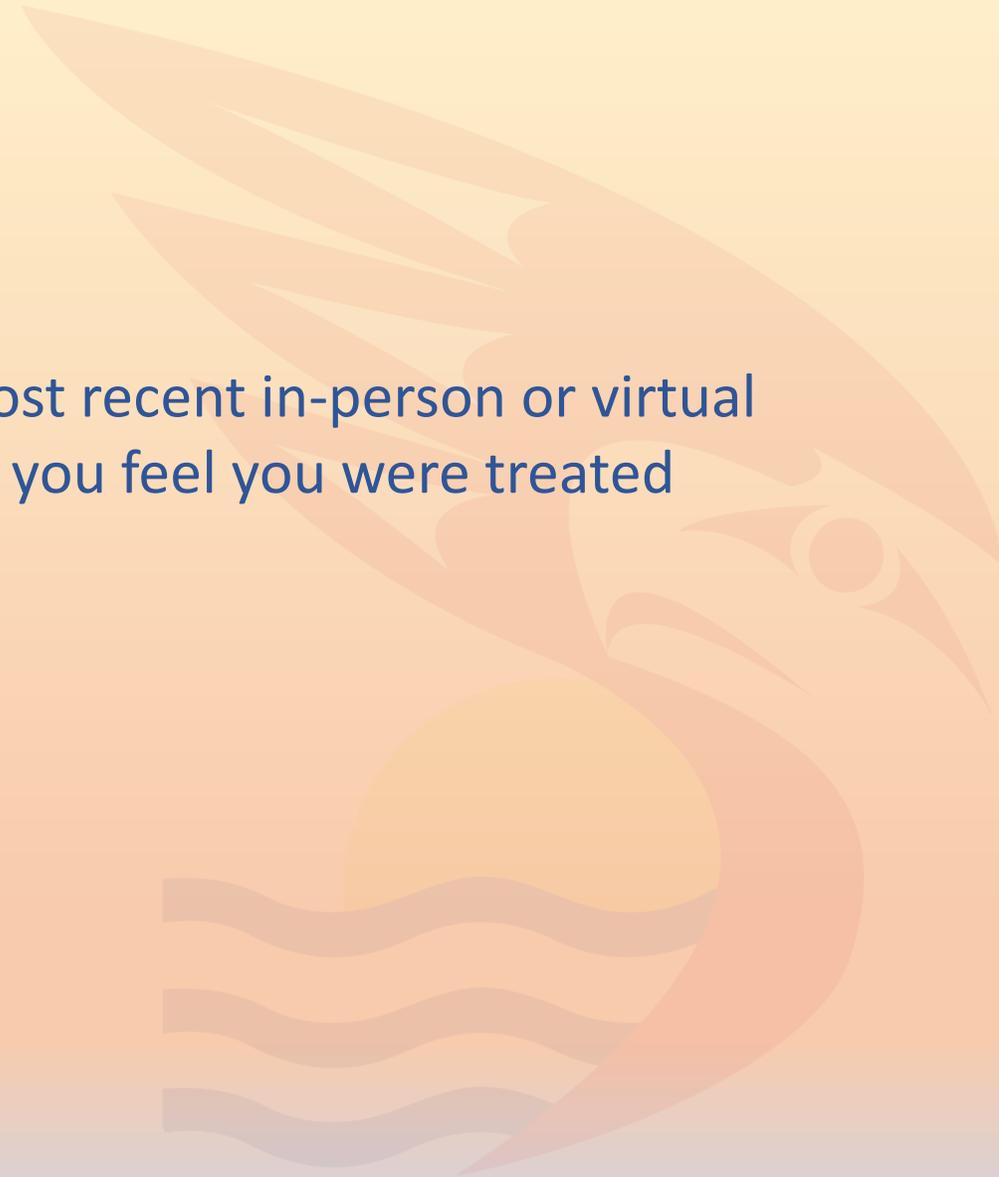
**Respect**



# Measuring Indigenous Cultural Safety

## Respect

During your most recent in-person or virtual health visit did you feel you were treated with respect?



# Measuring Indigenous Cultural Safety

# Self- Determination and Equity



# Measuring Indigenous Cultural Safety

# Self- Determination and Equity

During your most recent in-person or virtual health visit did you feel you could refuse treatment, medicine, tests or referrals?

In the past year, has a family doctor or nurse practitioner tried to help you get additional services you may need, such as social assistance, disability benefits, housing, or parenting support?

In the past year, did your care providers support you to include traditional wellness practices or traditional medicines into your care or treatment if you wanted them to?

**Measuring  
Indigenous  
Cultural Safety**

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**Discrimination**



# Measuring Indigenous Cultural Safety Discrimination

In the past year, did you ever feel a family doctor or nurse practitioner treated you unfairly because of race or cultural background?

