



CROSS-CULTURAL PATIENT SAFETY

Achieving Cultural Safety in Health Services: Moving Beyond Cultural Competency

Diversity

October 2009



SIoux LOOKOUT

Meno Ya Win

HEALTH CENTRE



*An Emerging Centre of Excellence for
Culturally Integrated Healthcare in
Northwestern Ontario*



Scheduled for completion December 2010



CULTURAL SAFETY

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






CROSS-CULTURAL PATIENT SAFETY

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.





CULTURAL COMPETENCE

Definitions:

“a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or amongst professionals and enable that system, agency or those professionals to work effectively in cross-cultural situation.”

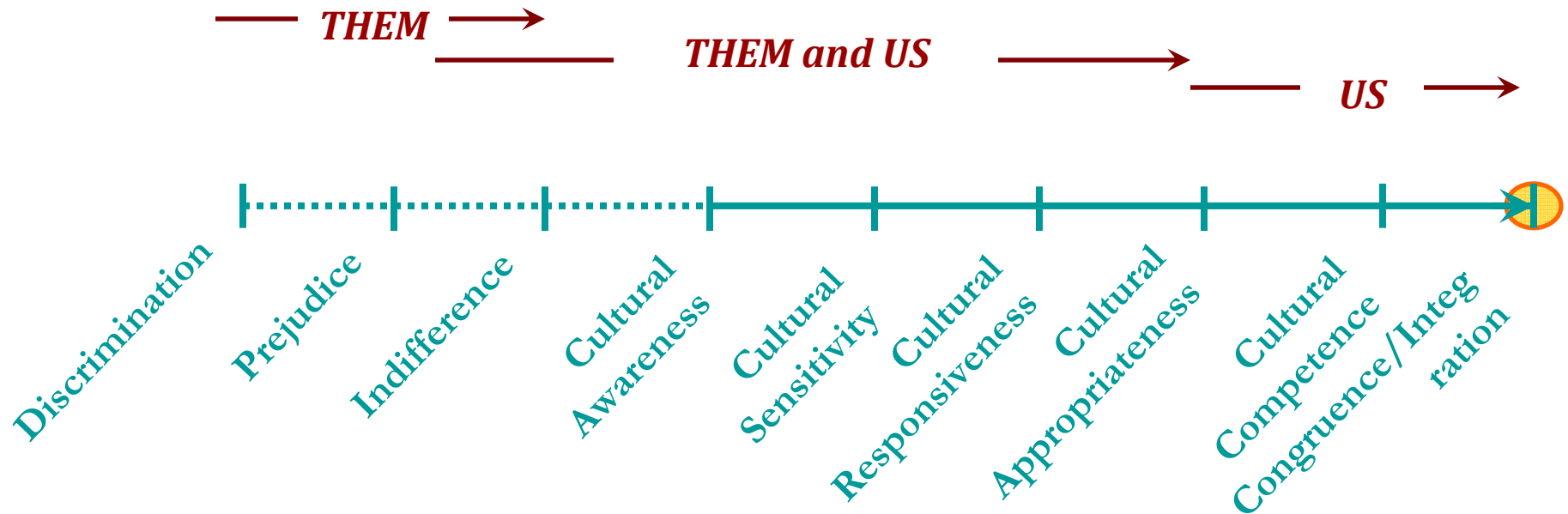
Cross et. al., 1989

“the ability of systems to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery of care to meet patients’ social, cultural, and linguistic needs”.

The Commonwealths Fund, 2002



Competent Cross-Cultural Care




Achieving Cultural Safety in Health Services: Understanding and Responding to the Underlying Cultural Factors,
Walker and Cromarty, 2006



The Sioux Lookout Meno Ya Win Health Centre's

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.






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.