If you felt you were treated unfairly, please tell us about your experience. Your responses are confidential.

**The Indigenous  
Cultural Safety**  
module  
has been  
fielded in **14**  
Provincial  
surveys

Emergency Department Care  
Acute Inpatient Care  
Long Term Care  
Home Support  
Mental Health and Substance Use  
Surgical Care

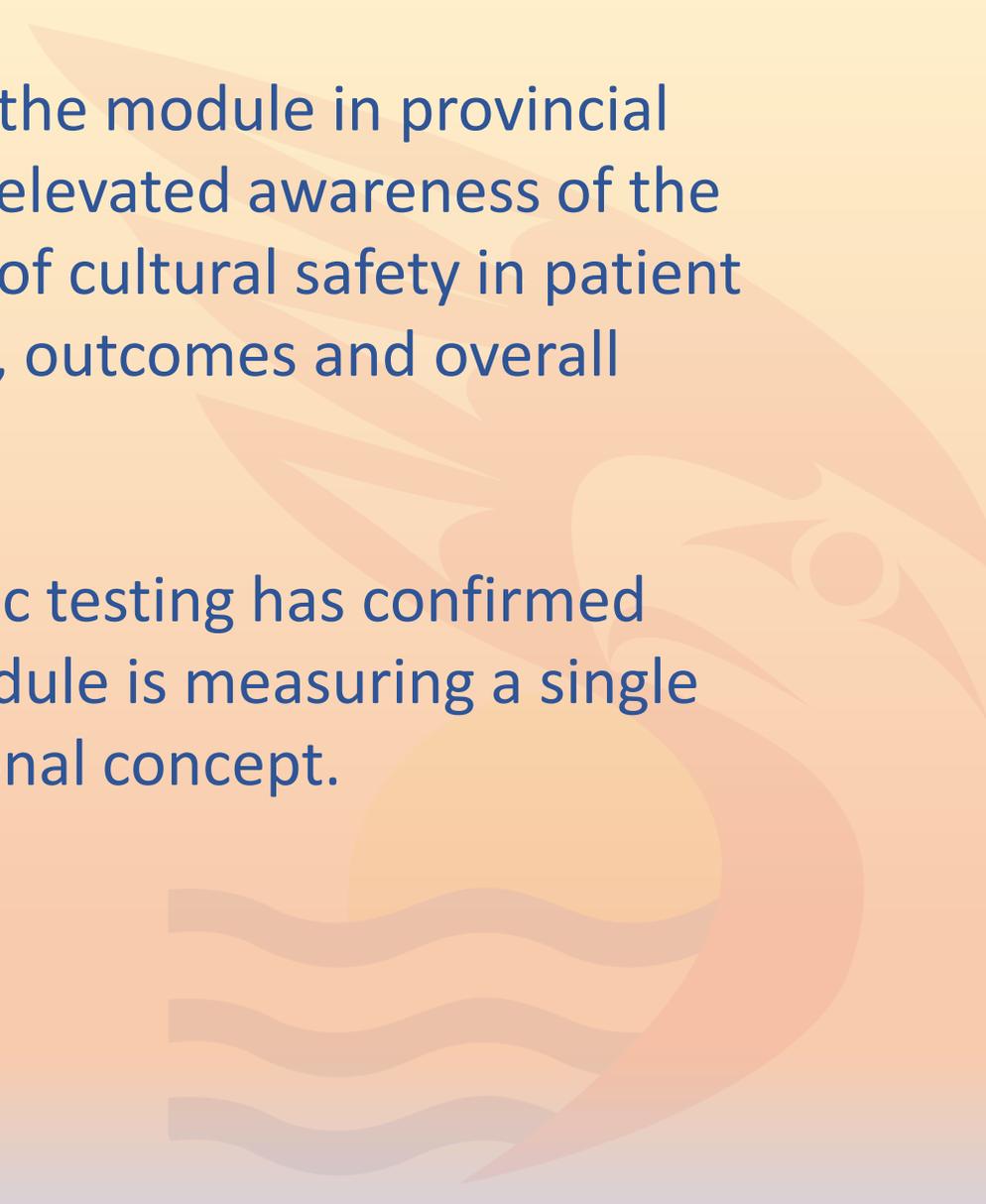


# Measuring Indigenous Cultural Safety Insights



Inclusion of the module in provincial surveys has elevated awareness of the importance of cultural safety in patient experiences, outcomes and overall health care.

Psychometric testing has confirmed that the module is measuring a single unidimensional concept.



# Measuring Indigenous Cultural Safety Insights

A scoping review of research into Indigenous patient experiences and outcomes identifies a gap in the development of Indigenous measurement methods.

*Ziabakhsh et al 2024*

The Indigenous Advisory Committee's work addresses this gap by articulating pathways and approaches to Indigenous patient-centred measurement.

# Measuring Indigenous Cultural Safety Next Steps

Sharing the cultural safety module with other measurement and research agencies

Consideration of analysis of text responses using large language processing

Continued development of the *Conceptual Framework of Indigenous Approaches in Patient Centred Measurement*

**Measuring  
Indigenous  
Cultural Safety  
Next  
Steps**

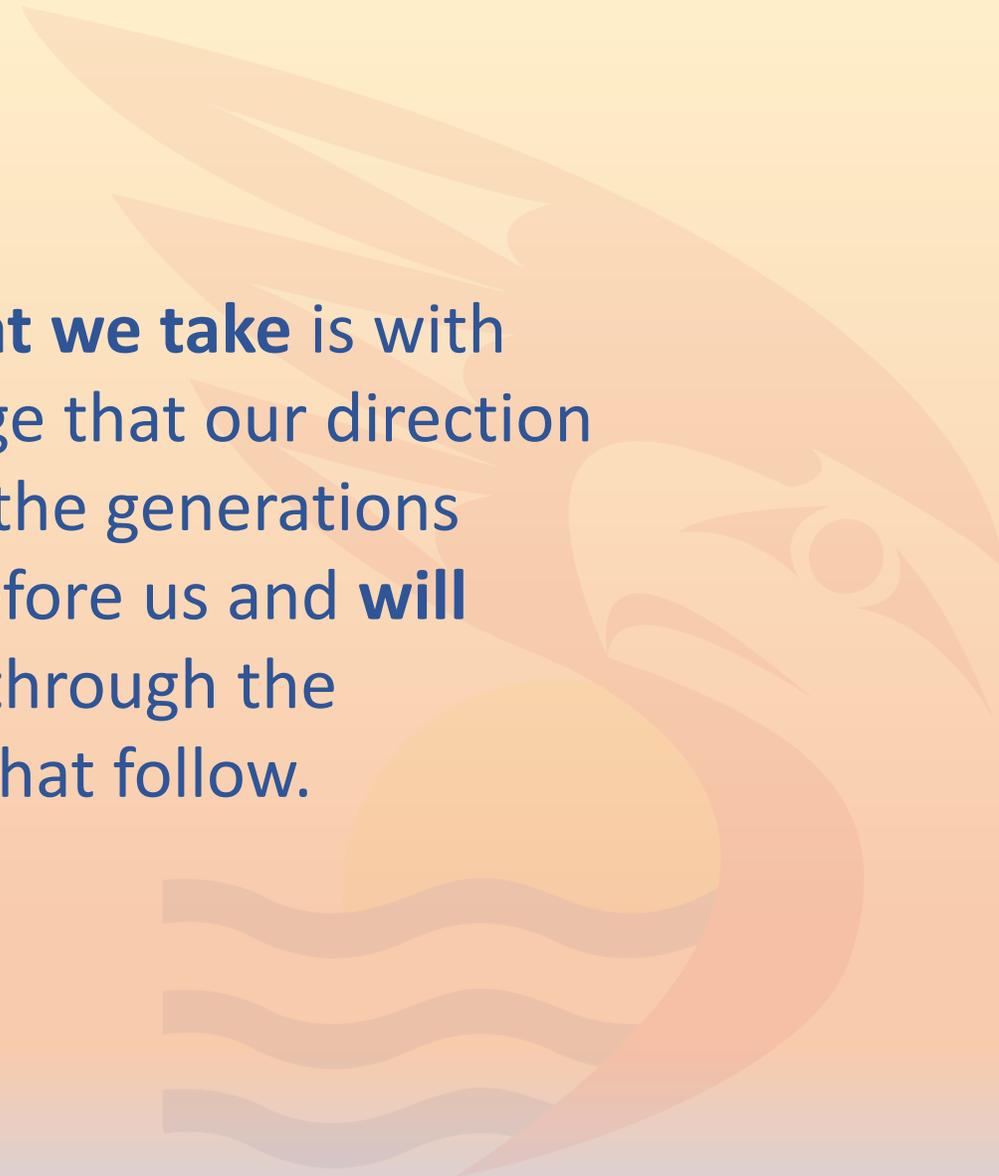
Work with Indigenous Communities in the co-design of measurement systems

Continued work to explore how Indigenous data sovereignty is maintained



**Measuring  
Indigenous  
Cultural Safety  
Seven  
Generations  
Forward**

Each **step that we take** is with the knowledge that our direction is shaped by the generations who came before us and **will reverberate** through the generations that follow.



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