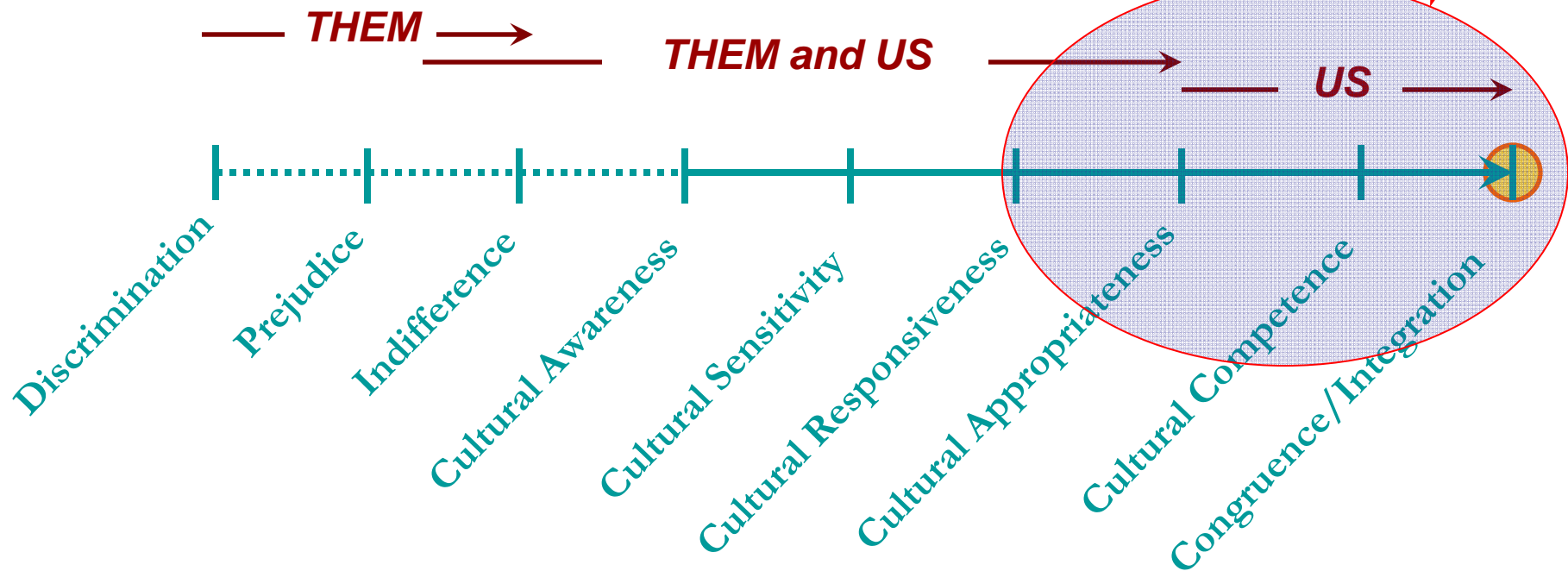
CULTURAL COMPETENCE CONTINUUM

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 Zone



Moving Beyond Cultural Competency









**Becoming
a more
culturally and linguistically
competent caregiver**



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- Acknowledge and explore your own biases and prejudices.
 - Learn about the traditions, culture, rules of interaction, family and social roles, health/illness beliefs, and practices of the population groups you serve.
 - Determine the patient's preferred language prior to the visit. Arrange for a professional medical interpreter to be present.
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- Use a little small talk initially to establish a personal relationship.
 - Learn and use a few basic greetings in your patients' primary languages as a means of establishing rapport and trust.
 - Use cross-cultural interview techniques to avoid profiling or stereotyping! Question the patient about beliefs relating to disease causation, treatment, and cure.
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- Don't ridicule or dismiss these beliefs or any advice or alternative treatment the patient may have been given by a traditional healer.
 - Respect religious or cultural rules prohibiting touch or treatment by a person of the opposite sex.
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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.



**We believe that together we can ultimately improve the state of
“menoyawin”
for all of our people.**



...as we travel together on this exciting journey.